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
- Stacks-Maintenance
- Shelving
- Fines-and-Fees
- Scanning-Copying-Services
- Consorlial-Lending
- Periodicals
- Building-Maintenance
- Learning/Academic/Information/Commons
- Acquisitions
- Reference
- Paging
Changes has 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

- 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

- Relationships
- Safety Needs
- Physical Needs
- Environments

Benefits
Relationships

- Relationship with Peers
- Relationship with Library Users
- Relationship with Supervisor
- Understanding the Library’s Mission
Mazlow’s Hierarchy of Needs

1. Physical Needs
2. Safety Needs
3. Social Needs
4. Achievement

Challenges, Relationships, Benefits, Environments
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

Arrow connections:
- Environments → Benefits → Relationships → Challenges → Opportunities → Esteem
Mazlow’s Hierarchy of Needs

Physical Needs

Safety Needs

Social Needs

Achievement

Esteem

Self-Actualization

Fulfillment

Challenges

Opportunities

Relationships

Benefits

Environments
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
- Achievement
- 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

- Very Satisfied: 20%
- Satisfied: 38%
- 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**
  - 18-24 year olds
  - 25-34 year olds
  - 35-44 year olds
  - 45-54 year olds
  - 55-64 year olds
  - 65 and over

- **JOB SECURITY**
  - Use of skills
  - Work Challenges
  - Raises
  - Raises
  - Raises
  - Raises

**Least Satisfied**

- **Relationship with Users**
  - 18-24 year olds
  - 25-34 year olds
  - 35-44 year olds
  - 45-54 year olds
  - 55-64 year olds
  - 65 and over

- **Working Environment**

- **JOB SECURITY**
## 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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<tbody>
<tr>
<td><strong>Top 5 Satisfied</strong></td>
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<td><strong>Top 5 Satisfied</strong></td>
</tr>
<tr>
<td>1. Resources Provided to do Job</td>
<td>1. Working environment</td>
<td>1. Library users</td>
</tr>
<tr>
<td>2. <strong>JOB SECURITY</strong></td>
<td>2. Recognition from library users</td>
<td>2. <strong>JOB SECURITY</strong></td>
</tr>
<tr>
<td>5. Institution training &amp; seminars</td>
<td>5. <strong>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**

1. Influence Decisions
2. Opportunity for Advancement
3. Raises
4. Workload
5. Salary
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
- Promotions
- Recognition
- Workload
- Communication
- Opportunities
- Supportive Administration
- Combined Service Desk
- Keeping Up with Trends

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