2014 MISO Staff Survey

Key Trends and Takeaways

- Staff gave a high satisfaction rating to all services provided; all services received a mean score of higher than 3, or “somewhat satisfied.”
- Faculty also gave high ratings for Information Services staff attributes (friendly, knowledgeable, reliable, responsive) in all areas (reference, circulation, IT Service desk, etc.). The average response for the four attributes, for all IS staff areas, was higher than 3 (or “somewhat agree” that the staff met a given quality).
- Among staff, the mean satisfaction rating for the IT Service Desk increased over 2012 by 11.67 percent.
- Staff named “data backup” as a key topic about which they felt least informed, with 79.22 percent saying they felt either “not informed” or only “somewhat informed.” This figures dovetails with a question about how often staff back up their data; 39 percent said that they “never” do.
- Other related areas about which staff said they were either “not informed” or “somewhat informed” included current issues regarding information security (70.39 percent) and current issues regarding computer viruses and spyware (70.56 percent).
- Staff rated many library services higher in importance than peer institutions. Categories for which Connecticut College scored higher than the comparison group included library reference services (2.87 versus 2.2, respectively), library circulation services (2.78 versus 2.2), physical comfort in the library (2.97 versus 2.42), library databases (2.77 versus 2.27), public computers in the library (2.61 versus 2.17), the library catalog (2.69 versus 2.27), SuperSearch (2.46 versus 2.1) and the libraries’ website (2.81 versus 2.46).
- Staff indicated that computer issues were at the top of their interests. Among staff respondents, 75.58 percent reported that they were “interested” or “very interested” in learning to solve computer problems—the highest answer given by any population in response to the question, “How interested are you in learning more about the following?” Further, 74.42 percent said they were “interested” or “very interested” in learning about “avoiding computer problems.”

Most Important Services
Services with Highest Satisfaction

Topics of Greatest Interest for Additional Learning
Attitudes About Information Services Staff

• Circulation Staff

• Computer Support Staff
• IT Service Desk Staff

• Phone Support Staff
- Reference Staff