

ClimateQUAL@UNCG

ClimateQUAL Partners Meeting  
ALA Midwinter  
2012

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THE UNIVERSITY of NORTH CAROLINA  
GREENSBORO

# UNC Greensboro

- University of North Carolina system
- Doctoral/Research-Intensive
- 17,500 students
- 1,115 Faculty



# University Libraries



- Jackson Library and Music Library
- 41.8 FTE Professional staff
- 52 FTE Support staff

# Goal in Libraries' Strategic Plan

- The UNCG Libraries will assess the diversity climate and provide cultural competence training to Libraries' staff in order to encourage learning about groups we find less familiar, and to ease public interactions by providing an understanding of and respect for behaviors that are unfamiliar.

# Libraries' Mission statement (excerpts)

- Provide opportunities for professional development and training of librarians and staff to ensure the Libraries' services and operations are efficient and current
- Embrace and enhance diversity throughout the University's constituencies, culture, curriculum and outreach activities

# UNCG Value in Strategic Plan

- **Inclusiveness** – A welcoming and inclusive academic community, based on open dialogue and shared governance, offers a culture of caring with visible, meaningful representation of differences.

# ClimateQUAL committee

- Diversity Librarian (chair)
- AD for Administrative Services
- Human Resources Librarian
- AD for Public Services

# Preparation

- Introduced in all-staff meetings
- Committee members visited department meetings
- Discussed at Administrative Advisory Group

# Talking Points

- We will participate in the ClimateQUAL Survey Oct. 10-28, 2011
- ClimateQUAL covers such areas as: job satisfaction, fair treatment, team issues, relationship or task conflict, managerial practices and ethnic and gender diversity.
- ClimateQual is investigating the link between a “healthy organization and its consequent impact on the lives of its employees and the quality of service for customers”.

# Talking Points cont.

- Better understanding of the shared views and perceptions of library staff
- The ability to compare the survey results at UNCG with the results at other participating libraries.
- Permits the Libraries focus on identified problems and foster improvements which make for a better climate for employees, which in turn, increase customer satisfaction.
- It is only through broad participation that we will be able to develop a true understanding of the organizational climate at University Libraries. Our goal is to have 100% staff participation in the survey.

# Administration

- Some departments took it together in lab
- Other staff took it individually
- Began Fall Break October 2011
- Ran for three weeks
- Sent reminders and thank-you
- Did not use incentive

# Concerns

## Libraries

- Privacy
- Anonymity
- Religion question a sticking point
- Staff realignments

## Campus

- State-wide budget cuts
- Staff layoffs on campus

# Results

- 72% participation
- Awaiting results
- Will identify major issues and follow up

# Questions and comments

