

June 25, 2015

To: Leslie Bednar  
From: Liz Bishoff and Nancy Bolt  
Re: IHLS Staff Survey Report

This report is a companion to the report of the IHLS Member Survey Report and the IHLS Focus Group Report. It includes a summary of the responses to all of the questions in the member survey. In this report we have not drawn any conclusions or recommendations nor any suggestions about prioritization. We will be preparing a final report that will combine the recommendations of both surveys and the focus groups along with recommended goals, objectives, and prioritized action for consideration by the IHLS Board.

## Introduction

In March-April 2015, the Illinois Heartland Library System conducted a survey of staff members. The survey was developed and administered in conjunction with the IHLS staff. The survey asked three sets of questions:

- staff perception of member satisfaction with system services,
- staff opinion on working at IHLS, and
- demographic questions to identify their job at IHLS and the geographic area in which they work.

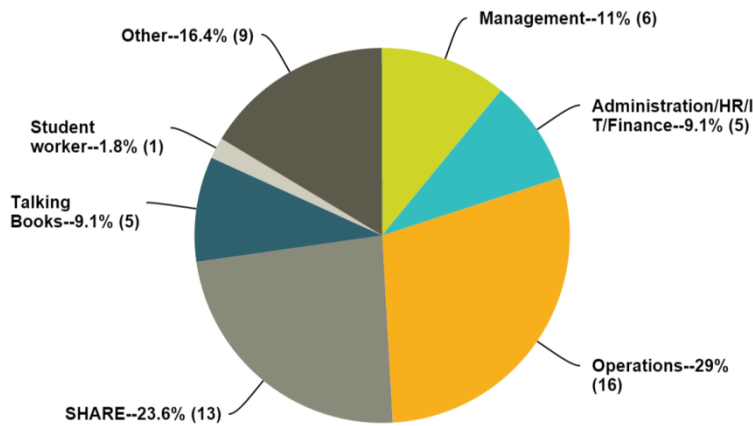
Data are reported in a manner to assure respondent anonymity. A total of 56 IHLS employees responded to the survey, a response rate of 66%. While not all respondents answered all of the questions, a significant number of respondents answered all questions. All of the questions had pre-established responses for survey participants to respond plus and opportunity for comment.

## Respondent Demographics

Survey respondents were asked about their position and work location. The largest percentage of respondents work in Operations followed by SHARE, which includes SHARE Catalog, Catalog Maintenance, e-Read Illinois, Dream grants; followed by management. Nine (9) respondents indicated other, however they actually fit into the operations category, six (6) of the seven (7) who listed a position were associated with delivery. That they worked in Operations was not understood by several staff. This raises the percentage responding to the survey from Operations to 40%.

**Are you working in (select only one):**

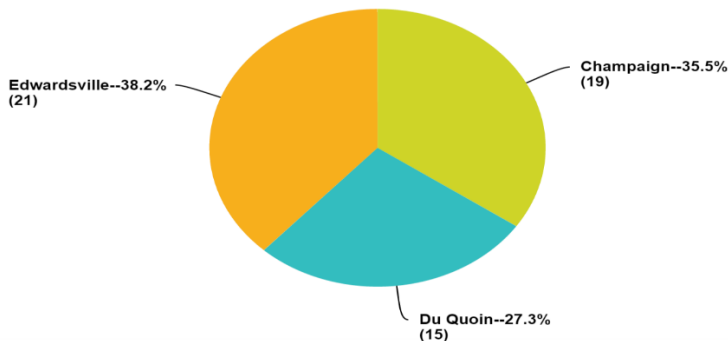
Answered: 55 Skipped: 2



When asked which hub they worked at, two respondents skipped the question. The responses were relative even with slightly fewer indicating Du Quoin.

**At which location do you work?**

Answered: 55 Skipped: 2



## Staff Perception of the Impact of IHLS Services

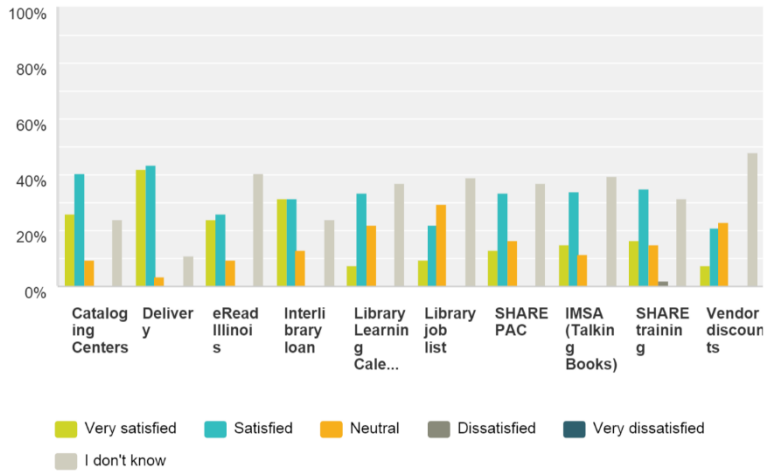
### How satisfied do you believe IHLS member libraries are with the services offered by the System?

Combining the “very satisfied” and the “satisfied” response categories, the highest rated services were delivery with 85.46%, cataloging centers with 66.67%, and ILL via SHARE or OCLC with 62.96%. No other service had more than 50% positive rating. However there were almost no ratings of “dissatisfied” or “very dissatisfied.” What is significant is the high number of "I don't know" responses in many of the categories. For example: 48.08% for vendor discounts, 40.74% for e-Read Illinois, 39.62% for library for the blind and physically handicapped, 38.89% for the library job list , and 37.04% for both the library

learning calendar and the SHARE PAC. The highest neutral response was for the library job line is 29.63%.

### How satisfied do you believe Illinois Heartland Library System member libraries are with the services offered by the System?

Answered: 55 Skipped: 2



Full results are shown below.

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	I don't know	Total
Cataloging Centers	25.93% 14	40.74% 22	9.26% 5	0.00% 0	0.00% 0	24.07% 13	54
Delivery	41.82% 23	43.64% 24	3.64% 2	0.00% 0	0.00% 0	10.91% 6	55
eRead Illinois	24.07% 13	25.93% 14	9.26% 5	0.00% 0	0.00% 0	40.74% 22	54
Interlibrary loan	31.48% 17	31.48% 17	12.96% 7	0.00% 0	0.00% 0	24.07% 13	54
Library Learning Calendar	7.41% 4	33.33% 18	22.22% 12	0.00% 0	0.00% 0	37.04% 20	54
Library job list	9.26% 5	22.22% 12	29.63% 16	0.00% 0	0.00% 0	38.89% 21	54
SHARE PAC	12.96% 7	33.33% 18	16.67% 9	0.00% 0	0.00% 0	37.04% 20	54
IMSA (Talking Books)	15.09% 8	33.96% 18	11.32% 6	0.00% 0	0.00% 0	39.62% 21	53
SHARE training	16.67% 9	35.19% 19	14.81% 8	1.85% 1	0.00% 0	31.48% 17	54
Vendor discounts	7.69% 4	21.15% 11	23.08% 12	0.00% 0	0.00% 0	48.08% 25	52

When asked to share comments on this topic:

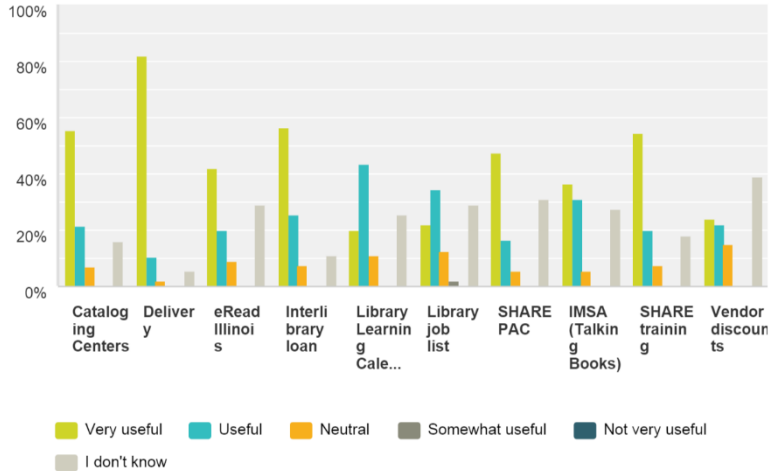
- four respondents said that they really don't have any information
- two said that "99% of libraries are satisfied"
- "We run the largest library system in the United States with a staff of 85 people. That is no small feat. We work efficiently together and member libraries do not have to wait long for their service. "

### How useful do you believe the following IHLS services are to member libraries?

Only one service was rated less than 50% as "very useful" or "useful." Four services rated as higher than 75%: delivery at 92.85%, ILL at 81.81%, cataloging centers at 76.69%, and SHARE training at 75.55%. Again there were almost no responses in the "somewhat useful" and "not very useful" categories. The highest responses in the "I don't know" category were: 38.89% in vendor discounts, 30.91% percent in SHARE PAC, 29.09% in library job list and ILL, and 29.09% in e-Read Illinois.

### How useful do you believe the following Illinois Heartland Library System services are to member libraries?

Answered: 56 Skipped: 1



The full results are below:

	Very useful	Useful	Neutral	Somewhat useful	Not very useful	I don't know	Total
▼ Cataloging Centers	55.36% 31	21.43% 12	7.14% 4	0.00% 0	0.00% 0	16.07% 9	56
▼ Delivery	82.14% 46	10.71% 6	1.79% 1	0.00% 0	0.00% 0	5.36% 3	56
▼ eRead Illinois	41.82% 23	20.00% 11	9.09% 5	0.00% 0	0.00% 0	29.09% 16	55
▼ Interlibrary loan	56.36% 31	25.45% 14	7.27% 4	0.00% 0	0.00% 0	10.91% 6	55
▼ Library Learning Calendar	20.00% 11	43.64% 24	10.91% 6	0.00% 0	0.00% 0	25.45% 14	55
▼ Library job list	21.82% 12	34.55% 19	12.73% 7	1.82% 1	0.00% 0	29.09% 16	55
▼ SHARE PAC	47.27% 26	16.36% 9	5.45% 3	0.00% 0	0.00% 0	30.91% 17	55
▼ IMSA (Talking Books)	36.36% 20	30.91% 17	5.45% 3	0.00% 0	0.00% 0	27.27% 15	55
▼ SHARE training	54.55% 30	20.00% 11	7.27% 4	0.00% 0	0.00% 0	18.18% 10	55
▼ Vendor discounts	24.07% 13	22.22% 12	14.81% 8	0.00% 0	0.00% 0	38.89% 21	54

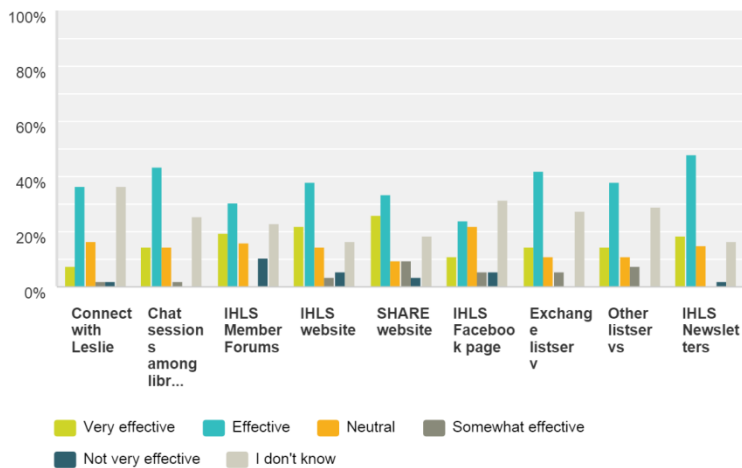
There was only one comment: "If any one of our member libraries needs help we help them immediately. This is with 485 libraries each receiving the same time and considerations when it comes to their needs. That is simply amazing."

## How effective do you believe member libraries will say the following IHLS communication tools are?

As a result of the IHLS focus group sessions, questions regarding the IHLS communication tools were included in the staff and member library surveys. The first question asked staff to reflect on how effective they believe member libraries will say the IHLS communication tools are. Responses were lower in two ways. First the highest combined total of "very effective" and "effective" was 66.67% for the IHLS newsletters, lower than on the questions related to services. Also, in every category, the number of those perceiving communication tools to be "very effective" was lower than those perceiving them to be "effective." For the first time there were responses in the "somewhat effective" and "not very effective" categories. The highest "not very effective" response was 10.71% for the IHLS member forums, followed by 5.56% for the IHLS Facebook page, and 5.45% for the IHLS website.

### How effective do you believe member libraries will say the following Illinois Heartland Library System communication tools are?

Answered: 56 Skipped: 1



The full results are shown below:

## IHLS STAFF SURVEY REPORT—FINAL REPORT JUNE, 2015

	Very effective	Effective	Neutral	Somewhat effective	Not very effective	I don't know	Total
Connect with Leslie	7.27% 4	36.36% 20	16.36% 9	1.82% 1	1.82% 1	36.36% 20	55
Chat sessions among libraries	14.55% 8	43.64% 24	14.55% 8	1.82% 1	0.00% 0	25.45% 14	55
IHLS Member Forums	19.64% 11	30.36% 17	16.07% 9	0.00% 0	10.71% 6	23.21% 13	56
IHLS website	21.82% 12	38.18% 21	14.55% 8	3.64% 2	5.45% 3	16.36% 9	55
SHARE website	25.93% 14	33.33% 18	9.26% 5	9.26% 5	3.70% 2	18.52% 10	54
IHLS Facebook page	11.11% 6	24.07% 13	22.22% 12	5.56% 3	5.56% 3	31.48% 17	54
Exchange listserv	14.55% 8	41.82% 23	10.91% 6	5.45% 3	0.00% 0	27.27% 15	55
Other listservs	14.55% 8	38.18% 21	10.91% 6	7.27% 4	0.00% 0	29.09% 16	55
IHLS Newsletters	18.52% 10	48.15% 26	14.81% 8	0.00% 0	1.85% 1	16.67% 9	54

Five respondents provided comments:

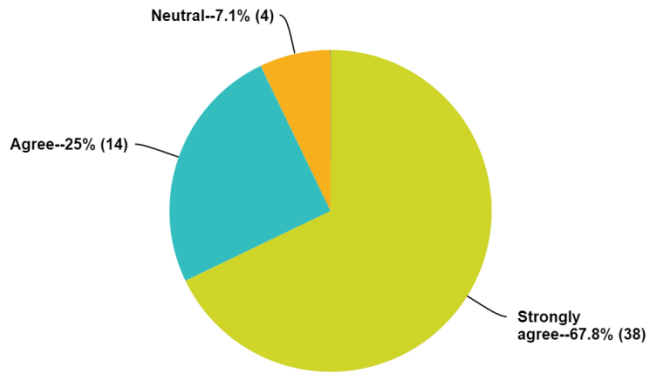
- Two people said “some say the communication is fair” with one adding “but not so satisfying.”
- “I don’t think many people know about or use the forums.”
- “In so many cases, the information is being communicated, but members don’t always take advantage of the opportunities”
- “We offer help in a variety of ways and this is shared between everyone.”

Please indicate how you feel about the following statement: “IHLS has a positive impact on our member libraries ability to deliver excellent library service.”

IHLS staff members believe that IHLS has a positive impact. There were 67.86% who “strongly agree,” 25% who “agree,” and 7.14% who are “neutral.” No one chose the “disagree” or “strongly agree” categories.

Please indicate how you feel about the following statement: "Illinois Heartland Library System has a positive impact on our member libraries ability to deliver excellent library services."

Answered: 56 Skipped: 1



There were only two comments:

- "[Our library] really appreciates IHLS and its services."
- "We've been IHLS [members] for a few years now and are improving our services and methods each day."

### What are three things that IHLS could do to improve services to member libraries?

There were 27 responses to this question and they fell into five main categories: communication (10); member input and networking (8); consulting (7); and continuing education (6) and delivery (5). There were four who said they did not have suggestions and several unique suggestions.

#### Communication:

Most simply said "communication" in answer to what could improve services to member libraries.

Some were more specific such as:

- "Input on the exchange list"
- "Better website"
- "Keep looking for better ways to improve communication and sharing of information between each other."
- "Improve internal communication at IHLS, which would have a positive impact on services provided to member libraries."
- "Add more information to the web sites for easy access."

#### Member input and networking:

Comments included:



- “Listen to all types of libraries.”
- “Hold in-person groups meetings throughout the system. Similar to the small groups that were at one time present such as LIBNET and Small Public Libraries.”
- “Organize a tour of libraries that members would participate in so that they could see how things are done at other libraries. This would generate not just camaraderie but would also generate new ideas.”
- “Continue to strengthen connections among member libraries.”
- “Listen. Don’t be defensive and do a better job planning.”
- “More in-person meetings.”

Consulting:

Most just said “more consulting” or “bring back consultants.” Other specific comments were:

- “Assist with more libraries getting online.”
- “When allowed by ISL, restore robust consulting services.”
- “Better follow-up with library staff members.”

Continuing Education:

The comments asked for more continuing education, both online and in-person. Specific suggestions were:

- “Encourage libraries to share the expertise already available with their staff, say for instance, someone has the knowledge about weeding. Have that person give a class on that topic. While we cannot provide training, maybe we could provide the venue at one of our locations.”
- “Have a vendor day for libraries to explore different products available at a discount.”

Delivery:

Comments related to delivery:

- “CONSOLIDATE ROUTES”
- “More perks for drivers”
- “Take care of the materials (don’t break media cases), take care of book pages, make sure everything goes to the right place, make sure everyone is on the same page with this and concentrates on their sorting.”
- “If time & money allowed, provide more delivery

Other:

- “Get more input from seasoned staff that usually receive a lot of feedback from member libraries on a regular basis, and know what works and what doesn’t work.”
- “Slowdown in adding more and more libraries; massive numbers don’t necessarily mean a better run system.”

## Staff Perception of IHLS as a workplace

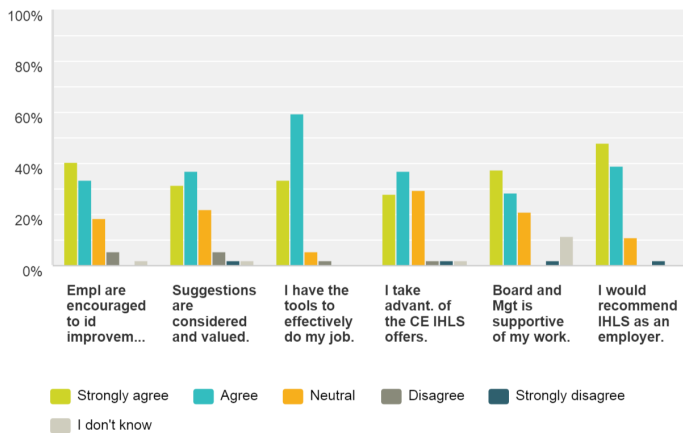
To assess the perception of IHLS as a workplace we asked two questions. The first asked respondents to indicate their level of agreement with the following statements:

- IHLS employees are encouraged to identify improvements
- My suggestions are considered and valued
- I have the tools to effectively do my job
- I take advantage of the continuing education/training that IHLS offers

The results were primarily positive: 92.59% respondents who indicated “strongly agree” or “agree” that they had the tools they needed; 87.04% would recommend IHLS as an employer; and 74.07% felt that IHLS employees are encouraged to identify improvements. Very few had negative opinions but 11.32% indicated they did not know if the” IHLS Board and Management is supportive of my work.”

**Please indicate your level of agreement with the following statements:**

Answered: 54 Skipped: 3



The full results are shown below:

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I don't know	Total
Empl are encouraged to id improvements.	40.74% 22	33.33% 18	18.52% 10	5.56% 3	0.00% 0	1.85% 1	54
Suggestions are considered and valued.	31.48% 17	37.04% 20	22.22% 12	5.56% 3	1.85% 1	1.85% 1	54
I have the tools to effectively do my job.	33.33% 18	59.26% 32	5.56% 3	1.85% 1	0.00% 0	0.00% 0	54
I take advant. of the CE IHLS offers.	27.78% 15	37.04% 20	29.63% 16	1.85% 1	1.85% 1	1.85% 1	54
Board and Mgt is supportive of my work.	37.74% 20	28.30% 15	20.75% 11	0.00% 0	1.89% 1	11.32% 6	53
I would recommend IHLS as an employer.	48.15% 26	38.89% 21	11.11% 6	0.00% 0	1.85% 1	0.00% 0	54

Comments were both positive and negative with some suggestions:

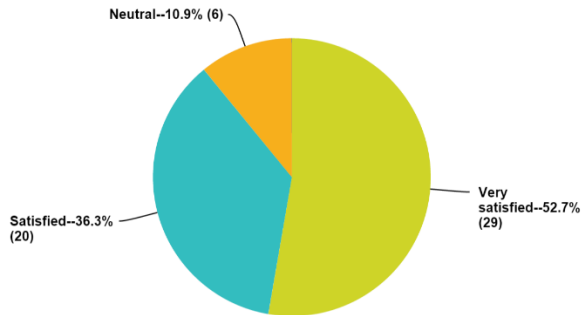
- “Wonderful place to work, enjoy what I am doing and providing a service to others. 2 IHLS values their employees. You can see and feel that with even the little things. Opinions are valued and people themselves are valued.”
- “Relatively new and have not been offered continuing education or training as of yet, and do not know how the IHLS board impacts my work”
- “Continuing education/training is limited to Lynda.com and staff day. More information about and encouragement to attend outside training would be helpful.”
- “A good place to work, even part-time”
- “Upper management meaning Edwardsville thinks only of that office not system as whole. Communication is very lacking and there is no planning just reacting”
- “I would like to see everyone that does the same job with the same grade level have the same knowledge and not rely on the individuals that have not only a greater knowledge but also a greater desire to complete the work.”
- “The only stressful part about working here is the state funding and the potential threat of our office closing.”
- “I feel better about management than I do about the board when it comes to my value as an employee. “
- “I'm not sure what continuing education/training has been offered. Perhaps this is at the manager level. “
- “I am impressed by everything except our insurance policies, but that's probably not indicative of IHLS as a whole, but rather the insurance companies preference for hurting people”

### What is your overall satisfaction with the ILHS System as a workplace?

Again the response was primarily positive: 52.73% were “very satisfied;” 37.36% were “satisfied;” and 10.91% were “neutral.” No one indicated they were “dissatisfied” or “very dissatisfied.”

**What is your overall satisfaction with the Illinois Heartland Library System as a workplace?**

Answered: 55 Skipped: 2



Most of the comments were positive:

- "I wish the page got more hours"
- "I have been here a long time so I must be fairly satisfied with the work place"
- "We all work well together to provide good services daily to our member libraries"
- "I absolutely love the environment and my co-workers"
- "I sometimes feel like a little fish in a big pond compared to when we were individual systems but that is not always a bad feeling. I do feel that we are allowed to work together yet independently, so I'm grateful for that."
- "I've never had a better job and hope to continue on as long as IHLS will have me"