

University of Maryland Libraries Climate Assessment

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Climate Assessment

■ Objectives

- Update 2000 climate assessment
 - Climate for diversity
 - Climate for fairness
 - Individual level attitudes
 - Organizational Commitment
 - Job Satisfaction
 - Work Withdrawal
- Assess libraries climate for teamwork

Methodology

- March 2004
 - Focus Groups
 - 5 groups with Librarians
 - 5 groups with Staff
 - 1 group with Executive Council
 - 19.4 % of eligible employees participated

Methodology

- Summer 2004
 - UM Libraries Climate Survey
 - 209 surveys
 - 71.1% of eligible employees
- Statistical Analyses

Focus Groups

- Team climate issues
- Dissemination of organizational information
- Interpersonal relations and diversity issues
- Climate for continual learning
- Other

Team climate issues

- Mixed message
 - Pro
 - Team structure is useful
 - Helped build personal connection among divisions
 - Increased efficiency of existing teams
 - Con
 - Teamwork takes away from primary job
 - Confusion regarding goal of some teams
 - Employees not recognized for teamwork

Dissemination of organizational information

- Confusion over who to report to
- More communication across divisions is needed
- Recent remodeling and physical relocation of certain units very helpful

Interpersonal relations and diversity issues

■ Mixed results

- Some report good relationship with supervisor
- Others report favoritism
- Librarian-Staff issues
- Demographic difference issues?

Climate for continual learning

- Clearly established continual learning climate
- Desire for additional skills-oriented learning
- Feelings of being overwhelmed by amount of learning needed to maintain performance

Other

- Employees strive to maintain level of customer service
- Employee Morale
- Library employees are viewed as creative and talented
- Recognition that benefits of working at UM libraries makes up for pay
- Workload
 - Recent budget cuts

Survey Results

- Climate for diversity
 - Non-discriminatory practices
 - Average = 4.62
 - UM Libraries have non-discriminatory practices
 - Standardization of procedures
 - Average = 3.98
 - UM Library procedures applied equally to everyone
 - Valuing diversity
 - Average = 4.20
 - UM Libraries value diversity

Survey Results

- Ethnicity differences
 - Non-discriminatory practices
 - Caucasians > Asian Americans > African-Americans
 - Standardization of procedures
 - Caucasians = Asian Americans > African-Americans
 - Valuing Diversity
 - Caucasians = Asian Americans > African-Americans

Survey Results

- Job Position differences
 - Non-discriminatory practices
 - Librarians > Staff
 - Valuing Diversity
 - Librarians > Staff
- Division differences

Survey Results

- Continuous Learning Climate
 - Moderate level of agreement
- Demographic differences

Justice/Fairness Perceptions

- **Distributive Justice**
 - Moderately positive
- **Procedural Justice**
 - Moderately positive
- **Interpersonal Justice**
 - Extremely positive
- **Informational Justice**
 - Fairly positive

- Job Satisfaction
 - Moderately positive
 - Differences by division

- Organizational Commitment
 - Moderate level
 - Differences by ethnicity

- Managerial Practices
 - Most believed managers effectively helping to improve work quality and service
 - Differences by ethnicity

- Work group conflict
 - Limited to some level of work group conflict
 - Differences by division

- Perceptions of fair treatment
 - Fairly high
 - Differences by division and ethnicity

Changes over time 2000-2004

- Support for diversity related policies and practices
 - 2004 average is significantly better than 2000 average.
 - $p < .001$
- Continuous learning climate
 - 2004 average is significantly better than 2000 average
 - $p < .05$

Changes over time 2000-2004

- Climate for interpersonal treatment
 - 2004 average is significantly better than 2000 average.
 - $p < .001$
- Dissemination of Information*
 - 2004 average is significantly better than 2000 average.
 - $p < .10$

Changes over time 2000-2004

- Respect and Fair Treatment*
 - 2004 average is significantly better than 2000 average.
 - $p < .001$
- Work Withdrawal**
 - 2004 average is significantly higher than 2000 average.
 - $p < .01$

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