

ClimateQUAL And thinkLets:

Using ClimateQUAL And thinkLets To Facilitate Discussion
And Set Priorities For Organizational Change



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Criss Library ClimateQUAL Results

Highest Ranked Climates	Lowest Ranked Climates
Climate for Demographical Diversity Race 95% Gender 90% Sexual Orientation 90%	Organizational Climate for Justice: Distributive Justice 22% Procedural Justice 34%
Organizational Climate for Justice Interpersonal Justice 84%	Climate for Teamwork Structural Facilitation of Teamwork 40%
Leadership Climate Leader-Member Relationship Quality 83%	

Advisory Team



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Free Brainstorm Thinklet

The screenshot shows the thinktank software interface. The title bar reads "thinktank by GroupSystems" and "Session #101: UNO Library Session 1". The activity is "Brainstorming". The interface includes a menu bar with "Brainstorm", "Organize", "Comment", "Transfer Data", and "Report". Below the menu bar is a toolbar with "Edit", "Delete", "Comment", "Insert", "Cut", "Copy", "Paste", and "Paste Special".

The main area is divided into two panes. The left pane, titled "Categories:", shows a list of pages:

- 1. Page 1 10 (0)
- 2. Page 2 10 (0)
- 3. Page 3 4 (5)
- 4. Page 4 7 (6)
- 5. Page 5 5 (4)
- 6. Page 6 9 (8)

The right pane, titled "Ideas: Page 1", shows a list of 10 ideas:

1. Over the next year what could be done to enhance our work environment? 0 (0)
2. Send everyone to customer service training. 0 (0)
3. Cross-training in departments to take advantage of the talent pool in the library. 0 (0)
4. There is a feeling of "Fear" when trying new ideas. Criticism is very frequent and this results in employees not even wanting to try. 0 (0)
5. Lack of direct communication, everything is directed through channels. 0 (0)
6. Two people at the circ desk at one time is often frustrating, especially when doing a legitimate task at the desk, but being frowned on for being there. 0 (0)
7. Leadership needs leadership. 0 (0)
8. #6 Agreed - Too strict of adherence to policy, feels like no trust in staff to determine when we need more or less people at desk. Training comes to mind - easier to train students/employees at front desk than back but it violates the 2 people rule. 0 (0)
9. #6 Agreed. Bring the focus back to customer service. 0 (0)
10. Make people understand that laziness affects everyone - staff and patrons. Laziness has no place here. 0 (0)

At the bottom of the main area, there is a text input field with the placeholder "(Type here to submit an idea.)" and buttons for "Append", "Insert", and "Send".

At the bottom left of the window, there is a status bar that reads "Transferring data from thinktank.unomaha.edu..."

Fast Focus Thinklet

thinktank
by GroupSystems

Session #101: UNO Library Session 1
Activity: Focusing

Webcam Leader@L... Services Logout Help

Vote Results Delete Votes Transfer Data Report Edit Weights

New Criteria Edit Delete Outcast Instant Cut Crew Paste Paste Special

Cast Vote Save Abstain

Ballot Items	Criteria->	Check your top 5
	Voting Method->	Checkmark
1. Allow people to take part in more training opportunities for cross-training to improve knowledge and customer service.	0 (0)	<input type="checkbox"/>
2. student employees need to have a wider authority to conduct transactions.	0 (0)	<input type="checkbox"/>
3. Address the faculty/staff rift (e.g., create an all-inclusive environment with an attitude of gratitude)	0 (0)	<input type="checkbox"/>
4. Create a net-neutral chat box for anonymous ideas and feedback.	0 (0)	<input type="checkbox"/>
5. Create a mechanism for dealing with office bullies.	0 (0)	<input type="checkbox"/>
6. Develop a process by which circ desk policies are reviewed to assure they are focused on and do not ham customer service (e.g., the 2 person circ desk policy).	0 (0)	<input type="checkbox"/>
7. Reorganize circ desk area to put retrieved/stored items near to the service rep (e.g., laptops/keys/camcorders/headphones)	0 (0)	<input type="checkbox"/>
8. Improve communication among coworkers across departments and staff levels.	0 (0)	<input type="checkbox"/>
9. Address understaffing issues (e.g., Develop an expectation among faculty regarding "pitching in" to contribute to such things as patron services)	0 (0)	<input type="checkbox"/>
10. Create a "we" environment -- each department's actions impact every other department.	0 (0)	<input type="checkbox"/>
11. Create opportunities for human-to-human interaction across departments (e.g., encourage informal and direct communication & other social opportunities).	0 (0)	<input type="checkbox"/>
12. Certain members of the virtual services team should become more approachable, aware, and responsive to the concerns/needs of other departments and individuals, and open to direct communication.	0 (0)	<input type="checkbox"/>
13. Increase awareness of the diversity of patrons and patrons' needs (some have much more complex needs than others).	0 (0)	<input type="checkbox"/>

Transferring data from thinktank.unomaha.edu...

Priority Vote Thinklet

thinktank by GroupSystems

Session #101: UNO Library Session 1
Activity: Focusing

Welcome Louder92 [Sign out](#) [Logout](#)

Vote Results Delete Votes Transfer Data Report Edit Weights

Chart Table

Check your Top 5 Totals

Votes: 5, Abstentions: 0

Basket Items	Total	Avg. Score	Std. Dev.
6. Develop a process by which circ desk policies are reviewed to assure they are focused on and do not harm customer service (e.g., the 2 person circ desk policy).	4.00	0.67	0.52
12. Certain members of the virtual services team should become more approachable, aware, and responsive to the concerns/needs of other departments and individuals, and open to direct communication.	4.00	0.67	0.52
3. Address the faculty/staff rift (e.g., create an all-inclusive environment with an attitude of gratitude)	3.00	0.56	0.55
5. Create a mechanism for dealing with office bullies.	3.00	0.50	0.55
8. Improve communication among coworkers across departments and staff levels.	3.00	0.50	0.55
10. Create a "we" environment -- each department's actions impact every other department.	3.00	0.50	0.55
7. Reorganize circ desk area to put retrieved/stored items near to the service rep (e.g., laptops/keys/camcorders/headphones)	2.00	0.33	0.52
11. Create opportunities for human-to-human interaction across departments (e.g., encourage informal and direct communication & other social opportunities).	2.00	0.33	0.52
13. Increase awareness of the diversity of patrons and patrons' needs (some have much more complex needs than others).	2.00	0.33	0.52
1. Allow people to take part in more training opportunities for cross-training to improve knowledge and customer service.	1.00	0.17	0.41
2. student employees need to have a wider authority to conduct transactions.	1.00	0.17	0.41
4. Create a net-neutral chat box for anonymous ideas and feedback.	1.00	0.17	0.41
9. Address understaffing issues (e.g., Develop an expectation among faculty regarding "pitching in" to contribute to such things as patron services)	1.00	0.17	0.41
Summary	30.00	0.38	0.46

Facilitated Discussion Perception Survey



- Did you feel the facilitated discussions were anonymous?
 - 50% said yes – worked well
 - 50% said no – anonymity was compromised
- What could have been done differently?
 - Have people choose their own discussion groups
 - People did not feel safe
 - Good cooperation within groups

Strategies for Improvement

- ❑ Staffing and Scheduling Issues (5)
- ❑ Staff Unity/Teamwork (5)
- ❑ Communication (5)
- ❑ Goodwill/Morale (4)
- ❑ Accountability(4)
- ❑ Decision-Making(4)
- ❑ Policy Issues (4)
- ❑ Skills and Training (3)
- ❑ Leadership(3)
- ❑ Ergonomics/Physical Work Environment(3)
- ❑ Respect(3)
- ❑ Bullying (2)

Total number of groups = 6

Top Improvement Strategies



Respect:
Create a safe environment that promotes and fosters trust.

Communication:
Improve between departments and the Library as whole

Address Bullying:
Create a mechanism for dealing with office bullies

Accountability:
Hold people accountable for job performance & professional conduct

Leadership:
Define a standard process for leadership at all levels to disseminate key decisions

Strategies in Motion

Priorities

- “Courtesy” Committee
- Communications Advisory Group
- Policy Roundup and Reviews
- Leadership Training

Climates / Top Opportunity & Strength Areas

- Distributive Justice
- Structural Facilitation of Teamwork
- Procedural Justice
- Climate for Leadership

Personal Assessments



- Emotional
- Self-Reflection
- Establish credibility
- Marathon, not a sprint

**Strategy Assessment
is the Next Step**

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