



# Using ClimateQUAL to Move the Organization Forward

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# Marquette Raynor Memorial Libraries

- Marquette University is an independent, Catholic, Jesuit doctoral-granting institution with an enrollment of 12,000 located near downtown Milwaukee. Two adjacent and connected library buildings seat 2,150 and house a 1.7 million volume collection, 500+ licensed databases, 1.5 million e-books, and 30,000 e-journals.

[www.marquette.edu/library/](http://www.marquette.edu/library/)

# Decision to Use ClimateQUAL

- To gather valuable info on staff attitudes and job satisfaction (All other assessment efforts focus on users)
- To help in the creation of a culture of assessment
  - Demonstrate commitment of the organization to assessment
  - Making all staff part of the process

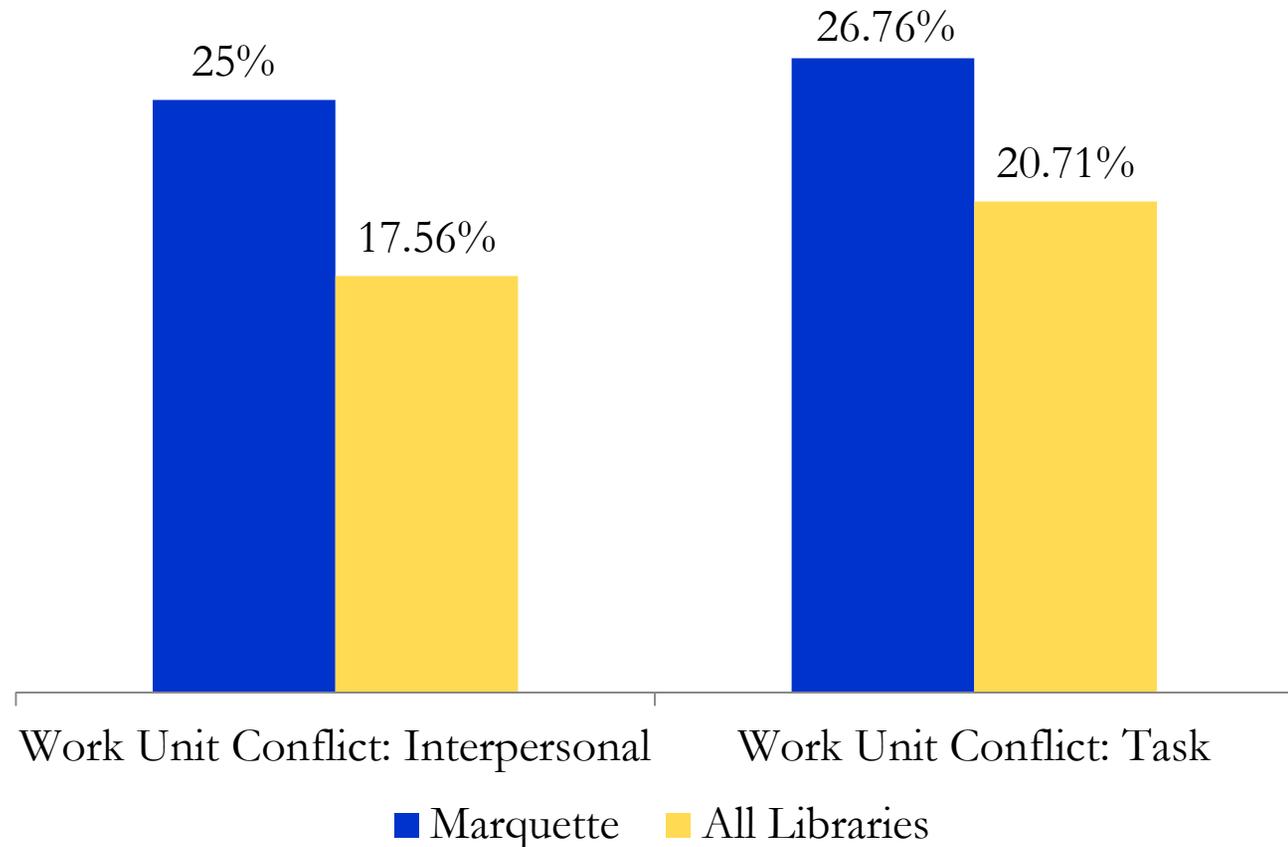
# Sharing and Interpreting the Results

- ❑ Results shared and discussed with Leadership Council including general comments
- ❑ Department-specific comments shared with department head
- ❑ Overall results shared at all-staff meeting including comparisons to other libraries participating in ClimateQUAL

# Organizational Attitude Measures

The percentages reflect the number of employees who positively responded to the questions in each scale.

A positive response is an average of a 5 or above on a 7 point scale



Example of a Slide Shared with Staff Members

# ClimateQUAL Benefits

- Gave staff the opportunity to provide feedback that they may not otherwise have done
- Provided an overall picture of the organizational climate (not just the squeaky wheel)
- Confirmed and validated issues and concerns

# Resulting Initiatives

- Conflict resolution workshops: one session for supervisors; one session for staff
- Customer service workshops
- Discussion on diversity and inclusion with Marquette's Associate Vice Provost for Diversity and Inclusion
- Review of library committee structure
- Follow-up on department-specific issues

# New Strategic Plan: Information, Integration, Innovation

Mission: Marquette University Libraries advances intellectual inquiry and discovery by connecting the Marquette community with information and knowledge.

Vision: Marquette University Libraries leads in the delivery and creation of content and services that focus on the needs of today and the possibilities of tomorrow. We envision the future to anticipate and meet the information needs of a prestigious university. We are committed to cultivating a center for engagement that fosters learning, scholarship, and intellectual discovery, all of which are key components of a Catholic, Jesuit education

# New Strategic Plan Values

**Access** We value open and unrestricted access to our materials, programs, and services to meet the needs of our diverse community.

**Collaboration** We value partnerships that build cooperative programs and enhance scholarship.

**Diversity** We value an inclusive environment that respects the viewpoints and perspectives of the global community.

**Excellence** We value excellence in all we do, promoting the highest standards and exceeding expectations.

**Integrity** We value and demonstrate the principles of fairness, justice, honesty and equality.

# Informing Strategic Planning Process

- Building staff trust via ClimateQUAL process = trust in strategic planning process
- Priority of plan: Organization Development
- Create an organization founded on civility, collegiality, professionalism, diversity and transparency, risk-taking and innovation
  - Commit to continually assessing and improving organizational structure
  - Provide professional development opportunities for staff