

MISO Survey Bates Staff Summary Results - 2026

Service Use	Total		Not at all	1 or 2 times a semster	1 to 3 times a month	1 to 3 times a week	4 or more times a week		Mean	
Over the course of a semester, on average, how often do you use the following services? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	297		37.7%	18.2%	15.2%	14.8%	14.1%		2.49	
Over the course of a semester, on average, how often do you use the following services? - IT Help Desk	297		13.1%	73.1%	11.8%	1.7%	0.3%		2.03	
Over the course of a semester, on average, how often do you use the following services? - Departmental printers	294		12.2%	7.5%	16.3%	28.6%	35.4%		3.67	
Over the course of a semester, on average, how often do you use the following services? - Garnet Gateway	298		1.0%	0.7%	25.8%	31.9%	40.6%		4.10	

	Total		Not important	Somewhat important	Important	Very important		Mean		Frequency Distribution
How important are these services to you? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	274		35.4%	23.4%	20.1%	21.2%		2.27		
How important are these services to you? - Support for the use of Generative AI Tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	270		34.8%	28.1%	21.1%	15.9%		2.18		
How important are these services to you? - Physical library collections	248		25.0%	23.4%	26.6%	25.0%		2.52		
How important are these services to you? - Library e-book collections	242		30.2%	28.1%	22.3%	19.4%		2.31		
How important are these services to you? - Interlibrary loan	240		27.5%	24.2%	22.1%	26.3%		2.47		
How important are these services to you? - Library databases (e.g. JSTOR, EBSCOhost, Scopus)	222		37.8%	21.2%	19.4%	21.6%		2.25		
How important are these services to you? - IT Help Desk	284		2.1%	7.4%	22.9%	67.6%		3.56		
How important are these services to you? - Support when you have a desktop/laptop computing problem	281		2.8%	1.4%	16.0%	79.7%		3.73		
How important are these services to you? - The time it takes to resolve your desktop/laptop computing problems	282		3.2%	5.0%	21.6%	70.2%		3.59		
How important are these services to you? - Departmental printers	281		5.3%	7.5%	16.7%	70.5%		3.52		
How important are these services to you? - Archives/Special Collections	231		32.5%	22.5%	28.1%	16.9%		2.29		
How important are these services to you? - Copyright and Fair Use support	236		26.3%	25.0%	31.8%	16.9%		2.39		
How important are these services to you? - Library circulation services	242		22.7%	23.6%	32.2%	21.5%		2.52		
How important are these services to you? - Information technology security policies and procedures	273		8.4%	16.1%	34.1%	41.4%		3.08		
How important are these services to you? - Garnet Gateway	283		0.7%	2.8%	23.7%	72.8%		3.69		

	Total		Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied		Mean		Frequency Distribution
How dissatisfied or satisfied are you with the following resources and services? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM) for academic or work purposes	182		4.4%	6.0%	27.5%	62.1%		3.47		
How dissatisfied or satisfied are you with the following resources and services? - Support for the use of Generative AI Tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	164		4.9%	12.8%	33.5%	48.8%		3.26		
How dissatisfied or satisfied are you with the following resources and services? - Physical library collections	162		0.6%	3.1%	18.5%	77.8%		3.73		
How dissatisfied or satisfied are you with the following resources and services? - Library e-book collections	136		0.0%	2.9%	19.1%	77.9%		3.75		
How dissatisfied or satisfied are you with the following resources and services? - Interlibrary loan	146		0.0%	3.4%	10.3%	86.3%		3.83		
How dissatisfied or satisfied are you with the following resources and services? - Library databases (e.g. JSTOR, EBSCOhost, Scopus)	121		0.0%	3.3%	20.7%	76.0%		3.73		
How dissatisfied or satisfied are you with the following resources and services? - IT Help Desk	272		1.5%	1.1%	11.0%	86.4%		3.82		
How dissatisfied or satisfied are you with the following resources and services? - Support when you have a desktop/laptop computing problem	266		1.1%	1.1%	12.4%	85.3%		3.82		
How dissatisfied or satisfied are you with the following resources and services? - The time it takes to resolve your desktop/laptop computing problems	267		1.9%	1.9%	17.2%	79.0%		3.73		
How dissatisfied or satisfied are you with the following resources and services? - Departmental printers	265		0.8%	5.3%	23.8%	70.2%		3.63		
How dissatisfied or satisfied are you with the following resources and services? - Archives/Special Collections	118		0.8%	2.5%	13.6%	83.1%		3.79		
How dissatisfied or satisfied are you with the following resources and services? - Copyright and Fair Use support	134		0.7%	3.7%	9.0%	86.6%		3.81		
How dissatisfied or satisfied are you with the following resources and services? - Library circulation services	152		0.0%	2.6%	6.6%	90.8%		3.88		
How dissatisfied or satisfied are you with the following resources and services? - Information technology security policies and procedures	222		0.0%	2.7%	13.5%	83.8%		3.81		
How dissatisfied or satisfied are you with the following resources										

and services? - Garnet Gateway	277	1.1%	2.9%	17.7%	78.3%	3.73	
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Informed	Total	Not informed	Somewhat informed	Informed	Very informed	Mean	Frequency Distribution
How informed do you feel you are about the following? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	283	17.3%	50.5%	24.7%	7.4%	2.22	
How informed do you feel you are about the following? - Who to contact for your copyright and Fair Use needs	280	44.6%	27.5%	21.8%	6.1%	1.89	

Staff Attributes	Total	Disagree	Somewhat disagree	Somewhat agree	Agree	Mean	Frequency Distribution
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Friendly	273	0.4%	0.4%	4.8%	94.5%	3.93	
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Knowledgeable	271	0.4%	1.1%	4.4%	94.1%	3.92	
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Reliable	271	0.7%	0.7%	6.3%	92.3%	3.90	
How strongly do you disagree or agree with the following statements with regard to the IT Help Desk staff? - Responsive	273	0.4%	1.8%	9.2%	88.6%	3.86	
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Friendly	186	0.0%	0.5%	5.9%	93.5%	3.93	
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Knowledgeable	173	0.0%	0.6%	4.6%	94.8%	3.94	
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Reliable	175	0.0%	0.6%	3.4%	96.0%	3.95	
How strongly do you disagree or agree with the following statements with regard to the library circulation staff? - Responsive	176	0.0%	0.6%	4.5%	94.9%	3.94	
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Friendly	144	0.7%	0.0%	3.5%	95.8%	3.94	
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Knowledgeable	142	0.7%	0.0%	4.9%	94.4%	3.93	
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Reliable	141	0.7%	0.0%	5.0%	94.3%	3.93	
How strongly do you disagree or agree with the following statements with regard to the library reference/research staff? - Responsive	140	0.7%	0.0%	3.6%	95.7%	3.94	
How strongly do you disagree or agree with the following statements with regard to the archives/special collections staff? - Friendly	146	0.0%	0.0%	2.1%	97.9%	3.98	
How strongly do you disagree or agree with the following statements with regard to the archives/special collections staff? - Knowledgeable	141	0.0%	0.0%	3.5%	96.5%	3.96	
How strongly do you disagree or agree with the following statements with regard to the archives/special collections staff? - Reliable	137	0.0%	0.0%	4.4%	95.6%	3.96	
How strongly do you disagree or agree with the following statements with regard to the archives/special collections staff? - Responsive	136	0.0%	0.0%	5.9%	94.1%	3.94	

Tool Use	Total	Entirely academic use	Mostly academic use	Equally academic and personal use	Mostly personal use	Entirely personal use	Do not use	Mean usage among those who use	Frequency Distribution
How do you use the following tools, if at all? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	279	11.1%	25.4%	16.5%	9.7%	2.9%	34.4%	2.51	

Device ownership	Total	Yes	No	Frequency Distribution
Do you personally own the following devices? - Laptop computer	277	72.9%	27.1%	
Do you personally own the following devices? - Smartphone (e.g. Android, iPhone)	280	98.9%	1.1%	

Skills self-assessment	Total	Have not used	Novice	Basic	Advanced	Expert	Mean	Frequency Distribution
How would you describe your skill level with the following? - Protecting your identity and reputation online	281	3.2%	7.5%	49.8%	35.6%	3.9%	3.30	

Interest in learning	Total	Not interested	Somewhat interested	Interested	Very interested	Mean	Frequency Distribution
How interested are you in learning more about the following? - Generative AI tools (e.g., ChatGPT, Gemini, Firefly, Notebook LM)	279	25.4%	25.8%	27.6%	21.1%	2.44	
How interested are you in learning more about the following? - Protecting your identity and reputation online	280	14.3%	28.9%	34.3%	22.5%	2.65	

Year Started	Total	2020 >	2010 to 2019	2000 to 2009	1990 to 1999	1980 to 1989	1970 or earlier
What year did you begin at Bates College?	266	50.8%	31.2%	10.9%	6.0%	1.1%	0.0%
Fulltime	Total	Yes	No				
Are you considered a full-time employee of Bates College for at least nine months of the current academic year?	278	91.4%	8.6%				

Job Classification	Total		Administrative/Academic support	Service/Facility support	Technical/Professional	Supervisor/Management		
Which of the following best describes your job?	273		30.8%	15.4%	25.3%	28.6%		
Gender*	Total		Female	Male	Category other than Male or Female			
What is your gender?	274		55.1%	42.3%	2.6%			
Age	Total		24 or younger	25 to 34	35 to 44	45 to 54	55 to 64	65 to 74
What is your age?	273		2.2%	20.5%	26.4%	22.3%	20.9%	7.0%
Race	Total		Yes	No				
What is your race? American Indian or Alaska Native	268		1.1%	98.9%				
What is your race? Asian	268		4.1%	95.9%				
What is your race? Black or African American	268		1.1%	98.9%				
What is your race? Native Hawaiian or Other Pacific Islander	268		0.0%	100.0%				
What is your race? White	268		90.3%	9.7%				
What is your race? Other	268		5.6%	94.4%				
Hispanic, Latino, or Spanish origin	Total		Yes	No				
Are you of Hispanic, Latino, or Spanish origin?	269		7.8%	92.2%				
*Recoded into generic categories								