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Library Survey Fall '96: Library Personnel

Western Washington University. Office of Survey Research

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First, we would appreciate your input concerning communication in the library.

1a. How adequate and timely do you find the following forms of communication currently in use:

	<u>Adequate</u>				<u>Timely</u>			
	<u>Very</u>	<u>Moderate</u>	<u>Somewhat</u>	<u>Not</u>	<u>Very</u>	<u>Moderate</u>	<u>Somewhat</u>	<u>Not</u>
a. Weekly "Bulletin"	1	2	3	4	1	2	3	4
b. Monthly all-staff meetings	1	2	3	4	1	2	3	4
c. Staff room/mail area postings	1	2	3	4	1	2	3	4
d. Administrative/supervisor memos	1	2	3	4	1	2	3	4
e. Oral communication from your immediate supervisor	1	2	3	4	1	2	3	4
f. E-mail	1	2	3	4	1	2	3	4

1b. Overall, do you get the information you need to do your job well and feel part of the team?

1. Always 2. Usually 3. Sometimes 4. Seldom

1c. If less than "Usually", please explain and/or suggest improvements.

(Typed comments on a separate page will be submitted in entirety to the University Librarian)

2. Please indicate your level of awareness of the procedures/policies regarding each of the following:

	<u>Uninformed</u>	<u>Partly Informed, Need More Info.</u>	<u>Sufficiently Informed</u>
a. Family leave	1	2	3
b. Alternate work schedules	1	2	3
c. Promotion/transfer	1	2	3
d. Position review for reallocation	1	2	3
e. Release time for training/education	1	2	3
f. Compensatory time ("comp time")	1	2	3

3. What would you do to improve communication in the library?

(Typed comments on a separate page will be submitted in entirety to the University Librarian)

Next, please give us your view of the following issues related to reorganization and planning:

4. How valuable do you think it would be for the library to expand its role in each of the following areas?

	<u>Very</u>	<u>Moderately</u>	<u>Somewhat</u>	<u>Not</u>	<u>No Opinion</u>
a. Providing instructional assistance to courses	1	2	3	4	9
b. Creating a research-across-the-curriculum program	1	2	3	4	9
c. Providing direct research assistance for faculty	1	2	3	4	9
d. Providing training for faculty in the use of library resources	1	2	3	4	9
e. Providing meeting places for the exchange of ideas and works-in-progress	1	2	3	4	9

5. The following are some of the initiatives presently being discussed in the library. Please indicate whether you support or oppose each.

	<u>Support</u>	<u>No Opinion</u>	<u>Oppose</u>
a. Shelving journals by call number (rather than by title) so that journals of like subject matter are physically proximate	1	2	3
b. Shelving journals by call number and interfiling them with books so that most print materials of like subject matter are physically proximate	1	2	3
c. Inter-shelving all resources (journals, books, videos, microfilms, etc.) by call number, regardless of format	1	2	3
d. Revising the acquisitions allocation formula	1	2	3
e. Expanding distance learning library services	1	2	3

6. Please indicate the importance of each of the following roles for library faculty:

	<u>Very</u>	<u>Moderately</u>	<u>Somewhat</u>	<u>Not</u>	<u>No Opinion</u>
a. Classroom teaching	1	2	3	4	9
b. Selection of materials and analysis of collections	1	2	3	4	9
c. Research and publication	1	2	3	4	9
d. Acquisition and organization of library resources	1	2	3	4	9
e. Liaison between departments/colleges and the library	1	2	3	4	9

7. Bearing in mind the realities of limited funding, please indicate how important you feel it is that Western give very high priority to expanding each of the following library resources or services:

	<u>Essential</u>	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not Impt.</u>	<u>No Opinion</u>
a. Monograph collections on campus	1	2	3	4	9
b. Journal collections on campus	1	2	3	4	9
c. Interlibrary loan/document delivery	1	2	3	4	9
d. Personnel and services	1	2	3	4	9
e. Computerized resources (e.g. reference databases)	1	2	3	4	9

8. How satisfied are you with the present library acquisitions policies and practices?

1. Very 2. Mostly 3. Somewhat 4. A Little 5. Not At All 9. No Opinion

8a. If you answered "A Little" or "Not At All", please indicate the major source of your dissatisfaction:

(Typed comments on a separate page will be submitted in entirety to the University Librarian)

9. How would you describe the progress the WWU library is making in the following areas, compared to other libraries you know or have read about:

	<u>Leading Edge</u>	<u>Keeping Up</u>	<u>Falling Behind</u>	<u>Behind, but Catching Up</u>	<u>Don't Know/No Opinion</u>
a. Re-organization	1	2	3	4	9
b. Technology	1	2	3	4	9
c. Changing roles of library personnel	1	2	3	4	9
d. Collections	1	2	3	4	9

9a. Please suggest up to three things that you feel would most improve the library for its users:

(Typed comments on a separate page will be submitted in entirety to the University Librarian)

10. Are there other issues you feel the library should address as it considers reorganization and strategic planning?

(Typed comments on a separate page will be submitted in entirety to the University Librarian)

Now we would appreciate your input on the following:

11. The following are perceptions sometimes heard around the library. Please indicate whether you personally agree or disagree with each statement.

	Agree Strongly	Agree	Disagree	Disagree Strongly	No Opinion
a. The library operates as competing units, where some get more than others	1	2	3	4	9
b. Library personnel lack esprit de corps	1	2	3	4	9
c. Communication within the library as a whole is poor	1	2	3	4	9
d. Communication within my unit is good	1	2	3	4	9
e. The grapevine/rumor mill is the usual way we get information	1	2	3	4	9
f. Changes currently underway in the library threaten jobs	1	2	3	4	9
g. An individual staff member's opinion matters	1	2	3	4	9
h. There is little good will for the library across the campus	1	2	3	4	9
i. The introduction of teams provides more opportunity for participation	1	2	3	4	9
j. Current initiatives are changing everything as we know it	1	2	3	4	9

12. How well do you like the sort of work you are doing?

1. Strongly like 2. Like 3. Neutral 4. Dislike 5. Strongly Dislike

13. Does your job give you a chance to do things you feel you do best? ,

1. Strongly Yes 2. Yes 3. Neutral 4. No 5. Strongly No

14. Do you get any feeling of accomplishment from the work you are doing?

1. Strongly Yes 2. Yes 3. Neutral 4. No 5. Strongly No

15. How do you feel about your work; does it rate as an important job with you?

1. Very important 2. Important 3. Neutral 4. Unimportant 5. Very Unimportant

16. Please provide up to three changes you feel would improve things for library employees.

(Typed comments will be submitted in entirety to the University Librarian)

17. Are there any other issues regarding your job satisfaction that you would like to communicate to the library administration?

(Typed comments will be submitted in entirety to the University Librarian)

Finally, we would like to know about your length of service and status:

18. How long have you worked in the library?

1. Less than one year 2. 1-2 years 3. 3-6 years 4. 7-10 years 5. 11+ years

19. How long have you worked in your current library unit?

1. Less than one year 2. 1-2 years 3. 3-6 years 4. 7-10 years 5. 11+ years

20. What is your employment status?

1. Staff 2. Faculty

Thank you very much for participating in this important project!

Please return your questionnaire via campus mail to:

**Office of Survey Research
Mail Stop 9081**