What Makes Access Services Staff Happy? A Job Satisfaction Survey

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About the Survey

- 361 validated responses
- 37 questions
- 36 categories
- With interest in:
  - Age
  - Education
  - Library and Job
  - Demographics
  - Experiences
Access Services are Complex and Dynamic

http://www.eeuwigheid.nl/missional-communities/de-voorganger-als-duizendpoot/attachment/by-photos8-com/
Access Services Functions

- Document-Delivery
- Interlibrary-Loan
- Course-Reserves
- Consorial-Lending
- Periodicals
- Building-Maintenance
- Learning/Academic/Information/Commons
- Acquisitions
- Security
- Reference
- Paging
- Course-Reserves
- Memberships
- Technology-Services
- Media-Services
- Scanning-Copying-Services
- Shelving
- Fines-and-Fees
- Stacks-Maintenance
Changes in your department experienced over the last five years:

- Decreasing staff positions
- Increasing cross-training
- Circulating Electronic Equipment
- Increasing hours
- Renovating library or new library building
- Purchasing through Interlibrary Loan
- Paging
- E-Reserves services
- Chat Service
- Streaming Media
- Combining ILL and Circulation
- Textbooks on Reserve
- Combining Reference and Circulation
- Providing self-service options
- Adding new service points
- Increasing staff positions
- Combining Interlibrary loan with Acquisitions
Satisfaction Measures Surveyed

- Benefits
- Relationships
- Challenges
- Opportunities
- Self-Fulfillment
Abraham Maslow

http://www.celebriton.com/abraham_maslow/photo/a_photo_of_abraham_maslow
Mazlow’s Hierarchy of Needs

Physical Needs

Environments
Environments

- Job Security
- Physical Working Environment
- Working Hours
- Work Load
Mazlow’s Hierarchy of Needs

- Physical Needs
- Safety Needs

Benefits

Environments
Benefits

- Salary
- Healthcare Benefits
- Raises
- Union Representation
- Retirement Options
Mazlow’s Hierarchy of Needs

- Physical Needs
- Safety Needs
- Social Needs
- Relationships
- Benefits
- Environments
Relationships

- Relationship with Peers
- Relationship with Library Users
- Relationship with Supervisor
- Understanding the Library’s Mission
Challenges

- Use of Skills
- Degree of Autonomy and Independence
- Level of Difficulty of Tasks
- Variety of Tasks
- Resources to do Your Job

http://michaelpeters.org/the-pci-challenge/
Mazlow’s Hierarchy of Needs

- Physical Needs
- Safety Needs
- Social Needs
- Achievement
- Esteem

Arrows indicate:
- Environments
- Benefits
- Relationships
- Challenges
- Opportunities
Mazlow’s Hierarchy of Needs

- Physical Needs
- Safety Needs
- Social Needs
- Achievement
- Esteem
- Self-Actualization

- Environments
- Benefits
- Relationships
- Opportunities
- Challenges
- Fulfillment
Personal Fulfillment

- Impact on the Community
- Sense of Achievement
- Enjoyment in Doing Your Job
- Level of Prestige
Frederick Herzberg
Herzberg’s Two-Factor Theory

**Hygiene Factors**
- Company Policy
- Supervision
- Interpersonal Relationships
- Working Conditions
- Salary

**Motivators**
- Achievement
- Recognition
- The Work Itself
- Responsibility
- Advancement
Mazlow’s Hierarchy of Needs

- Physical Needs
- Safety Needs
- Social Needs
- Esteem
- Self-Actualization

- Working Conditions
- Salary
- Relationships
- Achievement
- Recognition
- The work itself
Important Factors for Job Satisfaction

- Relationships: 85%
- Personal Fulfillment: 92%
- Opportunities: 85%
- Challenges: 84%
- Benefits: 82%
Actual Satisfaction by Job Factors

- **Relationships**: 76%
- **Personal Fulfillment**: 65%
- **Opportunities**: 57%
- **Challenges**: 72%
- **Benefits**: 57%
Overall Satisfaction

Very Satisfied: 22%
Satisfied: 54%
Neutral: 12%
Dissatisfied: 9%
Very Dissatisfied: 3%
All Satisfaction Categories Combined

- Satisfied: 38%
- Very Satisfied: 20%
- Neutral: 18%
- Dissatisfied: 14%
- Very Dissatisfied: 10%
Most Satisfied and Dissatisfied Factors

Top 5 – Satisfaction

1. Relationship with Library Users
2. JOB SECURITY
3. Autonomy and Independence
4. Work Environment
5. Understanding Library’s Mission

Bottom 5 – Dissatisfaction

5. Workload
4. Salary
3. Influence Decisions
2. Advancement
1. Raises
Satisfaction Based on Age

- **Most Satisfied**
  - Relationship with users
  - Work environment

- **Least Satisfied**
  - Use of skills
  - Work challenges

Age Groups:
- 18-24 year olds
- 25-34 year olds
- 35-44 year olds
- 45-54 year olds
- 55-64 year olds
- 65 and over

Raises and job security satisfaction are indicated for each age group.
## Satisfaction Based on Education

<table>
<thead>
<tr>
<th>High School</th>
<th>College Degree</th>
<th>Master’s or Phd</th>
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</thead>
<tbody>
<tr>
<td><strong>Top 5 Satisfied</strong></td>
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</tr>
<tr>
<td>- Resources Provided to do Job</td>
<td>1. Working environment</td>
<td>1. Library users</td>
</tr>
<tr>
<td>- <strong>JOB SECURITY</strong></td>
<td>2. Recognition from library users</td>
<td>2. <strong>JOB SECURITY</strong></td>
</tr>
<tr>
<td>- Variety of tasks</td>
<td>3. Understanding library mission</td>
<td>3. Recognition from library users</td>
</tr>
<tr>
<td>- Degree of autonomy &amp; independence</td>
<td>4. Degree of autonomy &amp; independence</td>
<td>4. Understanding library mission</td>
</tr>
<tr>
<td>- Institution training &amp; seminars</td>
<td><strong>5. JOB SECURITY</strong></td>
<td>5. Degree of autonomy &amp; independence</td>
</tr>
</tbody>
</table>
Satisfaction of Supervisors

Top 5 – Satisfaction

1. JOB SECURITY
2. Variety of Tasks
3. Autonomy and Independence
4. Library Users
5. Understanding Library Mission

Bottom 5 – Dissatisfaction

5. Salary
4. Workload
3. Raises
2. Opportunity for Advancement
1. Influence Decisions
Most Interesting Library Jobs

Access Services! (Or some variant thereof)

Current Position

Any position working with the public
Research Shows

- “CO [Customer Orientation] is associated with higher levels of job satisfaction, commitment, and OCBs [Organizational citizenship behaviors].”*

- Translation “Customer Service workers are satisfied with their work”

Bethany B. Sewell

Areas for Improvements

- Training
- Recognition
- Supportive Administration
- Opportunities
- Workload
- Promotions
- Keeping Up with Trends
- Communication
- Combined Service Desk
Lessons Learned

• Shorten the survey
• Salary range of the respondent
• Percentage of autonomy in current position
• Ask more ‘why’ questions
• Specific rank of the position the respondent was holding

“We would like the professionals to treat the staff with more respect, since most of the staff know their own job better than the professionals, stop micro managing.”
What’s Next?

- Continue to analyze the data
- More research
- Share findings
Additional Summarized Comments

• We love our job
• Even though we are overworked,
• Integrating more services,
• And feel that we do not get enough recognition.
Thank you!
Questions?