ClimateQUAL®
Organizational Climate and Diversity Assessment
Who is eligible?
For the 2019 ClimateQUAL,

all TEAMS, USPS, and faculty employees are eligible.
What is ClimateQUAL®?

https://www.climatequal.org/home
ClimateQUAL® is...

an online **ANONYMOUS** ARL survey intended to assess library staff perceptions of:

- their library’s commitment to the principles of diversity,
- organizational policies and procedures, and
- staff attitudes
Climates & Attitudes

Climates
• Diversity
• Justice
• Leadership
• Teamwork
• Continual learning
• Innovation
• Psychological safety
• Customer Service

Attitudes
• Job satisfaction
• Commitment
• Citizenship
• Withdrawal
• Task engagement
• Empowerment
• Conflict
Two Parts

Team/Unit

The first part of the survey asks respondents to answer questions related to their designated team or work unit.

Example:
Do the rewards in your team/division reflect the effort that team/division members put into their work?

Group Membership

In the last part, respondents answer based on individual membership in a group such as minority groups including but not limited to:

- race, ethnicity, gender, religion, sexual orientation, gender identity, disability, rank, and age.
Anonymity

• Confidentiality is of paramount concern, we understand the questions are of a sensitive nature

• This is the Association of Research Libraries (ARL) survey

• Responses are encrypted and sent directly to ARL

• UF will never have access to the responses/raw data

• No one at UF will be able to connect your responses to you
  • We will only receive average scores and basic descriptive analyses of groups, not individuals

• Data will not be reported for groups with low response rates, as this could allow for “guessing” of who responded in what manner

.....The data provided by ARL is **ANONYMOUS**!
Do I have to answer that question?
No, but...

• Answering as completely and honestly as possible will ensure your opinions are heard

• The demographic questions are especially important
Why?

• We can’t know which groups are experiencing the workplace differently if we don’t know which groups those people might be a part of
• Many participants did not answer the demographic questions last time, and they were lumped into one large set that reported consistent workplace dissatisfaction
• We can’t address dissatisfaction if we don’t know which groups are dissatisfied! 😞

we’ll give examples later on to illustrate what happens when demographic questions are not answered
Who developed the questions?
ARL and the University of Maryland did...

• This is the strongest tool available and is library-centered
• The data provides us with useful and constructive information
• We do not have the ability to change the questions
• Terminology can be distracting or inexact ("curator")
• Some of the questions will offend some people
  • For example, Sexual Orientation and Gender Identity are lumped into one demographic grouping. This is a very dated (to say the least) approach.
• Please answer as best you can
Why are we doing this?
Here’s why...

• Better understand our employees’ perceptions
• Identify areas of growth/improvement
  • To enhance and enrich organizational culture
• Further strategic planning

And, we all want to have the best possible workplace!
Smathers Libraries Strategic Directions

The Smathers Libraries will leverage our unique expertise, skill and role on campus to:

- Facilitate and drive innovation and discovery
- Focus on the user experience and user needs for decision making
- Engage in assessment and evidence-based decision making
- Promote a productive, diverse and team-based working and learning environment
- Foster an internal environment with equal partnership among all employees, based on the principles and practices of courtesy, professionalism and mutual respect
- Provide an environment that encourages library faculty and staff to innovate, experiment and adapt
Smathers Libraries
Strategic Directions

STRATEGIC DIRECTION 4
Diversity, Equity and Inclusion

The Smathers Libraries will foster and maintain a culture that supports diversity, equity and inclusion, as values which are foundational and permeate all aspects of our organization. We will recognize, understand, embrace and value the ways we differ and rely upon those differences in our users and employees to be more effective and impactful as an organization.

Creating a respectful and caring community for all requires cultural awareness, literacy and humility.

GOAL 1: Champion efforts and assess progress towards improving diversity, equity and inclusion throughout the Libraries, while increasing awareness, understanding and appreciation of our differences.

GOAL 2: Improve the recruitment, retention and professional development of members of historically underrepresented and excluded groups through just and inclusive policies, practices and supports.

GOAL 3: Leverage existing and new opportunities for leadership on campus, in our community and in our profession, to ensure that the Libraries are a safe, supportive and welcoming learning environment for all of our users and potential users.

GOAL 4: Engage diverse, underrepresented and underserved populations within the University and our local communities to support learning and the transfer and curation of knowledge.
Didn’t we do this before?
2014 Survey

• 92% participation rate
• Report received from ARL
• Deep analysis on report performed in 2015
  • Broken out by demographic info
  • Summary document built for each department
• Analyzed results presented in town hall meetings in 2016
Procedural Justice. While Distributive Justice addresses the fairness of outcomes, Procedural Justice addresses the fairness of the procedures used to come to those outcomes (i.e. performance evaluations, amongst others). A sample question is “Have the procedures used to determine rewards been applied consistently?”
2014 Results Examples

**Interpersonal Justice.** Interpersonal Justice refers to the extent to which other people in the workplace, such as supervisors, treat an employee fairly. A sample question is “Has the authority figure who determines rewards treated division members in a polite manner?”

![Climate for Organizational Justice -- Interpersonal Justice](image-url)
Leadership Climate -- Leader-Membership Relationship Quality

No Group Identification (n=37)

Female (n=89)

Male (n=58)
Climate for Organizational Justice -- Distributive Justice

- No Group Identification (n=29)
- Other (n=11)
- Spiritual but not religious (n=30)
- Christian (n=54)
- Atheist (n=9)
- Agnostic (n=23)
# 2014 Town Hall Results

For UF Lib on a scale of 1 to 7: 1-3 = areas of growth; 5-7 areas of strength

For individual categories under -5% = areas of growth; over +5% areas of strength

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<th>AGE ANALYSIS</th>
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So what happened with all that?

- Brainstormed improvements by ClimateQUAL Committee and others
- Departmental discussions/actions
- Increase in travel support
- 5 tier faculty evaluation
- Increased training on performance evaluations
- Reinvigorated employee excellence awards – added DEI award
- Increased DEI offered trainings
- Created Library Middle Management and Leadership Team
- Added DEI preferred or required qualification in recruitment
What’s planned for 2019?
We plan to use existing teams to create actionables from the data

- ClimateQUAL Advisory Group
- Diversity Committee
- Assessment Committee
- Joint Chairs
- Department discussions
Timeline for 2019 Survey
Important Dates

Jan 28    Survey opens
Feb 17    Survey closes
March     Survey results from ARL
June      In-House Created Reports ready
July – Aug Information sessions to present results & Q&A
Aug – Sept Departments and committees will hold discussions to address results and formulate and prioritize action items and goals
Oct – Dec Action items implemented
Jan – Feb Review and assess plans and progress towards action items and goals
Tips when taking the 2019 survey

• Accurately report your unit assignment (Marston, Library West, Digital Partnerships & Strategies, Access Services, etc.)

• Consider the level you are being asked to report about (unit-level satisfaction or library-wide level satisfaction)

• Remember if there are <6 in a grouping, the unit will not include the demographic information. Instead, it will be communicated in the UF Libraries aggregate level.
Thank you!

For questions/concerns contact:

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