

## LSSAC Culture Survey

1. My campus location is	Response Percent	Response Count
Daley Library/Science Library	65.5%	72
LHS-Chicago	20.0%	22
Library Sites	14.6%	16
Please specify site (optional)		12
<i>answered question</i>		<b>110</b>
<i>skipped question</i>		<b>0</b>

2. My years of employment at UIC are	Response Percent	Count
0-5 years	16.4%	18
<b>6-10 years</b>	<b>28.2%</b>	31
11-15 years	19.1%	21
16-20 years	10.9%	12
21+ years	25.5%	28
<i>answered question</i>		<b>110</b>
<i>skipped question</i>		<b>0</b>

3. I would categorize my job classification as	Response Percent	Count
<b>Clerical/Administrative</b>	<b>38.2%</b>	42
Managerial/Supervisory	34.6%	38
Technical	21.8%	24
Other (please specify)	5.5%	6
<i>answered question</i>		<b>110</b>
<i>skipped question</i>		<b>0</b>

4. I have been in my current position and classification for	Response Percent	Count
less than 1 year	15.0%	16
1-3 years	28.0%	30
4-7 years	16.8%	18
<b>8+ years</b>	<b>40.2%</b>	43
<i>answered question</i>		<b>107</b>
<i>skipped question</i>		<b>3</b>

5. I have worked in the following number of library departments	Response Percent	Count
1	43.0%	46
2	22.4%	24
3+	34.6%	37

<i>answered question</i>	<b>107</b>
<i>skipped question</i>	<b>3</b>

**6. I have been promoted the following number of times**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
<b>0</b>	<b>30.8%</b>	33
1	29.9%	32
2	15.0%	16
3+	24.3%	26
	<i>answered question</i>	<b>107</b>
	<i>skipped question</i>	<b>3</b>

**7. My work area/unit is considered a**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
<b>public service point</b>	<b>50.5%</b>	53
non-public service point	41.0%	43
Other (please specify)	8.6%	9
	<i>answered question</i>	<b>105</b>
	<i>skipped question</i>	<b>5</b>

**8. I supervise the following number of employees in my unit**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
<b>None</b>	<b>56.2%</b>	59
1-4	27.6%	29
5-9	8.6%	9
10-14	1.9%	2
15+	5.7%	6
	<i>answered question</i>	<b>105</b>
	<i>skipped question</i>	<b>5</b>

**9. My job description accurately reflects my current job duties.**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
Strongly Agree	28.6%	30
<b>Agree</b>	<b>51.4%</b>	54
Disagree	16.2%	17
Strongly Disagree	3.8%	4
Comments (optional)		9
	<i>answered question</i>	<b>105</b>
	<i>skipped question</i>	<b>5</b>

1. I believe that my most recent job description has yet to be approved.
2. I do a few other duties outside my job description.
3. In transition, Current J.D. NOT rec'd
4. It depends who you are pleasing...
5. I haven't seen my current job description, so I put agree, but i haven't seen it.
6. There has been considerable improvement in my job description over the last revision, but it still does not capture the amount of time devoted to those tasks, which are associated with the next higher position title.
7. Some of the tasks which I conduct and perform were added to my job description once higher positions were phased out, instead of offering a promotion to that position that was phased out.
8. My job description is broad enough to cover the things that I do, and the tings I may need to do in this position.
9. no comment at this time.

**10. Staff development is encouraged and supported in my unit/department.**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
Strongly Agree	26.2%	27
<b>Agree</b>	<b>57.3%</b>	<b>59</b>
Disagree	12.6%	13
Strongly Disagree	3.9%	4
	Comments (optional)	7
	<b>answered question</b>	<b>103</b>
	<b>skipped question</b>	<b>7</b>

1. It is, but often the application of developmental opportunities is lacking. Most of the application of training is given to upper level staff in the department.
2. It's only supported for academic professionals.
3. There is little to no encouragement whatsoever from my supervisor.
4. It is made difficult to get funding though
5. Just came to unit but there doesn't seem to be encouragement at this point from my observation
6. My supervisors, both departmental and unit believe in encouraging the staff to develop skills both professionally and personally.
7. It has improved in so many ways. Library staff attending any conference or developmental activity was unheard of in some administrations. Staff in some units willingly learn new skills to do the job effectively. This is a form of self-initiated staff development, and this is supported by some departments. However, their efforts and growing responsibilities are not accurately reflected in their job descriptions--and so they are not properly compensated.

**11. I have the necessary tools and resources to perform my job duties effectively.**

**Response**

	<b>Percent</b>	<b>Count</b>
Strongly Agree	24.3%	25
<b>Agree</b>	<b>59.2%</b>	61
Disagree	14.6%	15
Strongly Disagree	1.9%	2
Comments (optional)		9
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>7</b>

1. It often takes too long to get equipment, training and resources to deal with problems. Decision-making is too concentrated in the hands of a few, leaving frontline staff having to invent interim solutions to problems.

2. All but time

3. we need more heat in Cataloging

4. I generally do have the necessary tools but find myself having to search for information on my own.

5. Equipment and programs are outdated.

6. We do a poor job of intra-unit and intra-department training.

7. Computer, printer, software and most technical needs are poorly furnished

8. Sometimes it takes a long time to get what we need, but eventually we get it. I realize that we are severely underfunded and spending even small amounts can be an issue. In the meantime, we make do. However, the furniture is not ergonomic, and it's unfortunate that staff are still using orange desks, ripping their clothes and injuring themselves on this antiquated furniture from the last century. Most especially since there are ergonomic models available right here in the building. Some staff have the luxury of spreading out to use multiple ergonomic workstations. Given the amount of computer work that we do, this is unacceptable.

9. Poor building design and broken elevator really slow my workflow.

**12. The performance review program currently in place for the campus [Employee Development Program (EDP)] is an effective tool to track an employee's progress in his/her job and to encourage advancement.**

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	3.9%	4
Agree	41.8%	43
<b>Disagree</b>	<b>43.7%</b>	45
Strongly Disagree	10.7%	11
Comments (optional)		14
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>7</b>

1. This program isn't taken seriously by most staff and supervisors. Advancement and real developmental opportunities are available to the favored few.

2. Have not worked here long enough to participate in this.

3. I don't see the point of this since we have a governor and other elective officials that are crooks .

4. not sure

5. Sometimes it seems to be a form that is not reviewed or used for merit
6. don't really know for sure. taking a guess
7. We fill out the EDP forms once a year and the developmental goals and activities are never acted upon. If there are only two people working in the office, only one person can pursue their developmental goals and that's the person with the highest classification.
8. The EDP is totally ineffective. It does nothing to encourage advancement and is always filed away in the employees file after it is completed. I have never been encouraged to further my education or training.
9. But has room for improvements
10. It's an opportunity to set personal goals for developmental growth. An employee can also discuss duties that perhaps the supervisor was not aware of.
11. My experience is that the program is underutilized. However, I see some measure of improvement locally.
12. Once it's done it goes in a file and isn't looked at again. We're doing the same jobs year in and year out so unless we've been promoted we will always get exceeds expectations. And the goals are recycled with a different date because nobody cares to follow up and see if we've tried to accomplish them.
13. Why bother to complete, whatever I had listed as a goal to achieve has never be introduce and what I would like to accomplish is a waste of time due to changes with programs and jobs.
14. It has great potential. This new form is a definite improvement, but one's advancement is in many ways determined by the enthusiasm and interest of one's supervisor. Is your boss trying to help you to improve and develop new skills? Keeping you informed about the advances and changes in Librarianship and what this means for all of us in the library profession? Or is he or she just here to pick up a paycheck? And whether or not you're just here to pick up a paycheck is also a factor. This applies to staff at all levels. It's all relative.

**13. The library should introduce a review method where I have the opportunity to evaluate my supervisor/department head.**

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	34.0%	35
<b>Agree</b>	<b>56.3%</b>	<b>58</b>
Disagree	7.8%	8
Strongly Disagree	1.9%	2
Comments (optional)		11
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>7</b>

1. The paradox in the library is that the staff is expected to work as a team and cooperate, but supervisors are not and often make arbitrary decisions without input from the staff involved. Supervisors/dept. heads act as if they know it all and make poor decisions concerning workflow, lowering staff morale. All levels of supervisors, including professionals, should be required to take supervisory training, especially in people skills, delegation/coaching, conflict management, change management, team building, etc.
2. I have not worked here long enough to decide this. It is a good idea for there to be evaluation in both directions.
3. This would be very valuable. I believe supervisors would benefit from feedback of this kind from the employees they supervise. This could also improve employee-supercommunication
4. Please do

5. I think that supervisors need feedback from us just as we need it from them (good and bad). They may not always get praise from their supervisors or they may not know what is not working in the department.
6. Maybe then they'll be a little more careful of how they treat us
7. If this would happen, I believe Human Resources and Administration would have to evaluate the positions of certain supervisors/department heads. They would realize why certain units have such a high turnover rate, disgruntled staff and why staff is always looking for a new position far away from the supervisors.
8. Yes, bottom-up feedback is integral to the success of a unit; however, the method should be structured in a way that provides useful feedback and not mere emotional venting.
9. Regardless if we had a option to review our supervisor/dept.head, anything would change or occur, were talking upper management verses comment employees.
10. What's the point, it'll probably get treated the same way the EDP does. It'll get filed and forgotten about.
11. I think this is important. Some staff are unable to succeed because they don't have the proper support and assistance of the supervisor. Some in supervisory roles don't encourage people to learn, they serve only to identify one's mistakes and take some punitive, or in some instances, petty action against the employee. This does not create a healthy work environment. Some staff mirror their supervisors: he or she isn't doing anything/doesn't care, why should I? And still, some people, at all levels, do not know how the library works. How their job and how what they do impacts others. Simply put, not everyone is a manager, and some abuse the responsibility.

#### 14. My supervisor periodically provides constructive feedback on my work performance.

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	19.4%	20
<b>Agree</b>	<b>61.2%</b>	<b>63</b>
Disagree	11.7%	12
Strongly Disagree	7.8%	8
Comments (optional)		8
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>7</b>

1. My supervisor refuses to delegate tasks to qualified individuals or to assign a team to work through problems, instead trying to devise a solution without vital input from staff involved in the situations. The only real feedback is negative.
2. My supervisor 'periodically' (but inconsistently) provides feedback. However, this feedback is anything but constructive. My supervisor tends to give feedback that is vague and unclear. My supervisor is also very passive aggressive and uncommunicative which does not create a positive work environment.
3. At this point everyone still trying to figure things out with my moving to current dept.
4. I only got feedback once a year on my edp
5. The supervisor and our staff have developed a relationship where constructive feedback is always given and welcome.
6. Slightly agree.
7. Thank God someone appreciates our work!
8. Always, but I am fortunate.

### 15. My supervisor praises me and recognizes my efforts.

	Response	
	Percent	Count
Strongly Agree	26.2%	27
<b>Agree</b>	<b>52.4%</b>	<b>54</b>
Disagree	12.6%	13
Strongly Disagree	8.7%	9
Comments (optional)		9
<b>answered question</b>		<b>103</b>
<b>skipped question</b>		<b>7</b>

1. Feedback is routinely negative, leading to poor morale. Positive feedback is rare.
2. Occasionally.
3. I feel like most of my efforts and work goes unrecognized by my supervisor. I rarely receive praise in regard to my efforts. Typically, the only recognition I receive from my supervisor is negative. This is very discouraging.
4. my supervisor barely said hello to me
5. My previous supervisor was one that did not believe in praising or acknowledging good work or effort. I would be devastated if my current supervisor decided to retire or move to a different position.
6. Again, slightly agree.
7. My supervisor does hand out compliments and credit were work is due she recognizes all our efforts.
8. Always, but again, I am fortunate.
9. NEVER

### 16. I feel I have an opportunity to grow and improve my skills within my unit.

	Response	
	Percent	Count
Strongly Agree	18.0%	18
<b>Agree</b>	<b>51.0%</b>	<b>51</b>
Disagree	19.0%	19
Strongly Disagree	12.0%	12
Comments (optional)		12
<b>answered question</b>		<b>100</b>
<b>skipped question</b>		<b>10</b>

1. I've taken the initiative on my own to develop my skills in areas that interest me. My department refuses to assign me projects even when I volunteer and my expertise is greater than most in the department. The favored few get assigned special projects. The rest are assigned busy work or projects that don't mesh with their skill set.
2. However, I do it on my own
3. There is nowhere to go in this position but out.
4. There is really no room for expansion within my unit, at least that is how it appears. This is very

	discouraging.
5.	Improve my skills - yes; growth - no!
6.	I'm grateful to have a supervisor who challenges and encourages me to take on projects that will make me grow professionally and personally.
7.	I never had this opportunity
8.	This is encouraged and supervisor is always calling to my attention new training sessions. Encouraging to take part in committees to expand my knowledge.
9.	I greatly value the opportunity to attend classes and the flexible scheduling (generally) offered by the UL.
10.	The Library is limited in job "titles."
11.	Why not promote us to the next position, being that we are constantly getting more work task added to our job descriptions, but not the PAID!
12.	The nature of the work requires this. Otherwise it might not be possible.

**17. In the last 12 months I have attended the following number of training classes, seminars, or other forms of staff development:**

	Response Percent	Count
None	26.0%	26
<b>1-4</b>	<b>64.0%</b>	64
5-9	10.0%	10
10-14	0.0%	0
15+	0.0%	0
<b>answered question</b>		<b>100</b>
<b>skipped question</b>		<b>10</b>

**18. In my absence, my supervisor or another employee in my unit is able to perform my duties effectively.**

	Response Percent	Count
Strongly Agree	17.0%	17
<b>Agree</b>	<b>57.0%</b>	57
Disagree	20.0%	20
Strongly Disagree	6.0%	6
Comments (optional)		15
<b>answered question</b>		<b>100</b>
<b>skipped question</b>		<b>10</b>

- As a supervisor, I've trained my staff to perform most of my daily duties. There are special situations that are my primary responsibility which are often not the priority where they need to be addressed daily and can wait until my return. My supervisors are not familiar with the processes and procedures in my unit and would be hard pressed to fill in if the unit's staff were absent.
- We pretty much work in silos
- Parts of it. It's perfectly adequate for short periods of time; it would be a learning curve if it was for a long period of time, tho the group could do it.

4. If I am sick or on vacation, I return to a desk full of paper because no one knows my job. Returning from vacation is very depressing because I know that I will have to work twice as hard in order to catch up.
5. Up until this week three people covered for me when I had to be away.
6. Most of the time but not all.
7. I have Voyager profiling authorization at Daley- no one else on east side can perform this duty.
8. My colleagues are very able to perform these duties in my absence.
9. to some degree
10. Voyager profiling responsibility cannot be performed by anyone else in my unit, as it is based on authorization.
11. Not knowing the other staff member's job duties or performing them in their absence is both destructive to the work flow and inconsiderate to each staff member. Why should they be blamed when work flow comes to a standstill if they are for whatever reason unable to perform their duties. There could be a death, illness or accident that prevents an employee from coming to work and why should this have an impact on the rest of the staff. We believe that working together and knowing each others work duties, helps provide a better service to the library patrons. This is after all our goal.
12. The answer hinges upon "effectively." Someone is able to perform them, but not to the same high standards.
13. I believe that my supervisor is the only person who can perform my job correctly, maybe between all of my co-workers they can do my duties.
14. Special Projects aside, all staff here are trained to handle the day to day operations. However, we do not always have the same experience when interacting with other units. "So-and-so is on vacation. Can you wait until he or she comes back?" is not an acceptable response. Although some people guard their duties like the Holy Grail -they don't want people to know what they do or don't do all day, and yes, this is at all levels :)
15. employees in the unit can, sadly not the supervisor.

**19. Meetings with support staff in my unit/department are held: (check all that apply)**

	<b>Response Percent</b>	<b>Count</b>
on an individual basis as needed	33.0%	31
<b>weekly or monthly</b>	<b>55.3%</b>	<b>52</b>
semi-annually or annually	11.7%	11
no staff meetings are held in my unit	4.3%	4
	Comments (optional)	21
	<b>answered question</b>	<b>94</b>
	<b>skipped question</b>	<b>16</b>

1. I have weekly meetings with my supervisors, weekly or bi-weekly with my staff and monthly departmental meetings.
2. Not aware yet of how this is scheduled.
3. once in a while
4. In a group, not individually

5. Tho invited, only one support staff person attends the dept meeting; on the other hand, there is day to day interaction among all members of the department.
6. We meet less than monthly unless someone has a problem or the supervisor wants to change procedures.
7. meetings are scheduled but are not necessarily held. My department head is trying to work this out to where we have regular staff meetings.
8. This question invites me to give multiple answers, but does not allow me to go on when I do so - it states "this question requires an answer". We have meetings as needed as well as quarterly (which was not noted as an option here).
9. Or as needed.
10. some times
11. Individual meetings are given upon request
12. I am able to have a meeting with my supervisor on an as-needed basis. The unit has monthly meetings and the department has monthly meetings as well.
13. Staff meet with Supervisors on a weekly basis but there's also a monthly unit/staff meeting to touch base on Circulation issues.
14. I believe this is not a good use of time. We could meet on a individuals need and as a group monthly.
15. I really have not been here long enough. The 5 months I've been here, NO departmental meetings.
16. for unit on a whole bi-weekly but not for support staff only when needed.
17. We never have dept. meetings
18. We usually have impromptu meetings daily. Our unit has many service issues that develop on a daily basis and they need to be addressed at those times. They cannot wait to schedule meetings.
19. More unit-level meetings are needed to communicate values, goals and instruction in a more formal way. This is difficult in service points given the thin coverage at current staffing levels.
20. Monthly if needed, other then that maybe every 6 months.
21. We meet as needed on an individual basis, but the unit meets rather spontaneously as things come up. I would say bi-weekly if I had to specify.

**20. I enjoy working and interacting with the staff in my unit/department.**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
Strongly Agree	22.3%	21
<b>Agree</b>	<b>66.0%</b>	<b>62</b>
Disagree	8.5%	8
Strongly Disagree	3.2%	3
	Comments (optional)	13
	<b>answered question</b>	<b>94</b>
	<b>skipped question</b>	<b>16</b>

1. Overall, for the most part the staff in the department do a great job and are willing to work together to overcome obstacles.
2. there are conflicts working with staff members, but for the most part I get along well with the

- majority of the staff.
- 3. I enjoy working with most of the staff members.
- 4. I really wish there was a neutral category for these questions. I enjoy working with everyone in the unit and department, except my direct supervisor. I am not satisfied with the level of human interaction my supervisor has with me. I am not happy with my supervisors passive aggressive actions. I am unhappy with how my supervisor communicates because they typically communicate via email, despite being 5 feet from me.
- 5. Some staff are sensitive to criticism and are quick to cite "micro-management" if you bring a performance issue to their attention. Some staff feel you are "passive aggressive" if you bring an issue to their attention via e-mail and not discuss it at length one on one. Sometimes staff do not seem to understand the unique responsibilities of a supervisor. Other staff are fine to get along with and have good rapport with each other.
- 6. some not all
- 7. most part
- 8. What I don't enjoy is having little support and cooperation from my co-workers.
- 9. My supervisor lacks communication skills
- 10. I do not know of many unit/departments that actually do activities outside of the work environment. We enjoy each other's company both at work and out. I believe the relationship we have make the work environment a great place to be and have a productive result that benefits the patrons.
- 11. I think library-folk are (for the most part) swell.
- 12. We all learn to work together and help out one another if needed, my co-workers are easy to get along with.
- 13. We've developed a healthy respect and consideration for each other, and we routinely assist each other, especially during hectic times. We share duties and accommodate each other's schedules and requests.

**21. Overall, how would you rate the staff morale in your unit/department?**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
Excellent	14.9%	14
<b>Good</b>	<b>35.1%</b>	<b>33</b>
Fair	33.0%	31
Poor	17.0%	16
Comments (optional)		12
<b>answered question</b>		<b>94</b>
<b>skipped question</b>		<b>16</b>

- 1. Favoritism is prominent and real opportunities for advancement are non-existent for the non-favored. Staff work well together, which does help although it's often as if we're working in well in spite of the poor support of the supervisors.
- 2. Again, too new to assess this.
- 3. But I feel better about the office than some others may
- 4. If judged by interaction, conversation among all, willingness to be flexible, good humor, it's good. Is there room for improvement? Yes.
- 5. It is good, but not because of my supervisor.

6. Our supervisor is extremely passive aggressive and we receive little to no positive feedback.
7. Staff do not seem to like the somewhat strict civil service rules that govern their assigned work shifts/overtime issues, tardy policies, and leave balances at the Library. They seem to take out their frustrations at their direct supervisor (who is responsible to see that the rules are followed) rather than the bureaucracy that created these rules in the first place. Also staff may resent the burden of work that falls on the unit especially if not all staff are pulling their weight.
8. My dept. head can be more involved and initiate creative ways to improve staff morale. My supervisor is very much involved with everyone else in my unit.
9. We support each other in our work duties, encourage new ideas and help each other when needed. We actually enjoy working in the unit/department and not dread coming to work like some other unit staff members I have known.
10. Increasing workloads without commensurate pay increase weigh heavily on support staff morale. Also, the disparity in levels of responsibility across a single position title, ie. Library Specialist, who do much work, and those Library Specialists, who are required to do much less.
11. It can be excellent if we were to be up graded to a higher position for all that we do plus whatever other projects are assigned as being that 5% of other duties.
12. The work we do is good, the team is good, and the staff encourage each other to continue with the objectives and projects we've outlined for the unit. However, the lack of formal recognition for their efforts and accomplishments diminishes the overall morale.

**22. My unit has adequate physical working conditions such as:(select all that apply)**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
Ventilation	36.6%	34
<b>Space</b>	<b>58.1%</b>	<b>54</b>
Cleanliness	37.6%	35
Ergonomically compliant equipm't	34.4%	32
None of the above (please comment)	20.4%	19
	Comments (optional)	25
	<b>answered question</b>	<b>93</b>
	<b>skipped question</b>	<b>17</b>

1. My unit is never cleaned. There is dust everywhere. As an aside the bathrooms are disgusting. They need to be cleaned several times per day when school is in session.
2. Chairs are old with little or no support. Ventilation is very bad.
3. our unit could be cleaner if we had the floors mopped every now and again and not wait until we are expecting guests to attend the library for a function and then the rooms are still not taken care of just the outward appearance. That is just unhealthy.
4. There have been ongoing HVAC issues since I've been here, with inconsistent temperatures in the library.
5. physical space inadequate for needs.
6. The space is fine and the office is clean. We bring cleaning products from home in order clean our space. This is due to everyone caring about their surroundings.

7. My unit has inadequate physical working conditions such as stuffy stifling air quality, it's is too hot in summer and too cold in winter and there is NO FRESH AIR. The furniture is old and the chairs dont fit the desks and they are not designed for short people. The air is not clean in this office area and the windows leak and the vapor barrier ment to keep our the elements has leaked out of the the double pain windows and moisture is trapped inside. Also, the curtains are so dirty they appear to be gray and they are actually white.
8. the ventilation is horrible
9. The ventilation in my office is awful.
10. The ventilation can definitely use work in the building. We are constantly running out of space and the cleanliness is there there. Ergonomically, working in the bookstacks dept. would take you forever if we were to follow the protocal.
11. the counters in our department attract dust and aggravate the allergies of all the staff, sometimes resulting in hives or irritated skin. Also we could use ergonomic keyboards for the staff and students.
12. Ventilation is poor-must have personal fan. Space is dirty. Circ Desk is need of wall repair,paint & workstation repair.
13. The unit is clean, somewhat. The chairs/seats within the department are old and uncomfortable - definitely not ergonomic. The space is poorly organized and the management of the space is even poorer. There is no ventilation whatsoever - no windows. The only ventilation that we have is provided by a fan. Can I get some fresh air please??
14. We're out growing our space and the unit could use an update with ergonomically compliant equipment.
15. grandfather clause allows such working conditions; poor climate control, wasted space, ajax was not here, ergo - are you out of your mind
16. Toooo cold.
17. we need more heat
18. I would not consider the ventilation adequate when you enter the office in 80 degree weather and its 90 or above in the office. The space is limited, especially during peak hours of the school semester, we have to borrow(confiscate) co-workers trucks to accommodate our work load or shift materials frequently because we try to make more space. Cleanliness- only if we clean it ourselves which becomes a problem at times because the work load prohibits the time one probably could use to wipe counters, dust shelves, or sweep corners. Although building services empty the main garbage and half swipe the floors almost everyday, it does no good because the curtains have not been removed in the 11 years I've been in the unit. So the dust is just housed on the curtains and when you turn on a fan for air it usually causes one to sneeze, cough or activate sinuses.
19. Climate control in the library leaves something to be desired.
20. Three depts, (interlibrary loan borrowing and lending and technical services) have been moved into one small room at LHS. A total of 10 staff and four students work in this room. It's pretty bad. The sad part about it is, they took two supervisors from circulation and gave them a room to share. This room was originally occupied by one interlibrary loan (lending). There is plenty of space in circulation for them to work. This is an act of favortism as well as stupidity.
21. Much improvement within the staff spaces here at LHS, but the carpeting in many places is very likely toxic because of mold.
22. Sorry! But our curtains are dusty, ventilation is non existent. Space is very limited. Our desk are from the 70's!
23. Very poor ventilation; No ergonomically compliant equipment (desk chairs are horrible); facility needs updating and painting; Small workspace
24. There are curtains around this building that are probably causing the occupants of the office severe respiratory issues. The red signs with the white letters make excellent dust traps. I love look at the dust from the top of the escalator. Ventilation is a problem, but it's campus wide problem, the design of the times. We're doing the best we can. Some desks - ours especially --

are not ergonomically correct and our furniture is not designed to accommodate computers, yet we work on computers all day. A serious problem. We need better cleaning of the public counters and tables, but that's a housekeeping issue, what they are and are not responsible for. We clean our own stuff - including public spaces.

25. We have no windows, are rapidly running out of shelf space for our books, and minimal cleaning service.

**23. When there is a problem in my unit, my supervisor listens and works toward satisfactory resolution of the issues in a timely manner.**

	Response	
	Percent	Count
Strongly Agree	30.1%	28
<b>Agree</b>	<b>46.2%</b>	<b>43</b>
Disagree	18.3%	17
Strongly Disagree	6.5%	6
Comments (optional)		15
<b>answered question</b>		<b>93</b>
<b>skipped question</b>		<b>17</b>

- Decision making takes too long!!!! I've brought problems to light, made recommendations to resolve or at least take steps to work on resolution and nothing has been done for almost 2 years. The problem is not going away and will be worse depending on decisions made on new technologies.
- My supervisor half of the time is not aware of what is actually going on or just does not care especially if it is a friend or his/her who is causing the problem
- conflicts in my unit are ignored, avoided and not dealt with in a professional or timely manner.
- Haven't had any problems.
- Certain supervisors respond to our concerns, others do not.
- My supervisor comes up with multiple excuses and fails to resolve situations effectively.
- I think there should have been a "no comments" button added to this question for those of us that are new in their positions and have not encountered problems.
- With my transition to current dept. a supervisor was assigned to me. Whenever I don't feel as if this person is the one to make decisions. Instead takes things/issues to another for resolution/answer then reports back to me. Seems more like a "middle-man."
- listen yes, timely manner maybe, satisfactory questionable.
- Generally, my supervisor will listen to me and resolve certain issues but I feel that certain issues that may require confrontation are not acted upon immediately.
- She just sends a email out
- There exist some long standing problems surrounding fairness and equity that remain.
- If problems are left unresolved it creates an uncomfortable environment that would affect morale and job performance of staff members. We all need to have issues resolved as soon as possible in order to continue working in a pleasant and productive manner.
- She solve the problem before it gets out of hand.
- Yes - this is true, as much it can be given that most problems require money. We solve all of the little things - now we're reaching the point where some \$\$ are required.

**24. When disagreements develop between co-workers in my unit/department, they are resolved in a positive manner.**

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	17.2%	16
<b>Agree</b>	<b>55.9%</b>	<b>52</b>
Disagree	23.7%	22
Strongly Disagree	4.3%	4
Comments (optional)		15
<b>answered question</b>		<b>93</b>
<b>skipped question</b>		<b>17</b>

1. Problems are often left to fester and attributed to "bad attitude".
2. In my department when problem occur on a regular basis, it is discussed with all of the co-workers but it never seems to be taken care of by the individual(s) that cause the problems. They just continue to cause problems year after year and it is never really addressed and so individuals just continue to do what they want and only when someone out of the "norm" does the exact same thing, then it is addressed
3. I think people tend to talk behind other's backs. I keep out of it.
4. I do not know how they are resolved because I am unaware of any
5. depends on the severity of the situation
6. No disagreements
7. If any remain unresolved, Human Resources is contacted to provide counseling or intervention.
8. I wish there was a neutral category for this question. I have not experienced 'disagreements' with my co-workers, so I could not really agree or disagree.
9. positive manner - yes, but not too timely
10. Don't really know
11. Majority of the time disagreements are resovled in a postive manner.
12. depends who the parties are...
13. We just don't talk
14. We each speak our opinion, no one need be of the same, but all sides speak up and we reach a compromise. Some of us agree to disagree but to keep working in a pleasant manner and not with insulting, backstabbing, or disruptive behavior.
15. I hope so - but one never knows what lingers.

**25. I am able to assist faculty, staff, students, and/or visitors with routine questions and directions about the library services and departments.**

	<b>Response Percent</b>	<b>Count</b>
<b>Strongly Agree</b>	<b>54.4%</b>	<b>50</b>
Agree	42.4%	39

Disagree	2.2%	2
Strongly Disagree	1.1%	1
Comments (optional)		2
<b>answered question</b>		<b>92</b>
<b>skipped question</b>		<b>18</b>

1. Though some of these questions really should be directed to someone that gets paid for giving the kind of assistance I give. I believe in helping and providing service is all staff members responsibility. There those staff members that do not want to be bothered with giving simple directions or taking that extra step to help, even if this is part of their job duties.
2. Do it all the time.

**26. The Department of the Month- "Open House" was a way to learn about the services and functions of each department and should be continued in some form.**

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	30.4%	28
<b>Agree</b>	<b>52.2%</b>	<b>48</b>
Disagree	12.0%	11
Strongly Disagree	5.4%	5
Comments (optional)		7
<b>answered question</b>		<b>92</b>
<b>skipped question</b>		<b>18</b>

1. I personally was able to actually "see" and not visualize what each individual does, it was very informative, now if we could just improve on informing us when "new" people are starting here in the library and not waiting until we have our annual Christmas party and then finding out that this individual works here in the library. I believe I was told that this was being addressed by your committee but I have not heard anything else on the subject
2. impossible for sites to be included in these type of activities.
3. I believe there could be better (and more) inter-departmental collaboration within the library. I think that this would be most effective if it were championed or encouraged from the top down.
4. It doesn't have to be a dept. of the month
5. The program should be modified so that it is not the unit's effort that results in recognition, but that the unit itself be recognized externally.
6. some people used the time to socialize with others and didn't care less what that dept. functions were about.
7. Yes - we need a flow chart or some documents that shows the interaction between departments and why we're all so important in the big scheme of things.

**27. I would volunteer my services for library-wide events aimed at building a sense of community.**

	<b>Response Percent</b>	<b>Count</b>
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Strongly Agree	13.0%	12
<b>Agree</b>	<b>62.0%</b>	<b>57</b>
Disagree	19.6%	18
Strongly Disagree	5.4%	5
Comments (optional)		14
<b>answered question</b>		<b>92</b>
<b>skipped question</b>		<b>18</b>

1. Provided it was on work time.
2. I probably would not mind, but I think I will wait to see just what actually is accomplished by your committee by the end of the physical year. It nice to know that you are asking us to fill out this survey, but it's another to actually see if anything is done with it.
3. impossible for sites to be included in these activities
4. Yes, but some of these events will need to be site specific so that the sites can participate as well. The logistics make library-wide events virtually impossible.
5. As long as the events are during regular working hours.
6. It would depend on the event and time involved.
7. I plan on attempting to be on the LSSAC.
8. until I am so drained that I have to step down; just say "NO!"
9. I have no time for that. My work comes first which fully occupies my time.
10. Co-workers could use the support
11. I think it's a waste of time
12. I do, have done and will continue to do so.
13. If this will help...
14. I would like to - very much. But I am starting to feel overwhelmed doing so much more with so much less.

**28. I would attend library-wide events aimed at building a sense of community if they are held: (check all that apply)**

	<b>Response</b>	
	<b>Percent</b>	<b>Count</b>
<b>during work hours</b>	<b>78.9%</b>	<b>71</b>
after work hours	24.4%	22
off-campus (to accommodate the sites)	26.7%	24
I don't attend these events	13.3%	12
Comments (optional)		9
<b>answered question</b>		<b>90</b>
<b>skipped question</b>		<b>20</b>

1. It would probably be in the best interest to offer a variety of events, so that everyone would be able to attend. Given that some of us do have children to pick up from school or go home to attend a family member, it would probably be more to my advantage to go during work hours. For those who would prefer to go after work, there should be an option to do that also. It would also be nice to be able to put the faces with the sites, other than just seeing their names once in a while.

2. impossible for sites to participate in these activities
3. when ever I can
4. It would depend on the event whether I would participate or not.
5. what better time to do it; won't cost me nothin'
6. I'm flexible.I can do after work hours and off-campus as well.
7. I am open to many possibilities. After work events should be minimized, if possible.
8. This survey is acting up. I could not check all the boxes that it applied. First three should be checked off. I have attended all the activities that have been held. Whether they have been here or LHS.
9. I'm not really sure. It would depend on the venue. I am definitely interested in at least visiting the sites, if for no other reason than to meet the people that with with me. Field trips would be a good idea.

**29. In an effort to connect with library staff from all campuses, I am willing to share my talents, areas of expertise and interests.**

	<b>Response Percent</b>	<b>Count</b>
Strongly Agree	17.8%	16
<b>Agree</b>	<b>70.0%</b>	<b>63</b>
Disagree	11.1%	10
Strongly Disagree	1.1%	1
Comments (optional)		8
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>20</b>

1. We need a forum to do this.
2. This would be nice, and vice versa especially sense we could see "why" they are probably paid more that we are, but then again we have people who hold the same titles and do various work some more than others
3. I have several UIC commitments already
4. impossible for sites to participate in these activities
5. will we have to give verifiable documentation for proof of these talents/expertise - if not, I'm in!
6. We haven't done this so far...
7. The greatest resource is the human resource.
8. Again, it depends on the venue, or the intent. How much time? Is it something basic, or long term? Is it a quick tip here or there, or some extensive project?

**30. Please list and describe what you like most about your unit/department.**

	<b>Response</b>	<b>Count</b>
		90
<b><i>answered question</i></b>		<b>90</b>
<b><i>skipped question</i></b>		<b>20</b>

1. The department works as a team. We are able to help ourselves when the need arises, in terms of explaining procedures of our jobs.
2. Team Effort
3. My fellow staff!!!!
4. Like the people I work with, the extensive resources available and the building is spacious and relatively comfortable.
5. nothing
6. Blank
7. We are like a family There is harmony in the department staff is kind and nice Willing to share each others knowledge
8. I like most of all the sence of family and support that we share with one another. We all work well together to solve work related issues that come about. I am pleased with the current management the we have. I think our department is the best of all.
9. I like the fact that everyone in this department gets along. We greet and respect one another.
10. we are basically like family, somewhat, we support each other especially when it comes to family. We are not the most close knit group of people but I think general we do care about each other and their families, some more than others.
11. It is a quiet dept.
12. Non public service area. Behind the scene.
13. Everyone is supportive, considerate, competent, and dedicated.
14. We work well with each other. Even though we each have our own job, we are team players.
15. Opportunity for creativity
16. the staff
17. my colleagues, my ability to work independently but to get feedback from colleagues when I seek it.
18. working with the public
19. We work together when we have a problem, too
20. I like that I don't have to sign in and out when I go to the washroom. It's a nice clean and friendly atmosphere most of the time.
21. I like the oppportunity that my job provides to help faculty, staff, and students with their research. We have had many opportunities to learn new databases how to use them with reference questions.
22. I like the people I work with.
23. The Supervisor's relationship with understanding the workers
24. The people.
25. The attitude. There is a real sense of trust in my department that was, sadly, lacking in my previous department. I know that my supervisor trusts me to behave like an adult, accomplish my job, and grants me leeway if I have extenuating circumstances.
26. Helping the stundents and faculty
27. The fact that we get along nicely. I like the work that I'm doing.
28. \*working with the students/faculty/outside groups; \*the encouragement of the branch director and my direct supervisor (circulation manager) to learn new programs, etc. \*the shared goals and the understanding that we are there BECAUSE there are students and faculty to serve, and that service is paramount
29. We are very close and could work very well with each other.

30. dna
31. That we are all willing to assist the patron in a professional manner and some of the cross-training that has to occur in case someone should be gone for an extended time.
32. I like the unity, the respect and the willingness to cooperate with each other. There is a friendliness among co-workers that make the atmosphere a good one to work in.
33. My co-workers. I like that there are different areas of expertise, and duties, we all have something to offer. We work well together.
34. The interaction with the public. The rewarding feeling of helping people find materials much needed. Working with the people in my department. My work schedule.
35. No comment
36. I work with great people.
37. Support of supervisor environment projects that allow me to show the best of my department
38. I like the professional environment.
39. .
40. accurately showing our holdings so that patrons do not make unnecessary trips in for items that we do not have on the shelf.
41. Flexiability
42. Circulation works with the public, and I feel like that is the most rewarding part of the job. It helps to build a strong sense of identity for the department that is shared among staff and most supervisors. We are the "Friendly Services Department" in name, and within the department we become a large group of friends that are able to help one another to best serve the public with our own respective talents.
43. variety of things to do. enjoy public service aspect and people I work with.
44. Every body in the department is helpful
45. Each staff member has their own assignments. Staff works together if there is a long line waiting for assistance.
46. I like the comfortable easy working relationships with all of the staff within the department.
47. What I like most about my department is the diversity of people that work in the department.
48. That I can work with the public on a daily basis.
49. The teamwork to assist each other. I think we have a great dept.
50. What I like about my unit is that we can communicate.
51. I like that we are separated into our own departments, but that all of the departments work together to get things done.
52. My supervisor is a good teacher: patient, understanding and encouraging.
53. The contact with the patrons. I enjoy assisting and helping the library patrons. I get satisfaction from providing excellent customer service and going the extra mile to provide personalized service.
54. Competent dept. head
55. I have good workers and we have a strong bond with each other. I have several workers that are always will to help others when need, with a positive attitude.
56. Working independently and learning different duties.
57. There's always something new and unexpected and is seldom boring.
58. I enjoy public contact. I work with a good staff.
59. What I like the most about my unit is that my supervisor is always fair to everyone and even lenient without going too far. He doesn't practice favoritism and knows how to praise a job well

done.

60. lighting - the better to see you
61. I am new in my current position. So far everything seems to fair.
62. The ability to interact with students,faculty and working/learning along with fellow staff.
63. Our flexibility and commitment to excellent customer service
64. What i like most about my department is that we are all a happy family.
65. Not public service. Space is big enough where interacting is opional due to cubicles
66. my supervisor is very patient. she's very good in assisting me in any area that i may need help.
67. I don't know right now
68. DNA
69. Helping Library patrons effectively and efficiently.
70. What I like most about my unit is the staff. We all have different personalities, but we respect and are sensitive to each other even during discrepancies. We make an honest attempt at trying to resolve problems without any ill feelings toward the decision(s) rendered. Also, working with the public gives one an opportunity to see the effects of their job, especially when there is positive feedback from the library users (administration, faculty, staff, students, and other departments).
71. (Relatively) stress-free work environment.
72. It pays me... I work for UIC
73. My duties! I enjoy what I do. My supervisor! I'm grateful to have a wonderful supervisor!
74. 1.Excellent Department Head. He is very fair. He strives to help staff develop and enhance their skills. 2.Team work.
75. I like the freedon of coming and going, not being stood over while I'm working or being clocked
76. We are a close knit group of people who works together as a team, we are supportive of one another.
77. I enjoy both the library and the greater university community very much.
78. 1. We get along with each other. 2. Respect one another. 3. Arrange parties outside of work. 4. Celebrate each other's accomplishments
79. I love that we are a learning facility. I like to work with and around the students. I like that we are a small group.
80. tHINGS HAVE CHANGED HERE IN MY DEPT SO NOW THERE IS NOT MUCH THAT I LIKE
81. Processing books
82. We treat each other with respect, we all get along, we all laugh and cry together, and help each other out, like family is suppose to do.
83. The unit works as a team to reach a variety of goals. And while this is not easy, it is good to feel valued at one's place of employment, not just a cog in the wheel.
84. Everyone comes to work and works. There aren't a lot of disagreements because everyone does their own part. Everyone will pitch in and help if work gets backed up. We socialize outside of work and we're genuinely fond of one another.
85. There is nothing that I like about my unit at this time.
86. The people
87. Staff being concerned about work and one another.
88. The times are flexible where you can modify your schedule if you have any education interest in attending classes. We work as a team.
89. nothing

90. We work as a team and people here are very supportive of one another.

**31. Please list and describe what you like the least about your unit/department.**

**Response      Count**

**87**

***answered question*      87**

***skipped question*      23**

1. There is no proper ventilatin in the department.
2. over worked and under paid
3. Favoritism, lack of delegation/coaching, concentration of decision making in the hands of a few which leads to inaction in problem resolution.
4. Due to many projects going on all the time one must evaluate and prioritize to complete any of them. Even with full complement of staff, it feels short or understaffed.
5. nothing
6. favoritism
7. Nothing so far.
8. The fact that our department has a bad reputation.
9. there is nothing that I dislike about my department.
10. Supervisors not taking the time to assist, praise or recognize what you actually bring to the unit/department. They seem to basically have the attitude that all they need to do is delegate, complain, talk on the phone, socialize and degrade individuals in front of their co-works. They should be able to walk in our shoes for a day and we let them see who they actually look in our eyes. Everyone is human and we all make mistake, no one is perfect no matter how hard they may try. It is very disturbing when your brain storming work is used to make the supervisor look good and you do not get any credit at all. But I don't need any one to pat me on the back I do a very good job at patting myself. I just can not be a "brown noser" (butt kisser") but if it works for you --by all means--help yourself. It just seems as though if you kiss butt you get recognized or some type of acknowledge in one way or another
11. Talking about others behind their backs.
12. Some times, people complaining about each other.
13. lack of diversity
14. Nothing.
15. Dissatisfaction with leadership by some Lack of communication within the unit/department
16. the sense of isolation from the UIC library. sites are very neglected
17. In the winter, my office gets very cold. The physical space of my office could be more attractive with a more comfortable ergonomic chair.
18. n/a
19. I don't like being excluded from meetings because of coverage. My input could be invaluable.
20. I am unhappy with the way we deal with conflicts in our unit. I think that we do not communicate affectly in our unit. It makes working here very strained sometimes.
21. The air quality of the environment and the poor control of the temperature.
22. Sudden change or change unwarranted
23. bugs and dirt.

24. There really isn't much I dislike.
25. Some staff who makes it difficult to work
26. The noise level(talking).
27. There are times when particular individuals allow interpersonal issues to place a strain on the entire department. This has been true for many years handled more or less well by various administrators. Fortunately, the current branch director and circulation manager seem to be dealing with the situation in a constructive manner.
28. I like the unit I work in.
29. dna
30. There is obvious favoritism shown to certain staff members.
31. The thing I like least is there is no room for promotion and merit raises are not encouraged.
32. no commendations, we are the least most likely to get recognition for the projects we do.
33. The changes in schedule throughout the year.
34. no comment
35. cleaning
36. none
37. I'm content.
38. 1. Lack of space 2. Communication
39. lack of communication between staff and department head
40. Too routine
41. Some of the management of the department staff and students is a little overboard, while we are not department heads ourselves, we certainly are able to act on our own judgments and function as adults. Sometimes that understanding gets a little lost in translation, if you will.
42. email overload. absences of staff result in work backing up fast. computer glitches cause staff and patron frustration. very little "down time".
43. meetings can be a bit long.
44. I understand e-mail is essential, but at times face to face conversations are best.
45. What I like least about my department is not enough cooperation from staff when a problem arises. It is like passing the buck theory.
46. The building tempature and attitudes of some co-workers.
47. Circulation is mostly public service. When the Administrative office is closed or budgetary cuts have to be made, it seems that our dept gets added responsibilities compared to other depts. Ex. Machine maintenance was give to Circ. Security was given to Circ.
48. The book stacks seem too dark.
49. n/a
50. There is an uncomfortable feeling between some of the other employees, which bleeds over into my area. I don't feel that I can be as open as I would like.
51. The lack of communication, especially between supervisor and employee. I dislike the way my supervisor has micro-managed my daily routine. My supervisor has successfully micro-managed my schedule to an unnecessary degree. I find this annoying and insulting.
52. Lack of interest in what is good for the library and the university that it serves
53. I don't have an answer at this time.
54. The unprofessional loudness that is constantly displayed within the unit.
55. The strict adherence to rules/regulations that sometimes seem petty. The amount of work that is

expected to be performed in comparison to other units/departments. Lack of follow up on staff development goals. Staff criticizing other staff without having a good understanding of what it means to be in somebody else's shoes. Not enough time or training to get a thorough understanding of assignments expected to supervise or perform. Too many meetings.

56. What I like the least is that supervisors, as well as non-supervisors tend to get lazy and try to assign their work to others or disappear from their units. Also, they are way to strict about policies to the point of exaggeration.
57. I have to use the computer too much.
58. employee moral and work ethics - each time someone is hired, the "in-house" rules of ethics change.
59. the thing that I dislike the most is that my desk does not lock and does not have a key.
60. Lack of storage space
61. can't say much
62. Department Head doesn't seem to have the best interest of all in mind.
63. there's no progression in this job. it's redundant therefore the skill-set is very limited.
64. lack of communication with the different changes in the department.
65. DNA
66. no comment
67. The inconvenience of a copier/scanner to perform job related duties.
68. It seems like other departments try to push some of their work onto us.
69. unsure... people are who they are...
70. The little cooperation, leadership, praise and feedback from dept. head.
71. Can't think of not one thing--excellent department.
72. Lack of communication, the favoritism my supervisor has shown to one staff of whom she's friends with.
73. Because of the recent library series title changes, I have been effectively demoted.
74. Supervisor who are not teamworkers.
75. 1. We are short staffed 2. Not an eye pleasing environment. 3.
76. 1)Office Politics! 2)There is nothing in place to resolve "personality" differences and/or difficult staff members -- those who's behavior affects the whole unit in a negative manner. I strongly believe that Supervisors should be required to take courses, etc. on resolving conflict. Supervisors need to learn that you should not hold the unit responsible for the actions of one or two staff. They need in-depth training on dealing with difficult and/or disruptive staff members. As it stands now; if one person is causing problems, everyone is disciplined!
77. MY DEPT HEAD SHE DOES NOT KNOW HOW TO COMMUNICATE WITH OUT COMING OFF WRONG
78. the amount of books that has to be processed in one day.
79. Have plant management traffic come through our dept is nerve racking.
80. I like the structure, the people I work with, sense of doing something that is important to the institution. Sounds sappy, but I like helping people. By the same token, I dislike the structure, how rules can apply to some but not others. It all depends on the nature of who is making -- or not making--the decisions, and this is library wide. That disturbs me. Back to those supervisory issues. . .
81. Nothing.
82. Favoritism Stress

- 83. The lack of communication and divisiveness of those in charge, thus the whole unit.
- 84. none at this time.
- 85. Our unit is always stretched to assist everyone with their unit but no one can help us out when we are short staffed.
- 86. communication
- 87. Lack of space, especially in our stacks.

**32. What is currently done in your unit to show employee recognition and performance appraisal. You may include how individuals and/or groups are recognized.**

Response	Count
	87
<i>answered question</i>	<b>87</b>
<i>skipped question</i>	<b>23</b>

- 1. Nothing is done.
- 2. Monthly meetings otherwise nothing.
- 3. EDPs, anniversary certificates
- 4. Emails are sent to everyone acknowledging awards and accomplishments within the staff.
- 5. nothing
- 6. Blank
- 7. Blank
- 8. Recognition in a verbal form that is done on a regular basis is what is currently being done.
- 9. We recognition one another on the individual birthdays.
- 10. We have had 2-3 people who have received the WOW award, and when the employee of the month was being received, we had several people receive it but it was plan to see that it was "favored" individuals who no way in hell should have every received that award and other people were overlooked. Maybe in the future, when and if you do decide to continue something of this nature, after all the "department of the month" is finally over, if not already, you can do something with money again especially since that raises seems to be a thing of the past along with merit raises with the steps, you could take the amount of money and give it evenly to everyone so that no one is excluded from receiving the money. I don't think that our department heads or supervisors actually give us any hope of achieving any goals especially since it seems as though a foot is always on our necks. It seems as though you have to be faculty in order to have things made easy for you to attend events, school, etc. Or maybe the information is just not out there for us to know that there are ways for us to attend functions, shool etc without out of pocket expenses.
- 11. Very little.
- 12. Nothing
- 13. Individuals and groups are regularly given opportunities to showcase talents and interests through library projects.
- 14. Nothing.
- 15. As far as I know, nothing. Maybe forwarding an email if someone shares their success as an activity

16. recognition is a pat on the back by supervision, more official recognition is in the annual reviews
17. monthly teas, email praise, praise by letters, salary increase letters
18. n/a
19. Nothing.
20. I don't think anything is being done currently. When people were recognized positively in the past they were treated badly by their co-workers.
21. -we get paid
22. nothing
23. nothing.
24. We are given thanks for our completed work.
25. nothing.....
26. Nothing is done in my unit.
27. \*good work mentioned in meetings \*expertise of employees acknowledged to patrons as well as other staff
28. The employee is told that they are doing a good job.
29. dna
30. During staff appreciation week everyone in the building has an opportunity to submit a thank you to those who have done good things during the past year.
31. Nothing.
32. Nothing, other than me telling my staff how well I think they are doing.
33. .
34. Nothing
35. A thank you and hearing good job well done.
36. Employee of the month
37. Annual holiday party.
38. NA
39. just the unit is recognized not the individual
40. Nothing
41. Specifically, Bob Dougherty is always doing nice things to keep staff and students as well as supervisors feeling appreciated. Things such as bringing in delicious treats for the department throughout the week and polite and fun commentary really helps to keep all of us motivated on the job. People are happy to do things for those that make them feel good, and Bob certainly does that for us.
42. EDPs, WOW award, Merit Award nominations, acknowledgement at staff meetings and dept. meetings.
43. Sometimes there is food brought in for people in the department to eat.
44. I'm not sure.
45. Employee are shown appreciation (given a certificate) for their years of services here @ the UIC from the department.
46. Nothing is being done.
47. Nominations for Award of Merit and WOW award have been awarded to staff. Monthly dept meetings acknowledge birthdays anniversaries. Staff attend developmental seminars and share their experience with dept staff.

48. At staff briefings we go around the group and talk about significant things that we've done.
49. n/a
50. My supervisor is very encouraging of me.
51. Recognition in the unit? NOTHING! Performance appraisal - EDP
52. Occasional verbal praise
53. They are complemented by our Dept. Head as well as myself. There have been times when treats have been brought in for an individual.
54. Nothing.
55. Not much besides recognizing staff accomplishments through statistic taking and maybe expressing gratitude via e-mail to others when an employee performs a task well or implements something new.
56. Just verbal recognition during EDP time.
57. Nothing
58. supervisors encourage staff participation in campus/library events which include; training sessions, developing work skills - along with the celebrations: birthdays, holidays and bar mitzvahs out their own pockets; he,he!!
59. In my current position, I have attended two monthly meetings. During each meeting certificates "years of employment at the library" were issued to the employees that were hired during the month. This idea was initiated by the staff members within the department.
60. Nothing formal
61. nothing is done.
62. Don't know
63. nothing
64. sometimes buying donuts and letting them know that they are recognized.
65. DNA
66. Not aware of any.
67. Usually during the department/unit meetings awards and thank you(s) are given out. Sometimes the unit will get together after work. We gather for Christmas parties, too.
68. EDPs. And cake. I enjoy the cake.
69. Besides being told thank you every so often.
70. We celebrate employees' birthdays, we go out to lunch during the holidays, we praise our students for their accomplishments as well.
71. Supervisor's Praise, encouragement, and many of meaningful and kind Thank You's.
72. Nothing
73. Recognition of personal or career events are celebrated with light refreshments. Most often, we celebrate departing staff, but there have been other occasions.
74. Not sure.
75. Supervisors and other staff members nominate each other for the WOW award. Personal recognition is given to the staff by the supervisors.
76. Nothing
77. B/DAY ACKNOWLEDGEMENTS
78. nothing
79. Being praised by our supervisor...

- 80. I think the WOW award is a good campus program, and we take advantage of it. However, it may be harder to recognize staff achievement otherwise. I would have to think on this a bit more.
- 81. We (I have) receive an e-mail from our department head praising our accomplishments. We (I have) receive a verbal accolade from our immediate supervisor.
- 82. Nothing
- 83. Emails conveying "good job".
- 84. none at this time.
- 85. Not a thing. No monetary compensations in which everyone can appreciate more than just a pat on the back.
- 86. nothing
- 87. EDPs and Department of the Month

**33. List and briefly describe ideas that could be implemented to improve staff morale, workplace respect, and the culture of service in the library.**

	Response	Count
		81
<i>answered question</i>		<b>81</b>
<i>skipped question</i>		<b>29</b>

- 1. Staff recognition for a job well done.
- 2. everyone should try to work as a team
- 3. Stop favoritism; allow all staff to apply developmental opportunities, not just the favored few; assign teams to resolve problems and give them a certain level of authority to implement; require all supervisory staff, including department heads and other professionals, to attend supervisory training, make demonstrating workplace respect a priority for all library staff, decisions should be filtered through our values statement, so that our service culture is stressed.
- 4. Need to have activities where the faculty and staff work together or interact regularly. Have a trade jobs for an hour, so that everyone could see what the other did, or shadow someone who is performing a task to understand what the task entails.
- 5. no
- 6. Encouragement to attend various workshops within and outside the library To be kept informed of the workshops
- 7. Support Teamwork Clean and conducive library environment Continue the recognition award Lib. Fac/Staff meetings
- 8. employee of the month is one way with maybe monetary rewards or gift cards. free parking for a year, or gift certificates, most importantly a PAY RAISE.
- 9. money, money, and more money
- 10. pay me an adequate salary for starters, and provide courses that will help be better my qualifications to move up the ladder to bigger and better positions
- 11. May be provid lunch or a gift certificate of even about 10 dollars should be ok and complementing the staff that they did a good job.
- 12. I think better training is needed. You are sometimes given duties that are not explained properly and that can hinder performance.
- 13. n/a
- 14. Sharing successes Sharing things folks have created (classes, handouts, flyers, etc.)

15. attempts to include sites in some manner would be a step in the right direction to improve morale.
16. not sure
17. What is being done currently with the Sense of Community is working well.
18. When conflicts arise they are dealt with professionally and quickly. Meetings should be held where staff as a whole come up with ideas of things we could do to improve staff morale. Workplace disrespect should not be tolerated in way shape or form. I also feel that if everyone in the department wants and works for good staff morale, we would be able to accomplish good morale on some level.
19. Maybe a human interest column in the library news...
20. open honest conversation
21. nothing.
22. I believe that staff morale could be raised in several ways. Namely, that our contracts will pass without a noticeable decrease in monetary raises. Additionally, I think that renovating our working environments will help too. Working in a dirty and broken environment leads to a broken morale.
23. reward teh staff who does and good job by an email or some way to appreciate the good job they have done.
24. I think that some sort of 'employee of the month' recognition would help. Even if there is no monetary award.
25. Give certificates, gifts
26. dna
27. I don't know of anything right now that would improve staff morale or workplace respect. We have a wonderful culture of service in our library and we should build around that.
28. Merit raises.
29. the Employee of the Month awards were one of the best morale boosters ever here in the library. It allowed not just the supervisor, (as was done with the superior performance increase), the rate and/or nominate people for the award. I fond in the past when it was up to the supervisor only, a mast majority of the employees were overlooked for the SPI. I know for a fact I deserved it, but it seems it depended on whether or not you were liked by the supervisor/department head or if you were in the "click".
30. Better pay.
31. No comment
32. raises
33. state support staff functions(Reaching Forward)
34. Getting the cost of living raise for all support staff employees.
35. 1. Gatherings 2. Workshops
36. book club, bowling club, on-line gaming club, theater and sporting events
37. clear communication between departments on policy and methodology. Clear communication between supervisors and staff. Clear communication between staff members in the department.
38. improved communications between systems and staff. timely response to computer problems and assistance with more complicated systems issues would help greatly.
39. Have people in different departments work together.
40. I think we are ok within my department.
41. A way to improve staff morale is to encouragement from supervisor to allow staff attend more outside workshops.
42. Can't think of anything at this time.

43. Continue monthly staff meetings, provide staff surveys in dept to find out morale issues and work on creating an inclusive environment.
44. I think that my unit does a very good job at keeping the staff morale up. We are all very much a team.
45. n/a
46. Consistency in management style and implementation of policy.
47. New supervisor who is more communicative and less passive aggressive. OR If my supervisor were to be more communicative and less passive aggressive while recognizing both the positives and the negatives more equally.
48. Just use plain manners. Some people get in position where they feel like they are above others, which brings down staff morale. Respect others. This is something that should have been taught at home when you were a child. Speak, recognize your co-workers, praise them for a job well done. Last but not least, promote people who deserve.
49. Work place respect should be implemented. Have NO idea on how to deal with this growing problem, but it should be addressed and dealt with!! The library staff is very disrespectful toward one another.
50. 1. identify improvements within patron service. 2. brown bag lunch to have staff away from desk/self enrichment 3. mandatory training on the following: delegation, conflict resolution, group dynamics, giving and receiving feedback, patron service 4. mandatory vision screening for all staff working in public service points and/or working on
51. Employee of the month, or employee biographies posted in U-LIB (for those willing to participate). Encouragement to attend workshops/seminars and share knowledge. Encouragement to join committees on library related issues. Willingness to cover expenses for certain courses. Do not dump too much work on one employee/unit. Security, maintenance of certain collections and printers/copiers can be spread out to other units and departments.
52. There could be less tension between staff and supervisors. I'm not sure what could be done to change this. Maybe to recognize an accomplishment and not focus on finding little mistakes would be a start.
53. Can't think of anything right now.
54. -Adequate training for the employee's position and continues Professional Development for the interested staff members. -Monthly constructive meetings to maintain momentum. -Sharing information and giving constructive feedback. Department heads/supervisors need to Listen to their staff's ideas about process improvements. Listen to their concerns. Listen to their opinions. This does not mean they agree, nor does it mean they have to act on every recommendation they hear. In fact, it means they respect their staff members as intelligent adults. -Department heads/supervisors must ask the staff for feedback about their management style, especially after difficult interactions. -Management needs to be consistent with human nature. If it becomes inconsistent, the staff will operate at a fraction of their true capacity.
55. Expanded staff directory with pictures and duties so we can recognize each other. Better communication from Administration about what is expected as far as internal customer service - how we treat each other and how we serve each other.
56. The possibility of overtime. Opportunity for promotion or an upgrade in Classification.
57. can't say much
58. Flows from the head down. If Heads were in tune to needs/concerns of staff that would be a great start
59. intercom for emergency
60. Looking at the politics of most jobs, I think staff could appreciate and respect the workplace when they are aware of the affairs of the facility where they are employed. For instance, if three possible persons were being considered for a position, making them all aware and offering training would eliminate the 'they only got the job because of the politics' issues. All would feel that the process of elimination was based on their actual performance during the training session; and this should be the basis of the candidate being chosen for the job.

61. Cleanness in the Library.
62. I don't have many, other than maybe hiring some more staff to ease the load on us a bit. Sorry.
63. unsure... people are who they are..
64. I think the library is doing a great job in working toward improving the culture of the library and making this a more inclusive environment by inviting support staff to serve on search committees. I think LSSAC is a great initiative that demonstrates the support from the University Librarian to recognize the need for a voice for support staff. I think the social events like the ice cream social is a good way to bring all library staff together in one setting.
65. As far as culture is concerned, stop calling the the party we have during the Christmas season a Holiday party. You all know very well it's a Christmas party. Staff morale is bad because of all the black-balling and brown-nosing that goes on.
66. In the Circulation Department where I work, staff morale is excellent and we all show respect for each other; but I think as a whole, staff morale will improve within the library if we are given a yearly raise to keep up with cost of living expenses.
67. Increase the quality of internal library staff instruction. Minimize disparity of responsibility and expectation across a job-class title. Ensure the department head is integral to unit functioning (it is my experience that the department head is oftentimes disconnected).
68. Respect, very much communication.
69. cannot think of any.
70. 1)Staff members and Supervisors need to be held accountable for their bad/disruptive/negative behavior. 2)Supervisors need the support of the Administration to directly deal with unit conflicts and staff. 3)Supervisors need to be rated on their performance also. When a supervisor does not address problems in a timely manner, and the negative behaviors are allowed to continue, the morale of the staff deteriorates rapidly. 4)Supervisors need to stop "requiring" that staff members be "friends" and simply insist that we all respect each other in the workplace. 5)Staff members need a "safe place" to talk about unit problems.
71. WE CANT HAVE A SUPERVISOE WHO IS AFRAID OF THE SLACKING WORKERS ANS PUSHES TOO MUCH ON ORTHER
72. Some of this is simple human nature. In many ways, this institution is no different than any other place except the "encouraged" chasm between academics and support staff. And this too is changing on some levels. BUT --while I don't care that so-and-so doesn't have a courteous nature or say good morning to me (maybe he didn't see you?) I do care that we are all responsible for general concerns such as safety and reporting suspicious behavior appropriately. There is this misconception that only certain staff are responsible for performing duties related to security and the code of conduct. It the responsibility of all who work here.
73. A raise and a promotion,stop phasing out jobs positions in our dept, and accepting lateral moves.
74. i don't knw
75. People work to get paid to take care of themselves and their families. Money is the root of a lack of morale. Regular and timely raises will vastly improve staff morale. The EDP should coincide with salary increases. If staff members repeatedly receive "exceeds expectations" they should be monetarily rewarded. Staff will feel respected if they are adequately appreciated. The best recognition the library had in place was the Employee of the Month award. It didnt matter how often the award was given just that it was something we could look forward to for going above and beyond. It would also help if people in higher positions gave a simple hello or good morning to support staff.
76. Staff non-academic would like to think that their ideas do matter and at some point their ideas may be implemented. I work hard and I take my job serious at some point for my hard work and dedication receiving a raise should not be a issue.
77. Respect, communication, equality. Treat all staff and faculty with respect, lead by good example, don't show favoritism, and encourage interaction and communication with team building.
78. unsure

- 79. I have no idea. Parties? Birthday celebrations?
- 80. better communications
- 81. Staff morale would be greatly improved with a signed contract that includes a substantial pay increase. Workplace respect and culture of service could be encouraged with training sessions or guest speakers.

**34. What kinds of training should the library make available? These may include computer-related, supervisory, interpersonal, etc. (optional)**

Response	Count
	65
<i>answered question</i>	<b>65</b>
<i>skipped question</i>	<b>45</b>

- 1. Training in other department.
- 2. A interpersonal skills training module should be completed by all staff in the library to stress workplace respect and a service culture. A means to evaluate this training should be considered part of the training plan. Supervisory training for skills such as change management, conflict resolution, diversity (including, educational), effective performance mangement, teamwork, etc should be implemented. Other oppourtunities shoudl be made available to staff in an agreed upon plan with their supervisors. Supervisors should allow for staff to use newly developed skills. Projects or assignments should be given to apply skills learned in a classroom or other learning environment.
- 3. Teamwork/interpersonal for the faculty and the staff together.
- 4. none
- 5. computer-related and interpersonal.
- 6. cross-training within my department or department sections.
- 7. computer classes, supervisory classes, up to date classes to assist us with the work that we are doing in our current positions. We use to go to computer classes but now I have not heard or seen anything to suggest that they are available any more.
- 8. Interpersonal
- 9. All of the above.
- 10. n/a
- 11. no suggestions
- 12. not sure
- 13. All of the above and others like training in another Library unit so that the employee has an understanding of other units and can more valuable to Patrons.
- 14. of course all the work related database training. I have attended supervisory training. Departments as a whole should participate in team building training. We as individuals should always be looking for ways to improve our interpersonal skills.
- 15. computer related training when there is a change in systems ....
- 16. Micro soft programs
- 17. nothing.
- 18. I have no idea.

19. Interpersonal
20. I think that interpersonal training is needed, because we provide a service and need to know how to interact with each other and patrons.
21. dna
22. I think the library should try to incorporate all of these training areas into a person's job. I would like more computer training in Excel and Access as well as more training in dealing with patrons and co-workers.
23. Computer-related training is always good.
24. Trainin to make our jobs more efficient, such as more training in how to "Catalog journals, books".
25. Any classes that can provide the opportunity to advance to any other job on campus.
26. No comment
27. computer training
28. What's available now: Excel, powerpoint, dreamweaver
29. The training classes that we currently have in place are good. I can't think of anything we should add.
30. All
31. online refresher courses to keep you current in your job position
32. I think that there should be a strong effort to make individuals in other departments known to the other departments as well as their function as pertaining to individual areas of the library. Not only will that help to foster a sense of family in the library as well as communication, it will also cut down on the number of misdirected e-mails and queries flying about each day.
33. all of the above
34. Conflict/personality management.
35. Web training for all staff so that one person is not responsible for updating internal web pages.
36. Training for supervisory staff, managers, and technology are always needed. Disability training and emergency training should be mandatory at least twice a year. Keeping staff aware of the latest technology, software is very imp. to assist users.
37. Computer-related training
38. I would like more computer training.
39. Effective communication trainings.
40. TECH - MsWord,Excel,Access,PowerPt,Acrobat tips; using digital equipment and software MGMT - career developmt,time mgmt, understanding leadership, hiring students WK PL - email writing errors, run effective mtgs, PERSONAL - cope w/change,people, knowing your work neighbor-hood, svg for retirement, long-term care, housing rehabing,investing hands-on sessions,individual tutorial, wed-tutorials,
41. Since technology changes at a fast pace, there always should be new workshops/boot camps that keep employees up to date on things they need to know to be marketable, competitive and literate in today's information age. Supervisors should meet once in awhile in a group setting and exchange ideas about their experiences with managing employees. Maybe set up training sessions with UIC counseling departments or Human Resources.
42. More staff could use supervisor training.
43. All the ones suggested in the question are the ones I would like but in a more regular basis. They seem to be offered once every blue moon. I remember when computer-related classes were offered during intercession when there is more free time for employees to attend and that has not happened in quite a few years now. What happened?!
44. computer related trainings Supervisory interpersonal

45. Microsoft Office programs, effective communication & organization skills seminars.
46. I believe that the Library as a whole makes training available. All may not take advantage. More personal training could work. For instance if we work on a portion of a job, seeing what happens after or what happened before that point. Diff depts. don't really know what the other does with the same material.
47. The library should be willing to train potential promoters for the position available. For example, if I was on the register for a promotion but had no knowledge of the position, I feel the library could offer at least two weeks, 1-2 hours training-during regular work schedule-for the position to all eligible candidates interested in the position. I understand the biggest part of the training will be 'hands on'.
48. I think that what's currently available for us is working fine.
49. We already have the computer training.
50. I would like the systems group to continue with the Bootcamp sessions. These were conducted annually. Several computer classes were featured. I would like to see a customer service class offered. It would be nice if it were made mandatory. How to deal with different personalities may be a good one. Also, we need some type of relaxation class to reduce some of the daily stresses!! ;-)
51. Everything from A-Z.
52. Supervisory and others.
53. Good question.
54. Any and to all.
55. 1)Current software training: Excel, Word, Power Point, etc. 2)Interpersonal training should be REQUIRED for all Supervisors. 3)I would love training on How the Library Works. When I started, I knew nothing about working in an Academic setting, Library organizations (& what they do), etc.
56. JUST PLAIN OLD RESPECT FOR OTHERS
57. Improved supervisory training is a must--and well developed interpersonal skills (or a lack thereof) directly impact the supervisory process. This may help to quell some of those pesky personnel issues. Consider the nature of the individual who is charged to supervise - Can Sally tell Suzy what behavior is inappropriate? Or will Suzy continue to do things her way and wreak havoc for all who interact with her? Can Jack tell Ricky in a professional manner that he needs more development in a particular area? Or will he ridicule Ricky's mistakes and create an environment where one is afraid to ask questions? Can an academic professional understand that sometimes it may be necessary to consult support staff before giving erroneous information to the public? We need a session on teamwork.
58. I would have to think about this before I can answer.
59. i don't know
60. I think there should be library wide cross-training. All staff should know how to acquire new titles, pay for them, catalog them, shelf-prepare them and check them out. If they would like to learn these aspects. I think all staff (mainly library assistants) should be able to take supervisory training classes. I think it will help them understand the rules in their department and it would be helpful when they are seeking promotions.
61. I think the library offers a great amount of different training sessions for staff. I do think that when ever a job or a task has changed. Staff should be informed. Staff should receive the proper training.
62. unsure
63. Cross training in other units. Cultural diversity training.
64. communication training
65. Time Management, Organization Skills, uniform Voyager training, supervisory training for academics/faculty that supervise staff, anger management