



Creating, Administering, and Responding to a Library Workplace Climate Assessment

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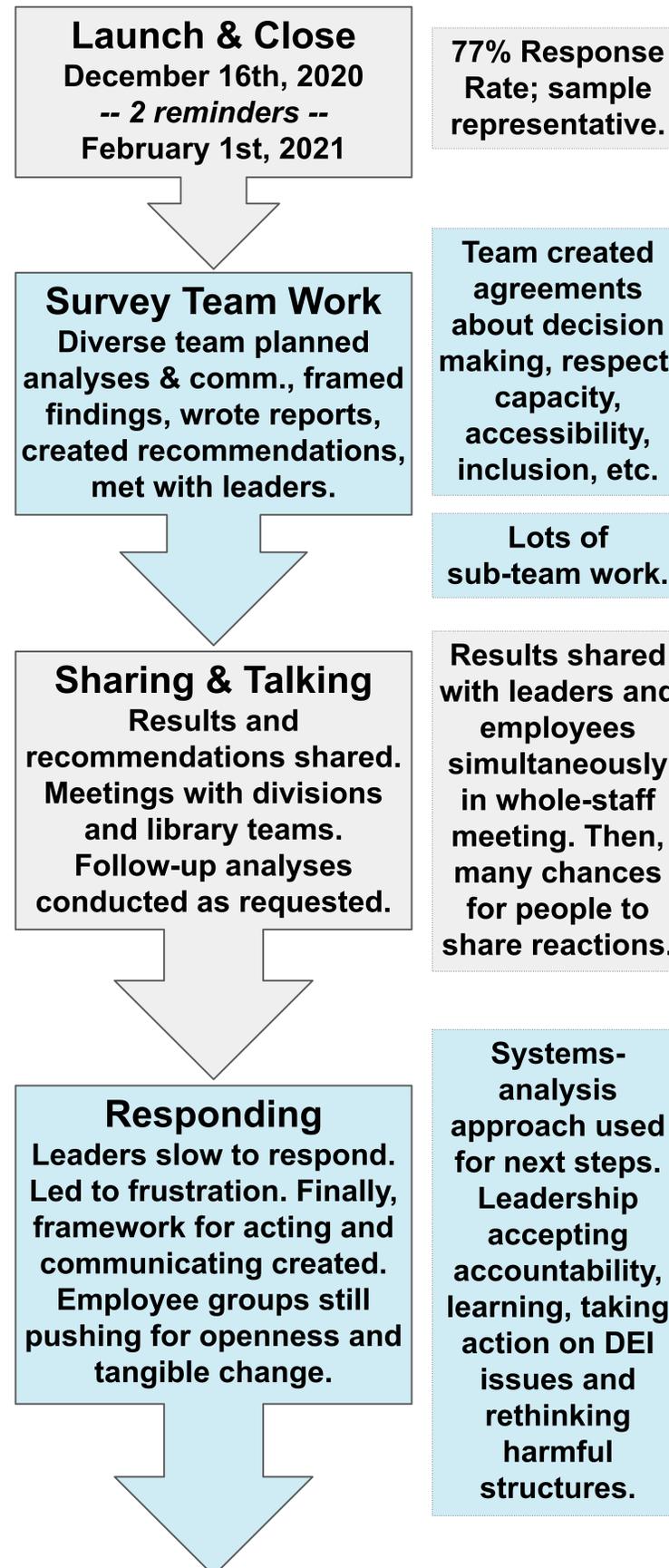
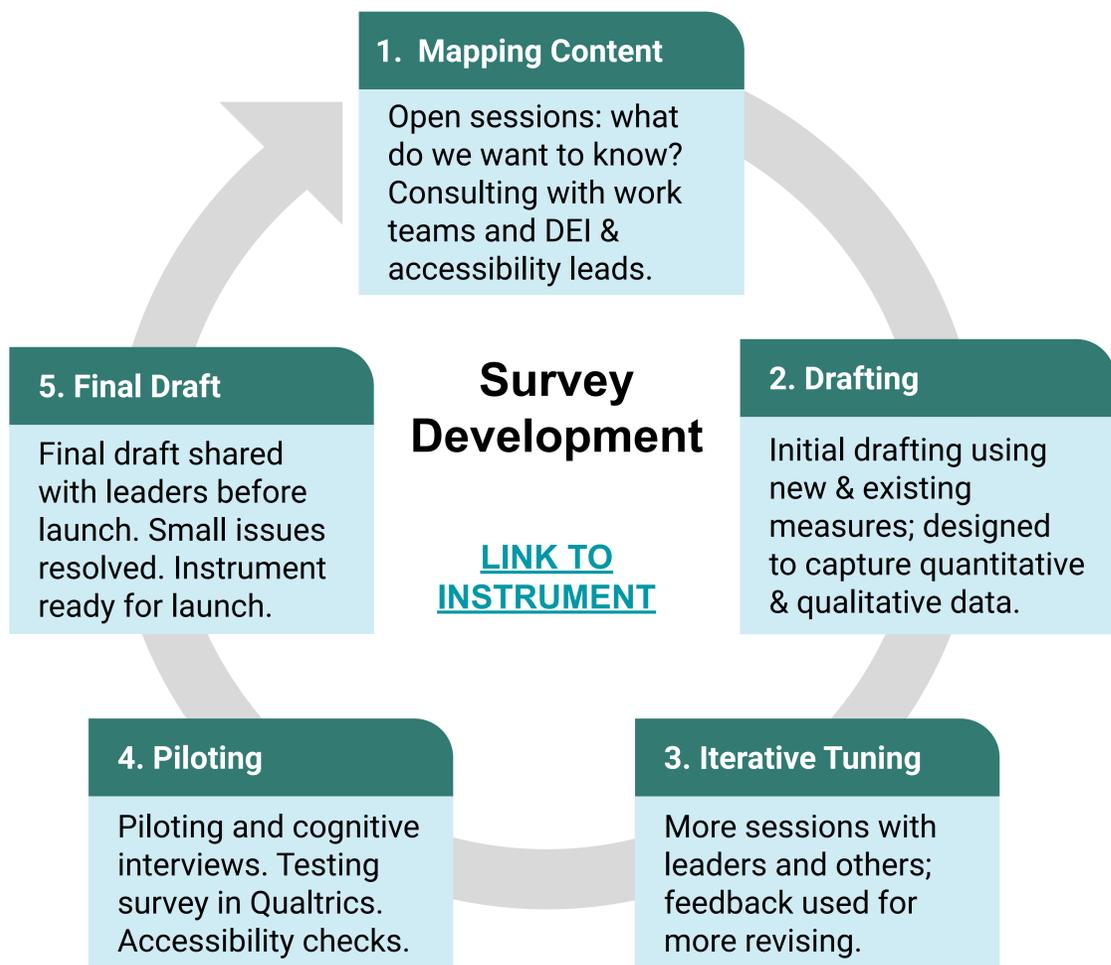
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Abstract. In 2020-21, we developed, administered, and began responding to a workplace climate survey. Here, we describe the project & lessons learned.

Survey Goals. To assess how employees experience the workplace with regard to:

- Satisfaction of basic psychological needs
- Job satisfaction & professional growth
- Workload & work/life balance
- Supervision & mentoring
- Climate (e.g., discrimination)
- Accessibility & workspace needs
- Organizational trust

Key objective:
Provide actionable data to Deans, AULs, and others leaders.



77% Response Rate; sample representative.

Team created agreements about decision making, respect, capacity, accessibility, inclusion, etc.

Lots of sub-team work.

Results shared with leaders and employees simultaneously in whole-staff meeting. Then, many chances for people to share reactions.

Systems-analysis approach used for next steps. Leadership accepting accountability, learning, taking action on DEI issues and rethinking harmful structures.

All documents were shared with the whole library; many avenues for people to dive in.

Technical Reports (Google Docs Versions)
PDF Versions (all documents)
MSWord Versions (all documents)
Results of the Library Employee Survey
Qualtrics Export -- U-M Library Employee Survey Instrument
Glossary of Common Survey Methodology Terms
Figures
FAQ for the 2020-21 Library Employee Survey
Employee Survey Follow-Up Team: Charge and Operating Agreements
Employee Survey Conversations: Guidelines for Supervisors, Managers, and AULs
2020-21 Library Employee Survey Findings -- Short Report
2020-21 Library Employee Survey Findings -- Long Report
2020-21 Library Employee Survey -- Recommendations by Theme

Important pattern throughout the findings: Specific groups -- such as people of color, people with disabilities, staff compared to librarians, people in certain units -- experienced poorer treatment and climate.

What We Learned from the Process.

- Better team-to-leadership contact can prevent confusion and help leaders prepare for action.
- Plans for next steps should be developed earlier.
- Leaders' communication about their work to make improvements should be very, very clear.
- Changes to systems should be clearly connected back to survey findings to avoid confusion and cynicism.
- Don't collect an overwhelming amount of data!
- Asking questions about already-known problems does not help with trust in the organization.