

What Makes Access Services Staff Happy? A Job Satisfaction Survey



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About the Survey



- 
- A large, tilted, light-brown clipboard with a thick black border is the central focus. A stylized grey figure of a person is lying on their back on the top-left corner of the clipboard, appearing to be resting or working on it. The background consists of abstract blue and white shapes.
- ✓ 361 validated responses
 - ✓ 37 questions
 - ✓ 36 categories
 - ✓ With interest in:
 - Age
 - Education
 - Library and Job Demographics
 - Experiences

Access Services are Complex and Dynamic



Photos8.com

<http://www.eeuwigheid.nl/missional-communities/de-voorganger-als-duizendpoot/attachment/by-photos8-com/>

Access Services Functions



Consortial-Lending
Document-Delivery
Periodicals
Security
Interlibrary-Loan
Technology-Services
Media-Services
Circulation
Building-Maintenance
Reference
Paging
Course-Reserves
Learning/Academic/Information/Commons
Acquisitions
Stacks-Maintenance
Memberships
Shelving
Fines-and-Fees
Scanning-Copying-Services

Changes has your department experienced over the last five years



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

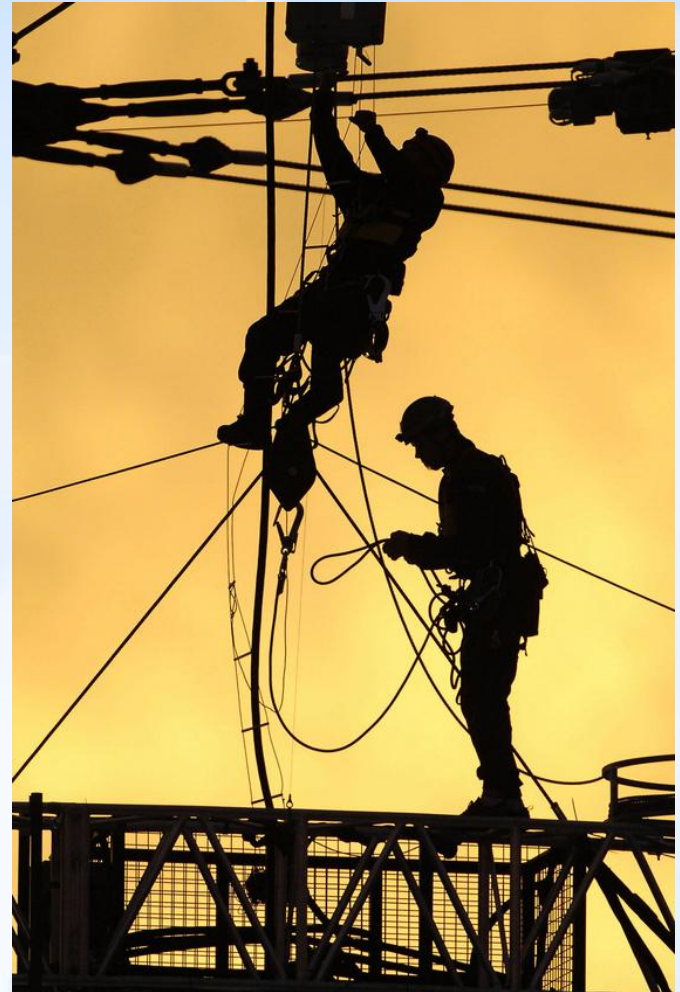
Environments



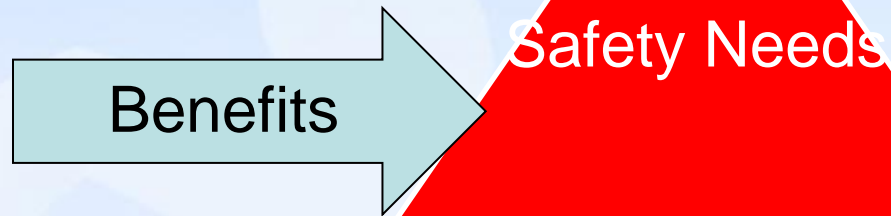
Environments



- ❖ Job Security
- ❖ Physical Working Environment
- ❖ Working Hours
- ❖ Work Load



Mazlow's Hierarchy of Needs



Safety Needs

Benefits

Physical Needs

A light blue arrow with a black outline points from the left towards the bottom section of the pyramid. The word "Environments" is written in black text inside the arrow's body. The arrow points to the bottom section of the pyramid, which is labeled "Physical Needs" in white text.

Environments

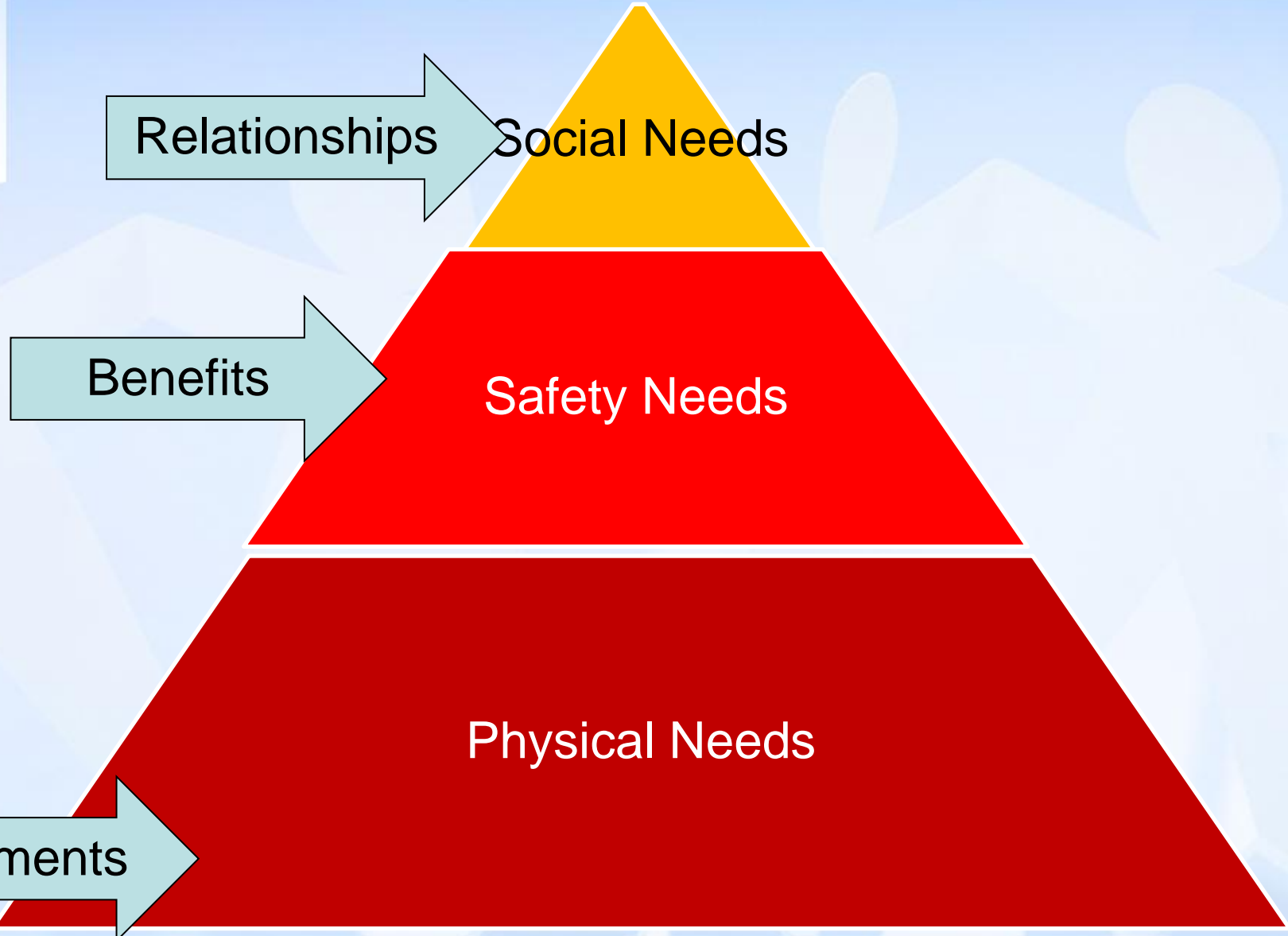
Benefits



- ❖ Salary
- ❖ Healthcare Benefits
- ❖ Raises
- ❖ Union Representation
- ❖ Retirement Options



Mazlow's Hierarchy of Needs



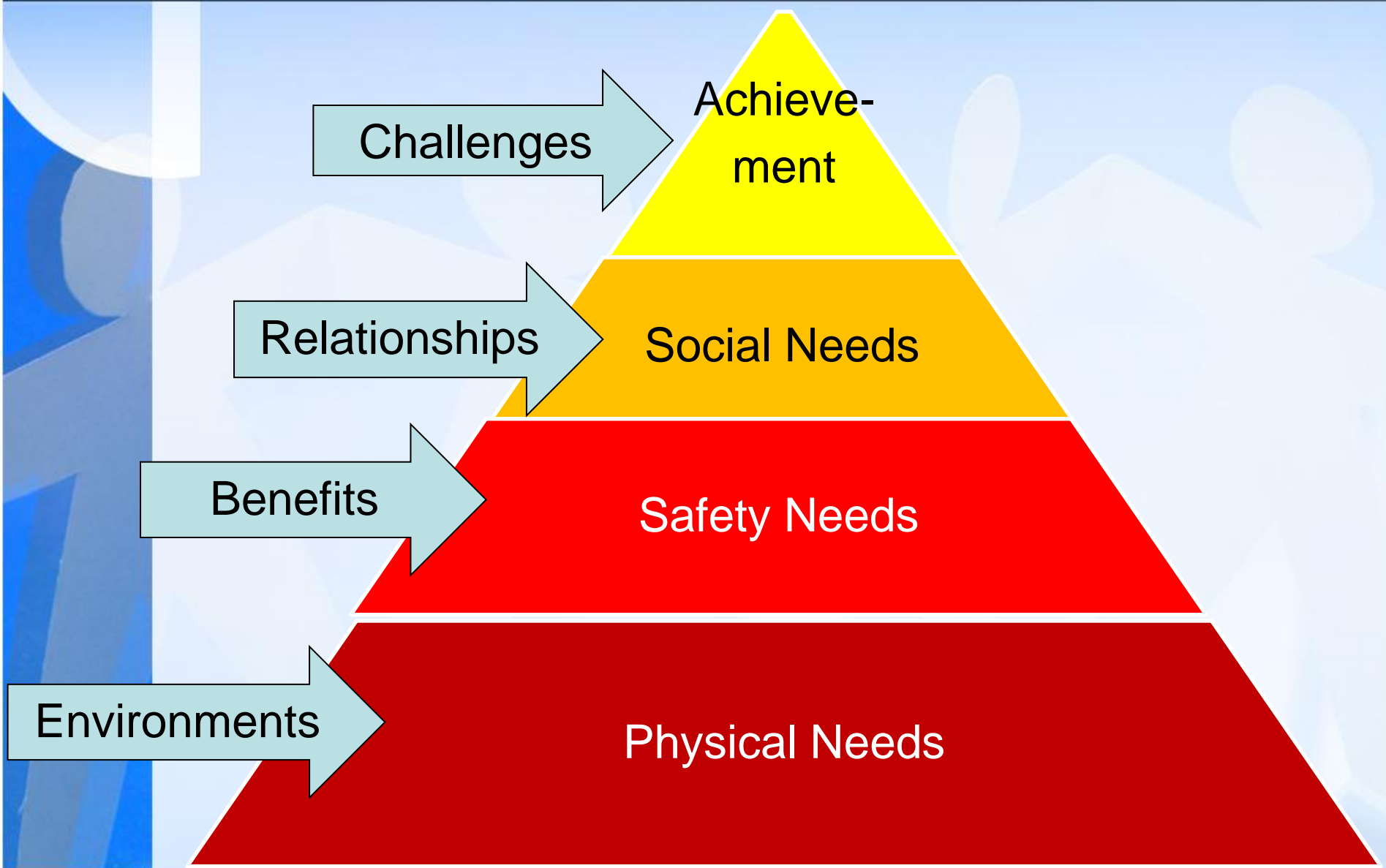
Relationships



- ❖ Relationship with Peers
- ❖ Relationship with Library Users
- ❖ Relationship with Supervisor
- ❖ Understanding the Library's Mission



Mazlow's Hierarchy of Needs



Challenges



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

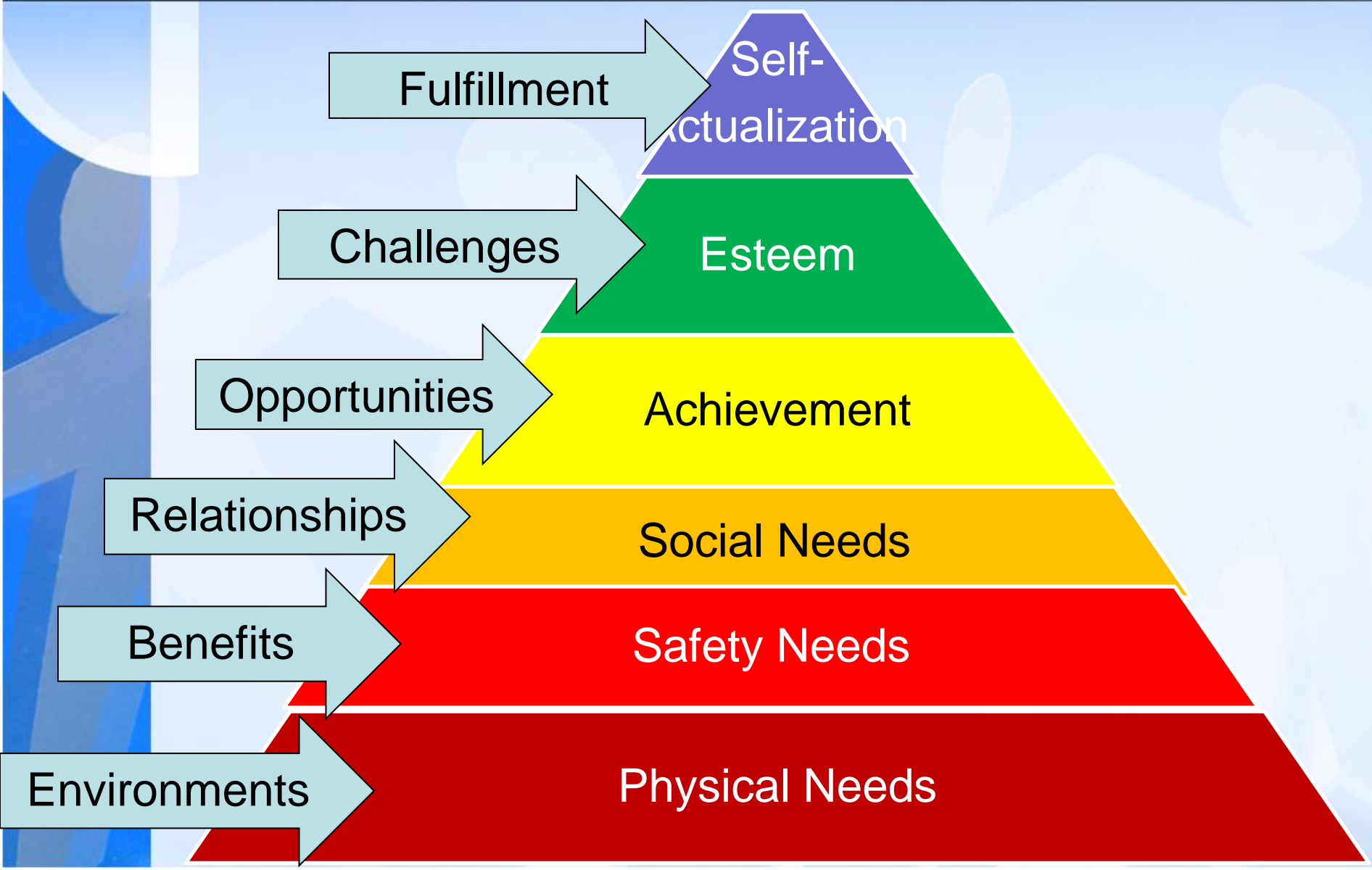


<http://michaelpeters.org/the-pci-challenge/>

Mazlow's Hierarchy of Needs



Mazlow's Hierarchy of Needs



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

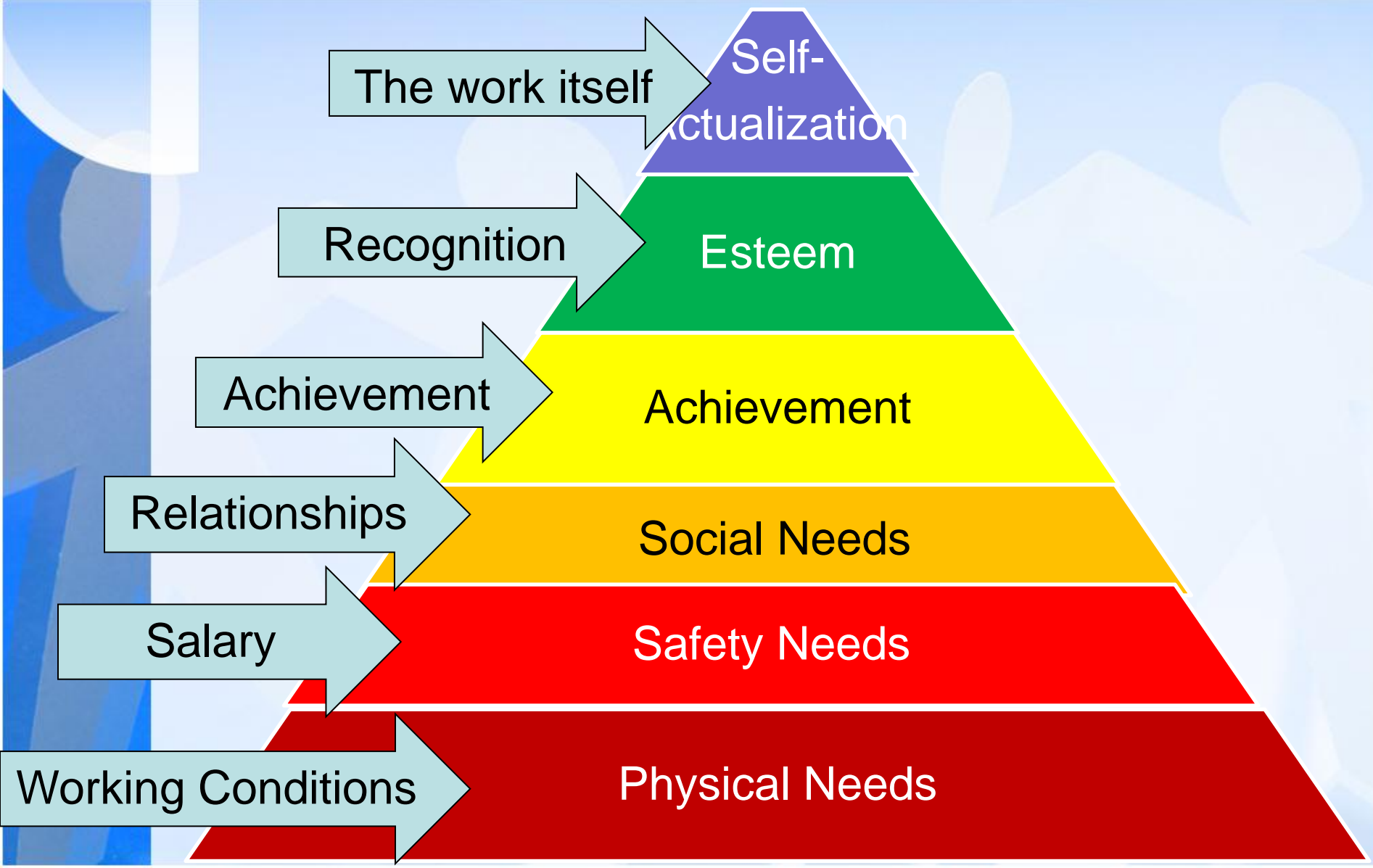


Responsibility

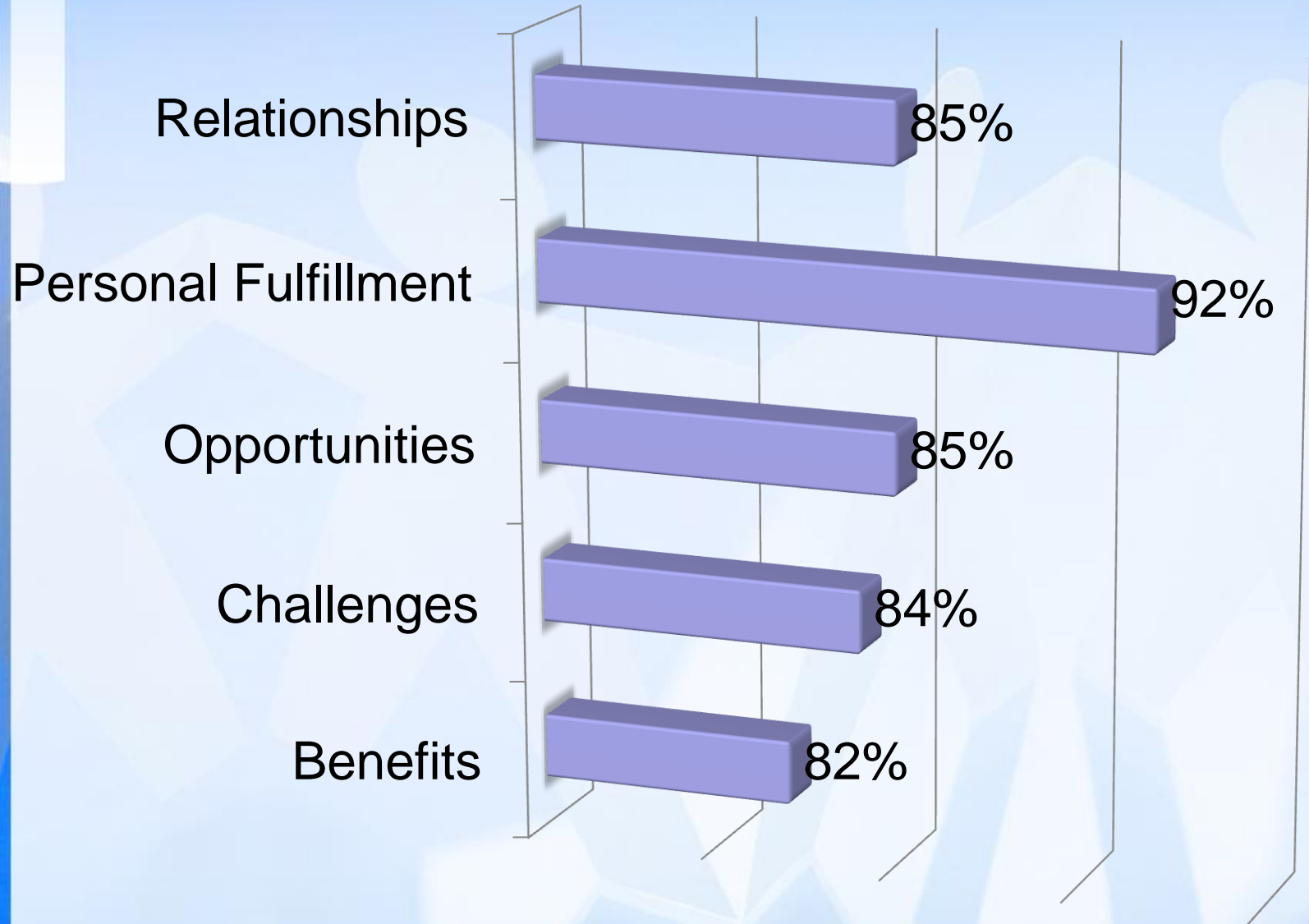


Advancement

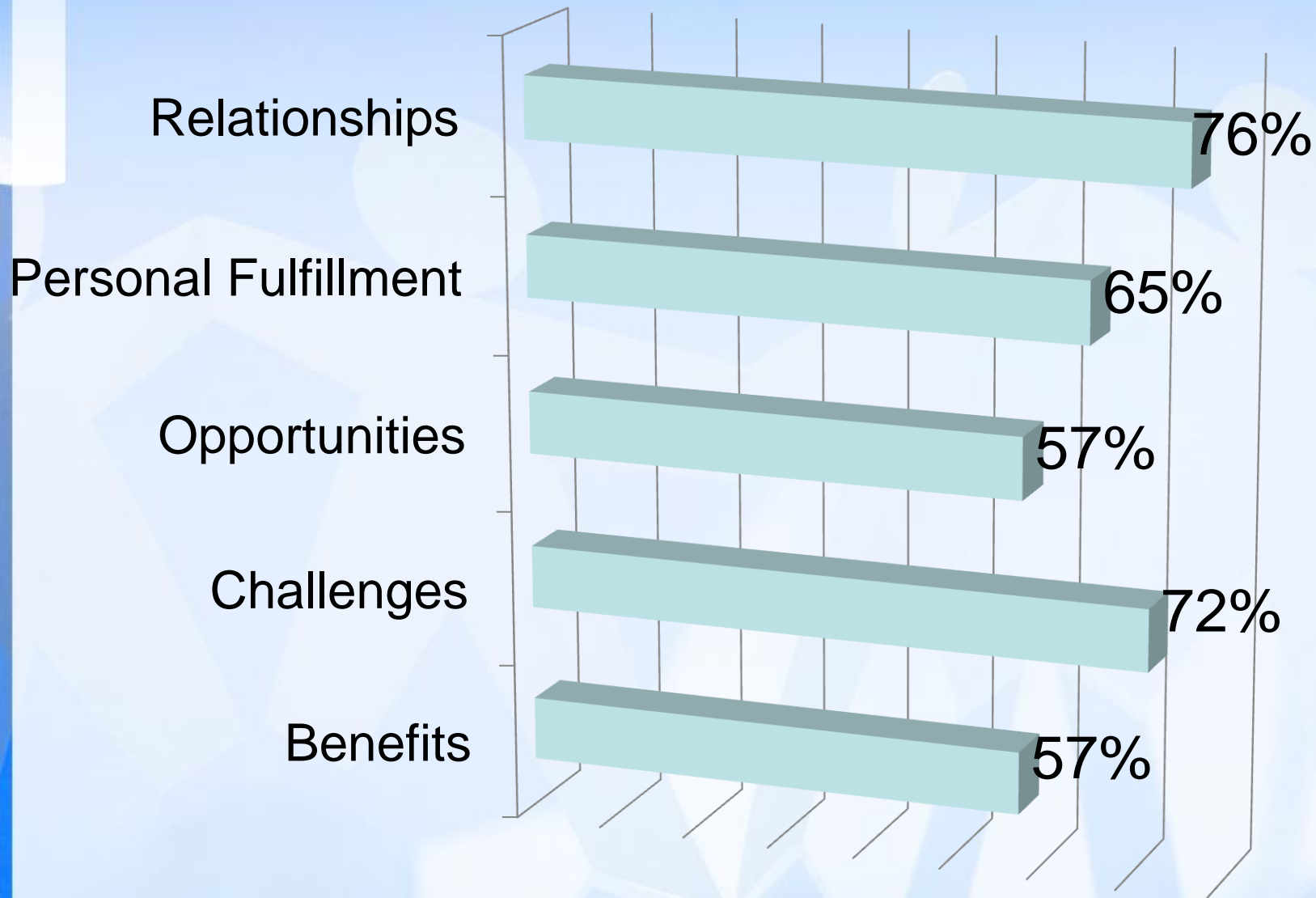
Mazlow's Hierarchy of Needs



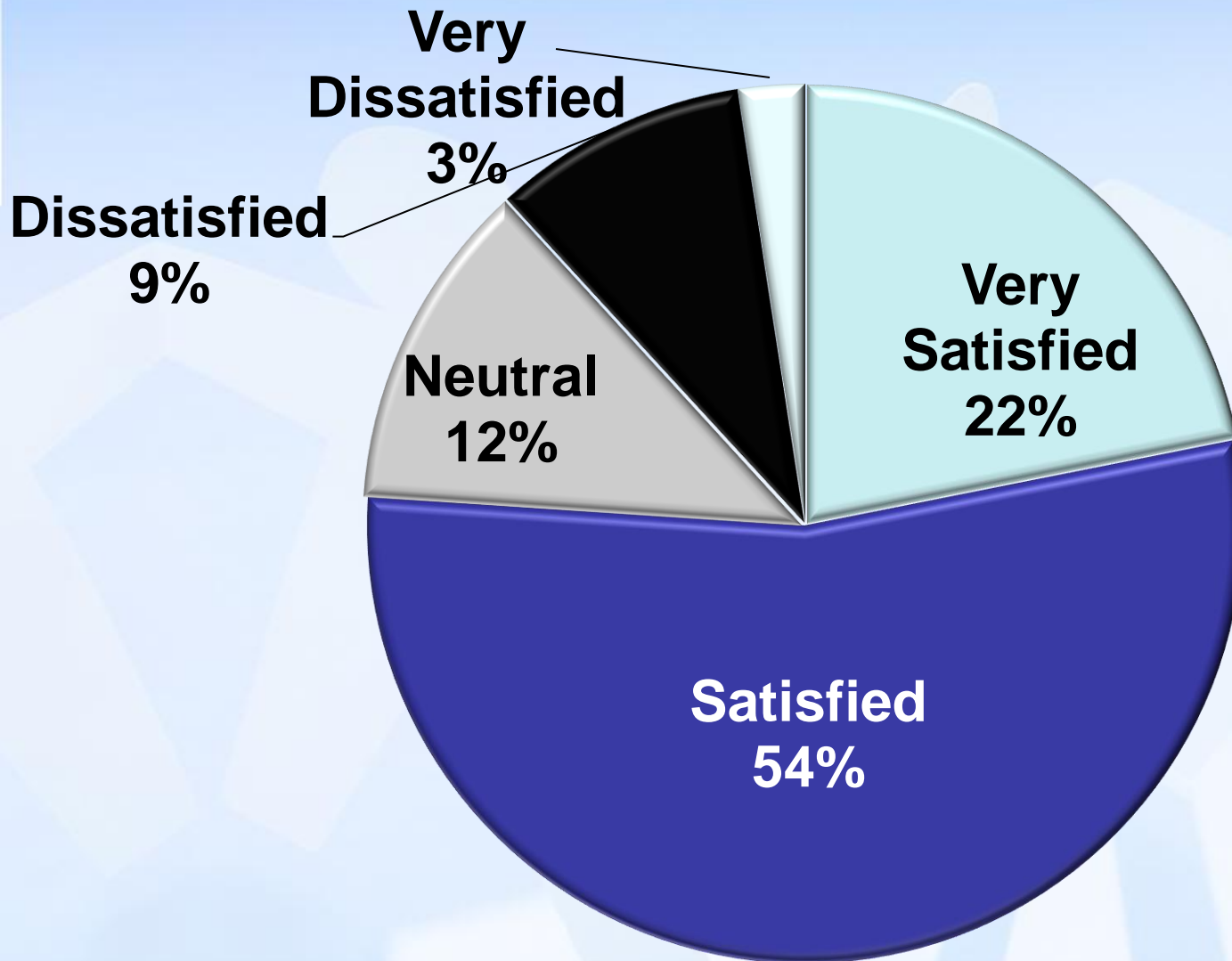
Important Factors for Job Satisfaction



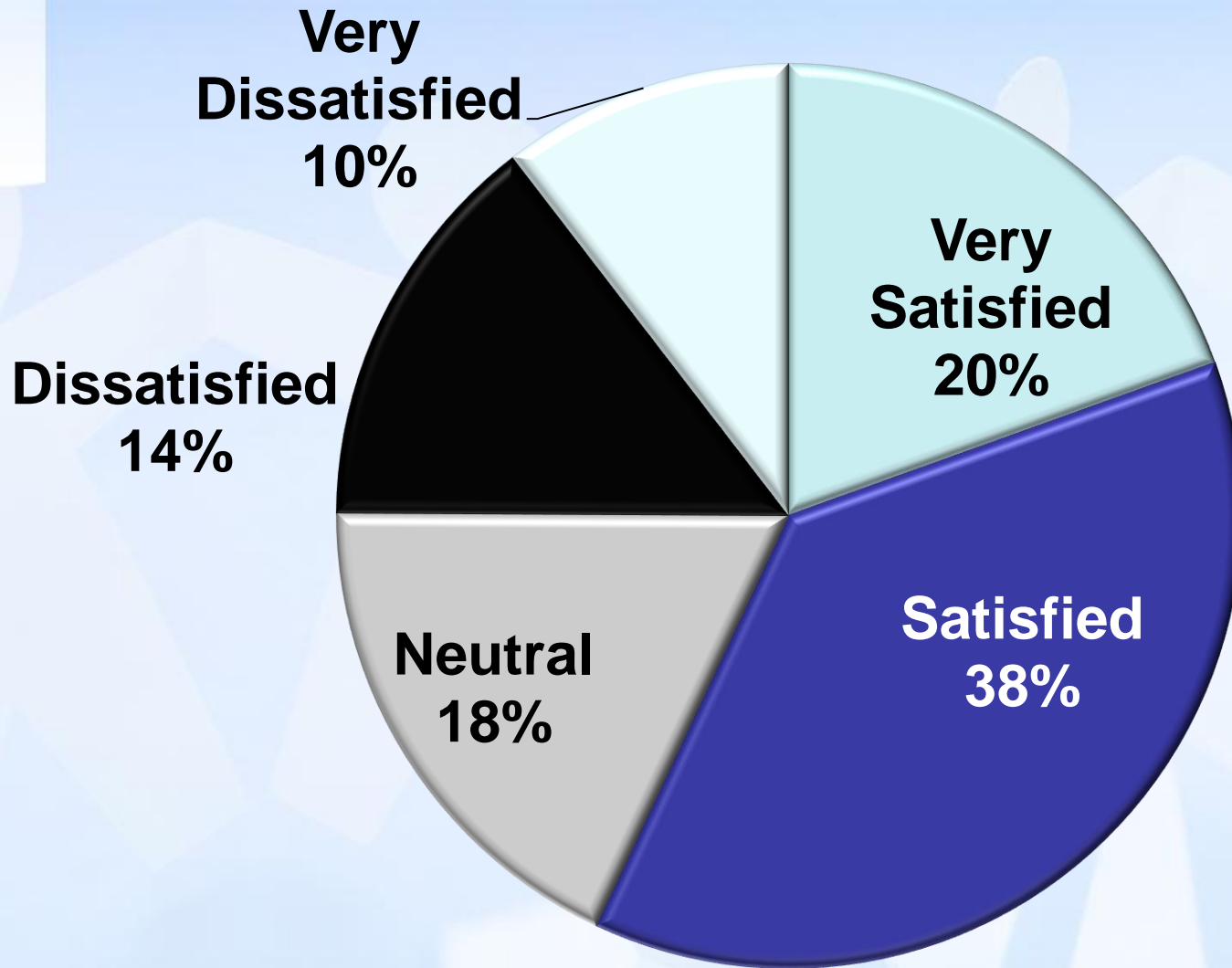
Actual Satisfaction by Job Factors



Overall Satisfaction



All Satisfaction Categories Combined



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

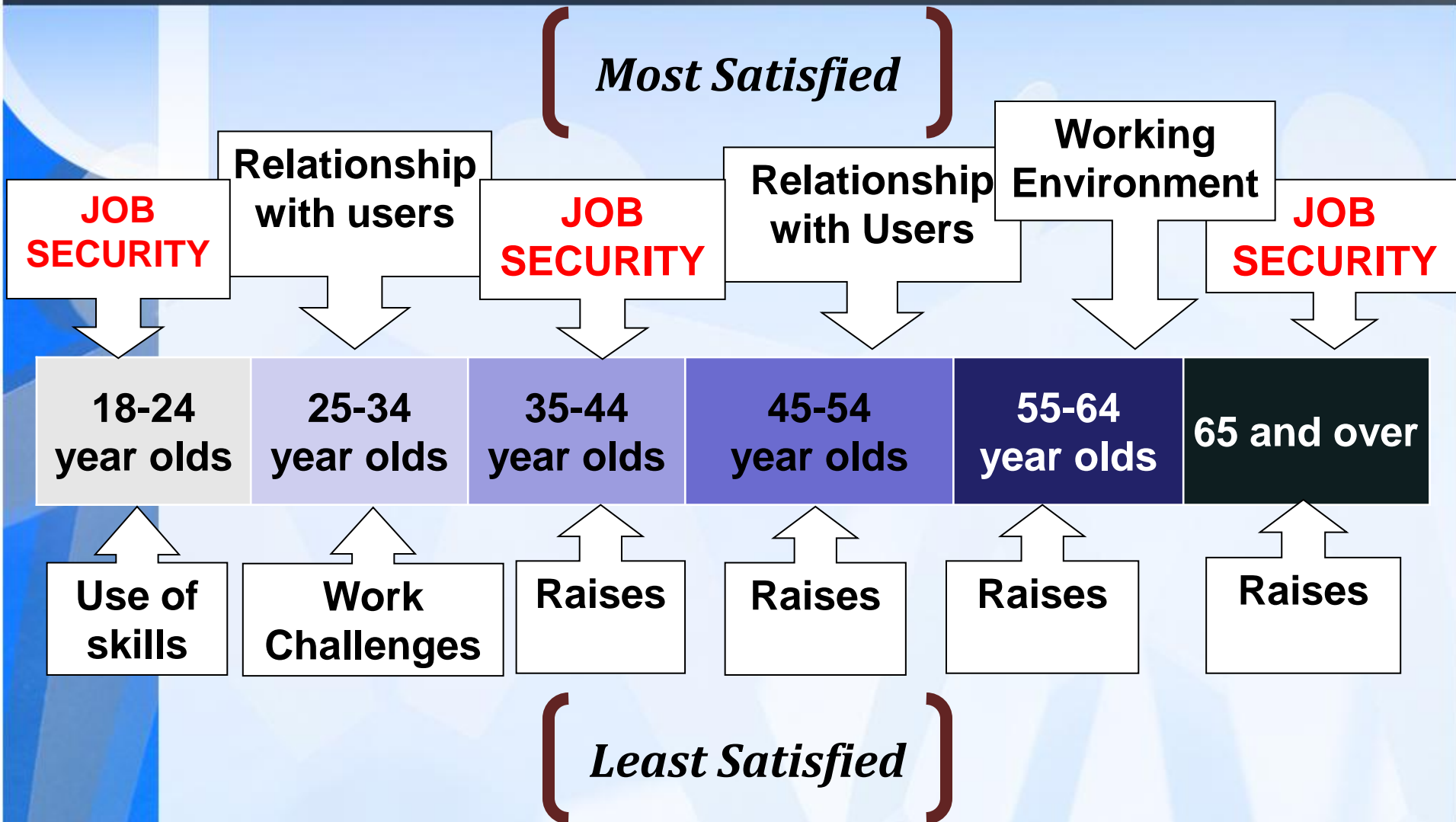
4. Salary

3. Influence
Decisions

2. Advancement

1. Raises

Satisfaction Based on Age





Satisfaction Based on Education

High School

Top 5 Satisfied

- Resources Provided to do Job
- **JOB SECURITY**
- Variety of tasks
- Degree of autonomy & independence
- Institution training & seminars

College Degree

Top 5 Satisfied

1. Working environment
2. Recognition from library users
3. Understanding library mission
4. Degree of autonomy & independence
5. **JOB SECURITY**

Master's or Phd

Top 5 Satisfied

1. Library users
2. **JOB SECURITY**
3. Recognition from library users
4. Understanding library mission
5. Degree of autonomy & independence

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



*Donavan D, Brown T, Mowen J. Internal Benefits of Service-Worker Customer Orientation: Job Satisfaction, Commitment, and Organizational Citizenship Behaviors. *Journal Of Marketing* [serial online]. January 2004;68(1):128-146. Available from: Communication & Mass Media Complete, Ipswich, MA. Accessed September 29, 2013.

Areas for Improvements



Training

PROMOTIONS

**Keeping
Up with
Trends**

Workload

Recognition

Communication

Opportunities

Supportive
Administration

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

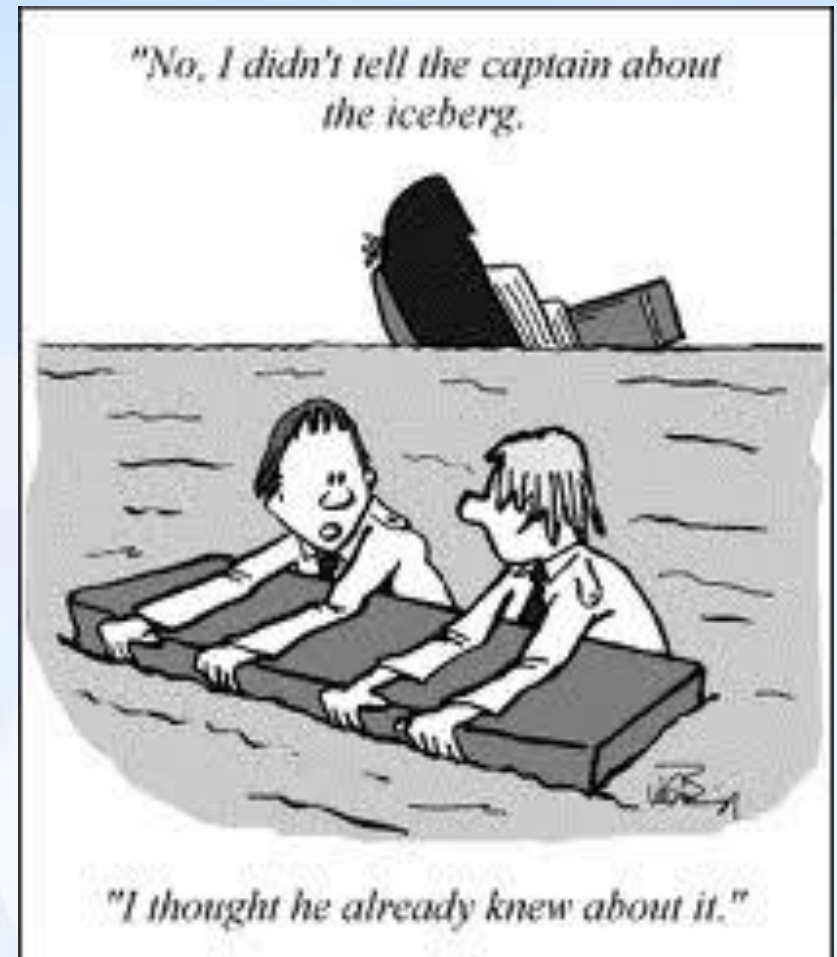
“We would like the professionals to treat the staff with more respect, since most of the staff know their own job better than the professionals, stop micro managing.”



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.



A large, vibrant crowd of stylized human figures in various colors (red, yellow, green, blue, orange, pink, purple) with their arms raised in a celebratory gesture. They are set against a light blue background with abstract, larger-scale shapes. The entire scene is framed within a black rectangular border.

Thank you!

A large, vibrant illustration of a diverse crowd of people. The figures are stylized, colorful human shapes in various colors (red, yellow, green, blue, orange, pink, purple) with their arms raised in a celebratory or enthusiastic gesture. They are arranged in a dense group, filling the central part of the slide. The background is a light blue with soft, white, cloud-like shapes.

Questions?