Oregon State University Library & Press Workplace Climate Survey
In December of 2016 Oregon State University Libraries and Press (OSULP) conducted a workplace climate survey. All non-student faculty and staff were invited to take the survey; the response rate was 62 (68%).

This survey was adapted from a workplace climate survey created by the University of Nevada at Las Vegas Libraries. The survey was adapted by OSULP's Assessment Librarian, M. Brooke Robertshaw, PhD, with extensive input from the rest of OSULP's administration team. Below is the survey itself and psychometric information for the survey.

OSULP Workplace Climate Survey
1. **I am:**
- Faculty
- Staff

2. I report to:
- A unit head
- A department head
- An Associate University Librarian
- The University Librarian or Press Director

Note: This question was only for logic purposes, and not used in any analyses.

3. Which of the following has an impact on your morale? (select only three)
- Supervisor's practices
- Supervisor's attitudes
- Fairness
- Salary
- Professional development opportunities
- Being appreciated
- Benefits (e.g. leave, health care)
- Collegiality
- Other (please specify using the comment box)

4. Do the following affect your morale?
Scale: Positively, Negatively, Not at all, Not Applicable
- Having my colleagues recognized for their scholarship.
- Seeing my colleagues win awards.
- Seeing the collections budget cut.
- Losing staff positions.
- Having an institutional repository.
- Hearing kudos during admin briefings.
- Getting kudos during admin briefings.
- Participating in our annual picnic.

- Hiring new library staff.
- Having the library get favorable coverage in the press.
- Hearing that the library has gotten a major donor gift.
- Having funding available for training and travel.
- Having staff recognition events.

5. **Please respond to the following statements related to your overall experience working at OSULP**.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
- I am satisfied working at the OSULP.
- The environment at the OSULP makes me want to go above and beyond what's expected of me in my job.
- I would recommend the OSULP to my colleagues as a great place to work.
- I am gaining valuable skills and experiences working at OSULP.
- I feel the organization supports development of my skills to meet changing organizational needs.
- OSULP promotes open discussion about issues related to diversity.
- OSULP promotes open discussion of issues related to library services.
- I am satisfied with my level of involvement in OSULP-wide decisions that affect my work.
- There is a culture of collaboration throughout OSULP.
- People and resources are sufficient for daily workload – as much as possible in the current fiscal environment.
- OSULP has well-defined written standards for job performance.
- I fear that openly expressing my opinions in library forums may negatively impact my evaluations.
- I believe I have been treated unfairly because of my race, gender, sexual orientation, or religious preference.
- Comments?

6. **The following items relate to communication at OSULP. Please indicate your level of agreement.**
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
- I receive information about changes that might affect my job in a timely manner.
- Information flows well within my department.
- Information flows well across departments.
- I find the information communicated across OSULP to be clear and accurate.
- I find the information communicated across OSULP to provide sufficient context to understand the "why" of the topic being addressed.
- Communication across OSULP helps me understand the big picture and how I (can) contribute.
- I feel that decision-making is transparent.
- I feel that decision-making is participatory.
- Comments?

Shared governance questions (only answered by faculty).
Scale: Strongly agree, Agree, Disagree, Strongly Disagree
7. Shared governance is important for the work I do at OSULP.
8. OSULP's system of shared governance is effective.

9. What ways could shared governance be improved at OSULP?

10. Please respond to the following statements in reference to co-workers in your department.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
- My co-workers in my department help create a positive work environment.
- My co-workers in my department are open to new ideas.
- My co-workers in my department are willing to support my work efforts.
- My co-workers in my department are cooperative.
- My co-workers in my department are collaborative.
- My co-workers in my department are willing to work through differences in opinion.
- My co-workers in my department follow through on their commitments.
- Comments?

11. Please respond to the following statements in reference to co-workers outside your department.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
- My co-workers outside my department are open to new ideas.
- My co-workers outside my department are willing to support my work efforts.
- My co-workers outside my department are cooperative.
- My co-workers outside my department are collaborative.
- My co-workers outside my department are willing to work through differences in opinion.
- My co-workers outside my department follow through on their commitments.
- Comments?

12. Please respond to the following statements in reference to your supervisor.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
- I feel my supervisor appreciates my work.
- I have to work harder for equivalent evaluations, because of my race.
- I have to work harder for equivalent evaluations, because of my gender.
- I have to work harder for equivalent evaluations, because of my sexual orientation.
- I have to work harder for equivalent evaluations, because of my religious preference.
- Annual evaluations are based on written job performance standards.
- My job responsibilities are clear so that I know what is expected of me.
- The contribution my performance makes matters to my supervisor.
- My supervisor cares about expressed concerns from staff.
- Openly expressing opinions may negatively impact my employment situation (e.g. evaluations, schedules, etc.).
- My supervisor communicates regularly.
- Staff morale matters to my supervisor.
- I trust what my supervisor says.
- My supervisor inspires us to work toward a common goal.
- My supervisor inspires us to deliver great customer service.
- My supervisor recognizes me when I do an excellent job.
- My supervisor takes a supportive role in my professional growth and development.

- My supervisor is fair with all employees.
- 2016: My supervisor listens to a range of faculty/staff perspectives.
- Comments?

13. Please respond to the following statements in reference to your Department Head.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
Who answered this question: Those who report to a unit head.
- I am satisfied with my level of involvement in department decisions that affect my work.
- I feel the climate in my department supports risk-taking, innovation and creativity.
- Faculty/staff input matters in my department.
- The contribution my performance makes matters to my department head.
- My Department Head cares about expressed concerns from staff.
- Openly expressing opinions may negatively impact my employment situation (e.g. evaluations, schedules, etc.).
- My Department Head communicates regularly about what is happening in the department.
- Staff morale matters to my Department Head.
- I trust what my Department Head says.
- My Department Head inspires us to work toward a common goal.
- My Department Head inspires us to deliver great customer service.
- My Department Head recognizes me when I do an excellent job.
- My Department Head takes a supportive role in my professional growth and development.
- My Department Head is fair with all employees.
- 2016: My Department Head listens to a range of faculty/staff perspectives.
- Comments?

14. Please respond to the following statements in reference to the University Librarian and the Associate University Librarian your unit reports to.
Scale: Strongly agree, Agree, Disagree, Strongly Disagree, Not Applicable
Who answered this question: Everyone *but* the University Librarian & the Associate University Librarians
- I feel the Associate University Librarian and the University Librarian support risk-taking, innovation and creativity.
- Staff/faculty input matters to the the Associate University Librarian and the University Librarian.
- The contribution my performance makes matters to the Associate University Librarian and the University Librarian.
- The Associate University Librarian and the University Librarian care about expressed concerns from faculty/staff.
- The Associate University Librarian and the University Librarian communicate regularly about what is happening in the library.
- Staff/Faculty morale matters to the Associate University Librarian and the University Librarian.
- I trust what the Associate University Librarian and the University Librarian say.
- The Associate University Librarian and the University Librarian inspire us to work toward a common goal.

- The Associate University Librarian and the University Librarian inspire us to deliver great customer service.
- The Associate University Librarian and the University Librarian are fair with all employees.
- The Associate University Librarian and the University Librarian listen to a range of faculty/staff perspectives.
- Comments?

15. What didn't we ask that you want to share with us?

Psychometrics discussion & suggested changes to survey
Reliability Analysis
To examine how well the survey survey produces consistent results across all those who took the survey, a Chronbach's alpha (Develis, 2003) was run each of the seven subscales that utilized a likert scale. It needs to be noted that the alpha is *just an estimate* as we did not have the recommended number of participants per item (Nunnally & Bernstein, 1994). According to Yurdugul (2008), if an eigenvalue in the first component is above 6 then a sample size of 30 is fine for Chronbach's alpha.

For the entire scale, all subscales combined, there is an high level of reliability, α=0.926. It needs to be noted that, due to missing data and the scale design, **there were only 5 cases included in this analysis**. For this reason, reliability for each subscale is included below.

Subscale	Chronbach's alpha (Number of cases for analysis)	Chronbach's interpretation
Morale and issues that impact it	α=0.050 (62)	Not reliable
Morale and positive/negative impacts	α=0.828 (39)	High
Overall experience working at OSULP	α=0.934 (45)	High
Communication at OSULP	α=0.919 (50)	High
Working with co-workers in department	α=0.939 (52)	High
Working with co-workers outside department	α=0.926 (48)	High
Supervisor	α=0.929 (38)	High
Department head	α=0.942 (8)	High
University & Associate University Librarians	α=0.962 (44)	High

Validity

This survey has not been validated via factor analysis due to the low n. Before the survey is used again, face and content validity will be obtained.

Suggested changes if the survey is used again
1. In the first section "Has an impact on my morale" either remove the section entirely, or change it to rate how these things impact morale, e.g. like the second section: "positive", "negative" or "no impact on my morale"
2. It is worth re-visiting the two sections on morale. The responses seem to be what was expected.
3. Have a way to address the UL and AULs separately.
4. Include a section on decision making.
5. Include logic for multiple supervisors. We have a few people who have more than one supervisor and one person indicated different experiences with each one.
6. There are issues that seem to be contained within the type of employee one is (faculty/staff/administrator). Should there be a separate section for that, and not just "inside" and "outside" the department.

References

DeVellis, R.F. (2003). *Scale development: Theory and application*s. Thousand Oaks, Ca, USA: Sage.
Nunnally, J. & Bernstein, I. (1994). *Psychometric theory*. New York, NY, USA: McGraw Hill.
Yurdugul, H. (2008). Minimum sample size for Chronbach's coefficient alpha: A Monte-Carlo study. *Hacettepe University Journal of Education*, 35, 297-405.

Questions about the survey and psychometrics of the survey can be directed to M. Brooke Robertshaw, PhD at brooke.robertshaw@oregonstate.edu