

# Employee Survey Results

**August 2024**



# Survey Results

*Highlights*



## Survey At-a Glance

**165** – Respondents  
Completion Rate – **92%**

### Year After Year



Colleagues & culture are most valued



Better pay & communications are desired



Employees find their work to be enjoyable and meaningful

### New Themes

- ✓ The desire for more staff
- ✓ More professional development opportunities would be appreciated
- ✓ Need for additional full-time positions

"I've watched the branch go from being comfortably overstaffed... to having a skeleton crew."



-Survey Respondent



## 2024 CRRL Employee Survey Results

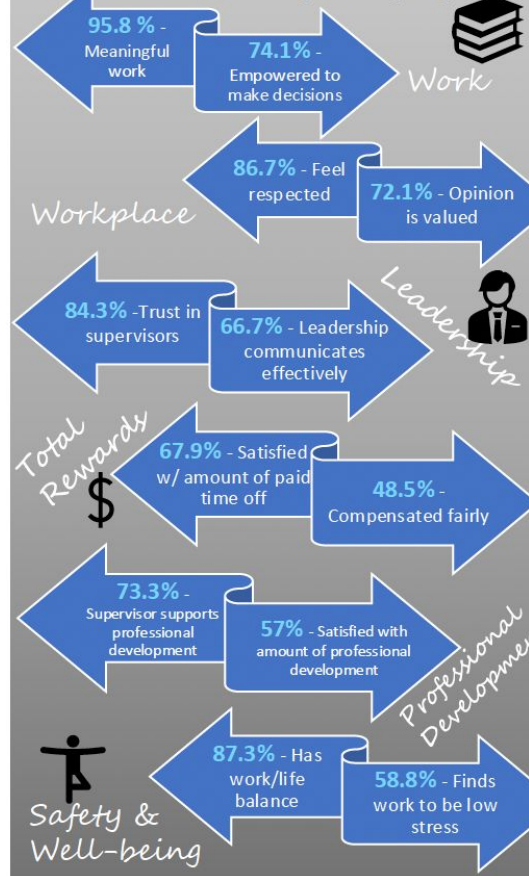
Overall Employee Satisfaction



How Employees Describe CRRL's CULTURE



## Highest & Lowest Rated Questions by Category



"I enjoy my work, I enjoy CRRL, I think leadership is fantastic."

-Survey Respondent

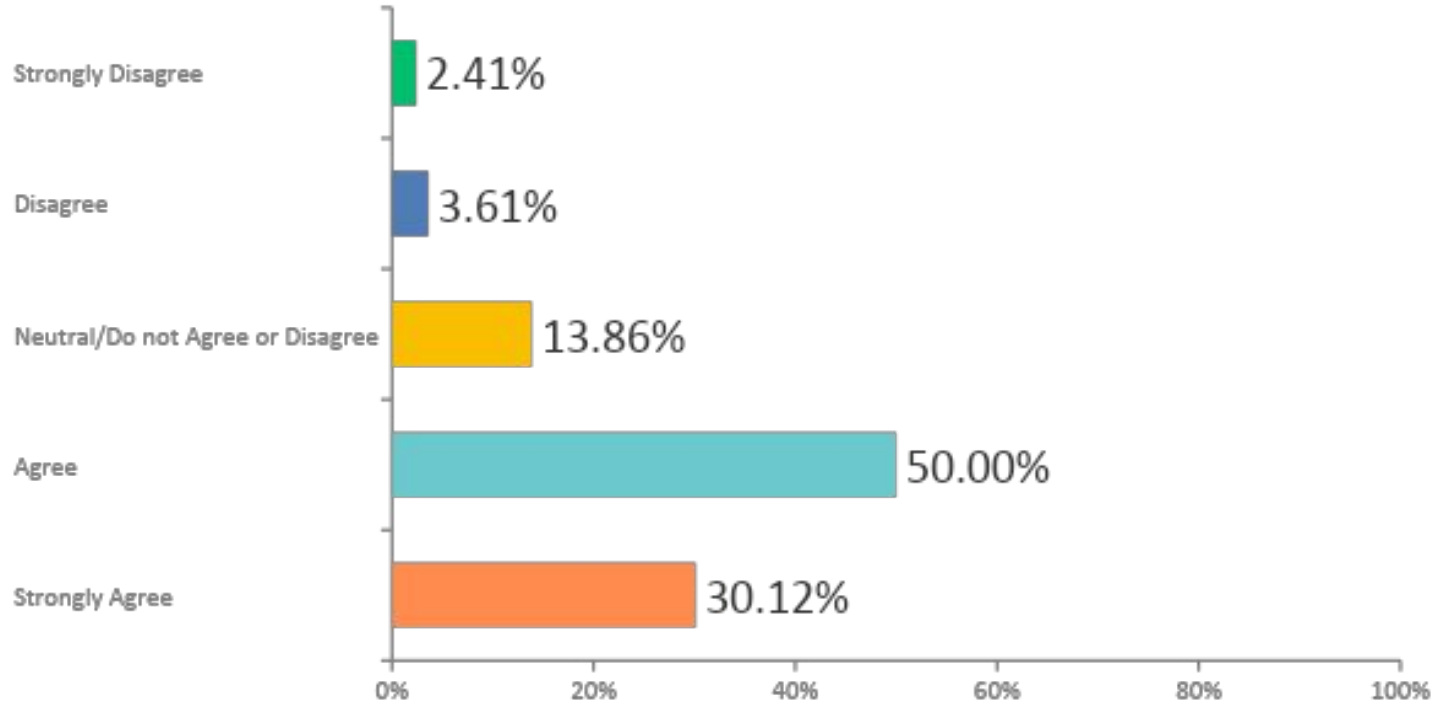


# Survey Results

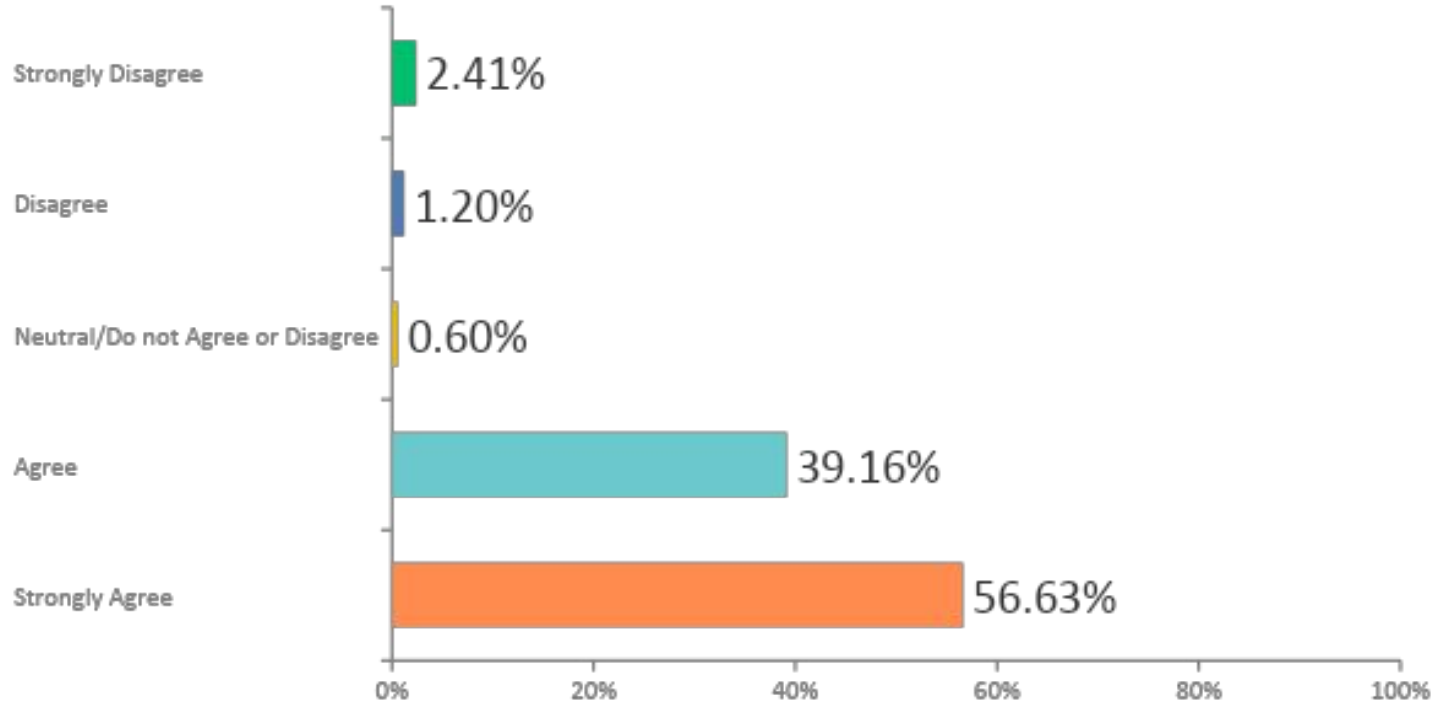
*Detail by Question*



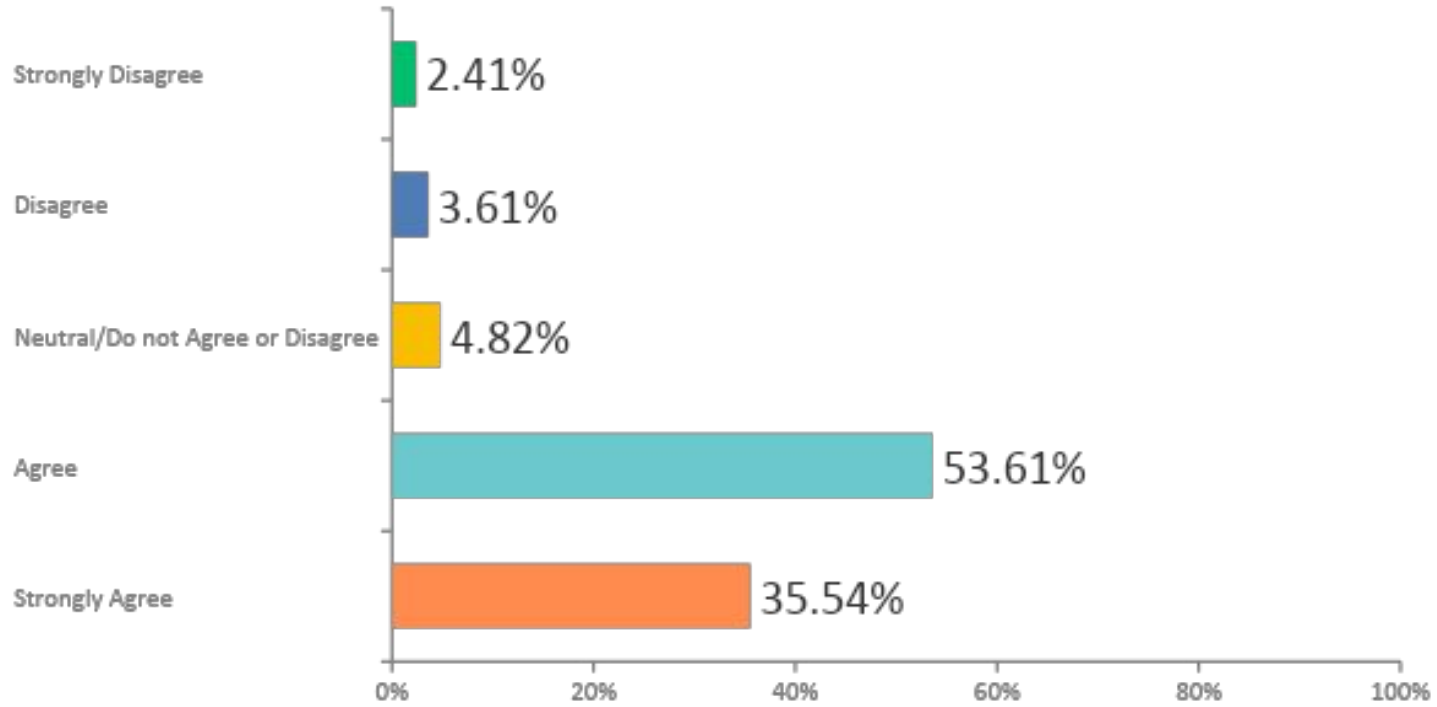
**I am provided opportunities to apply my talents and expertise to my work.**



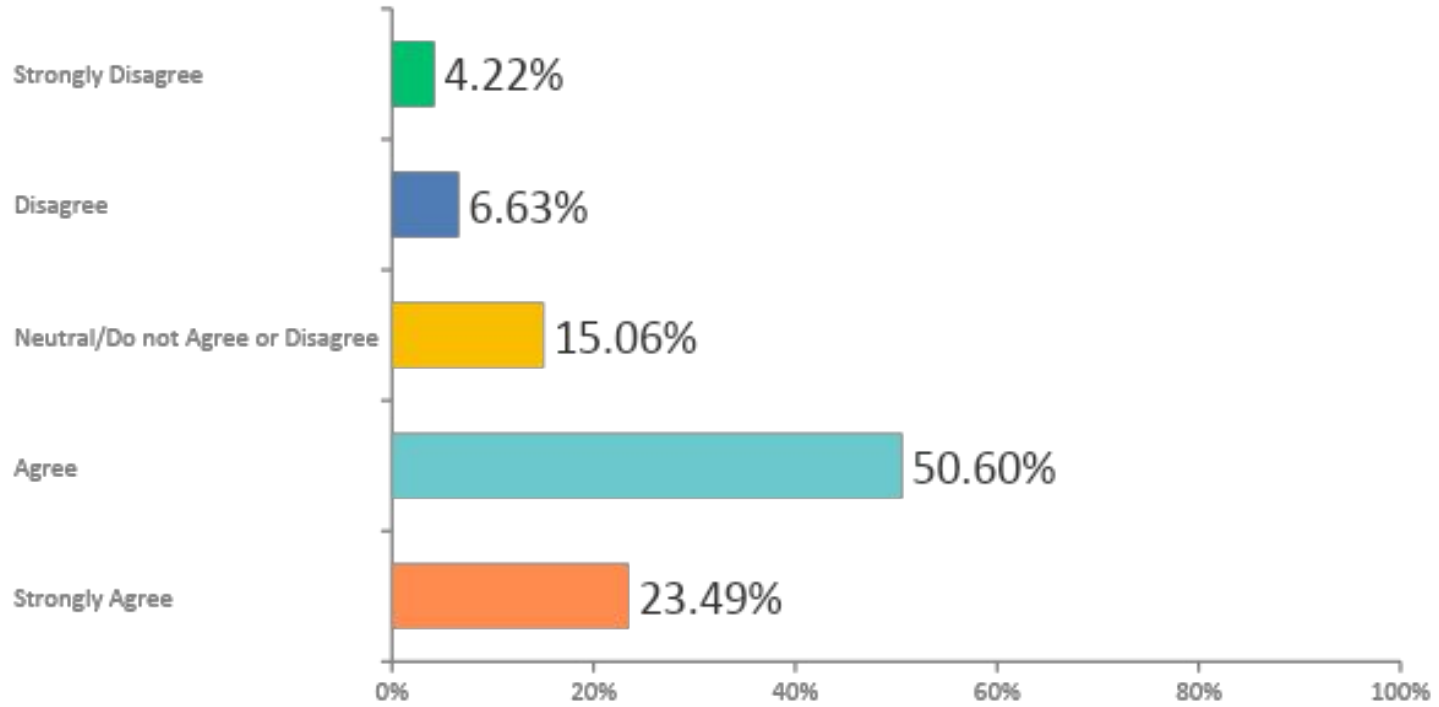
# I consider my work to be meaningful.



## My job expectations are clear and achievable.

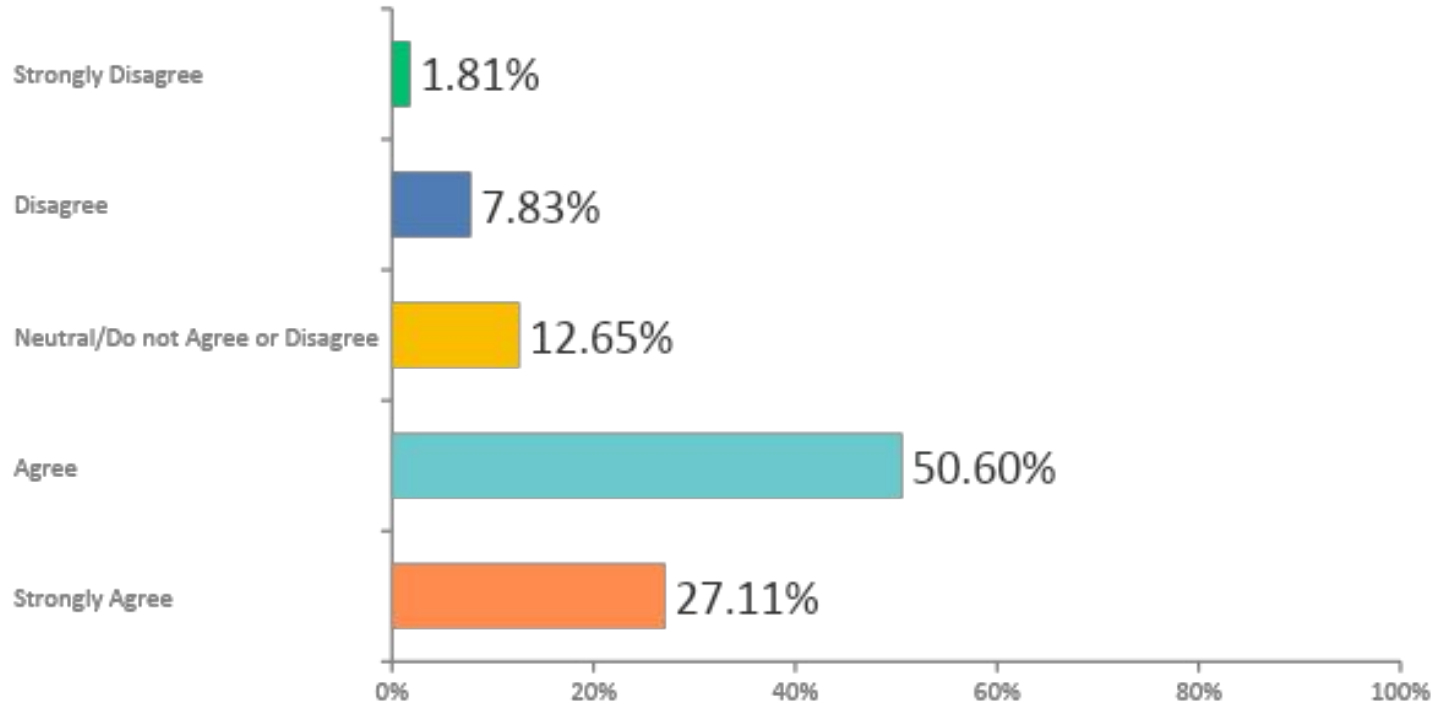


## I am able to make decisions affecting my work.

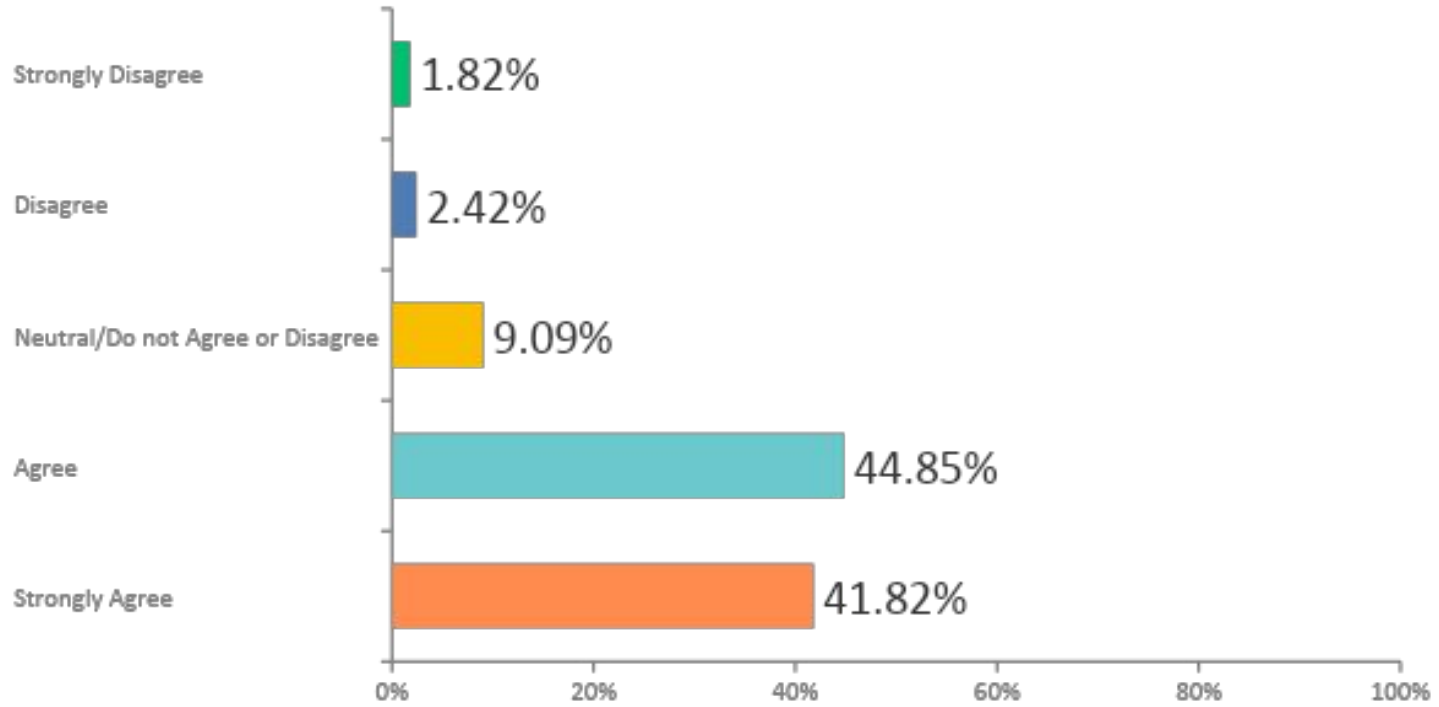




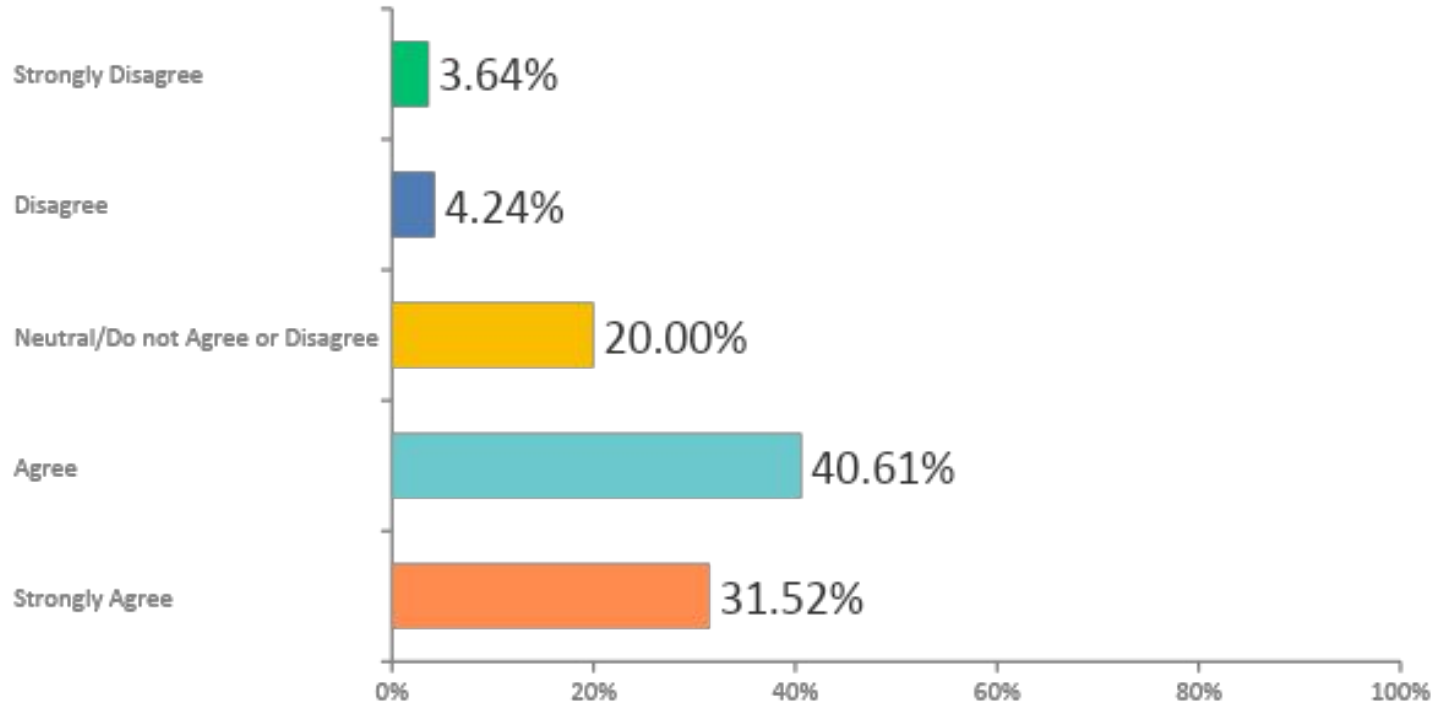
**I have the tools, information, and resources I need to do my job.**



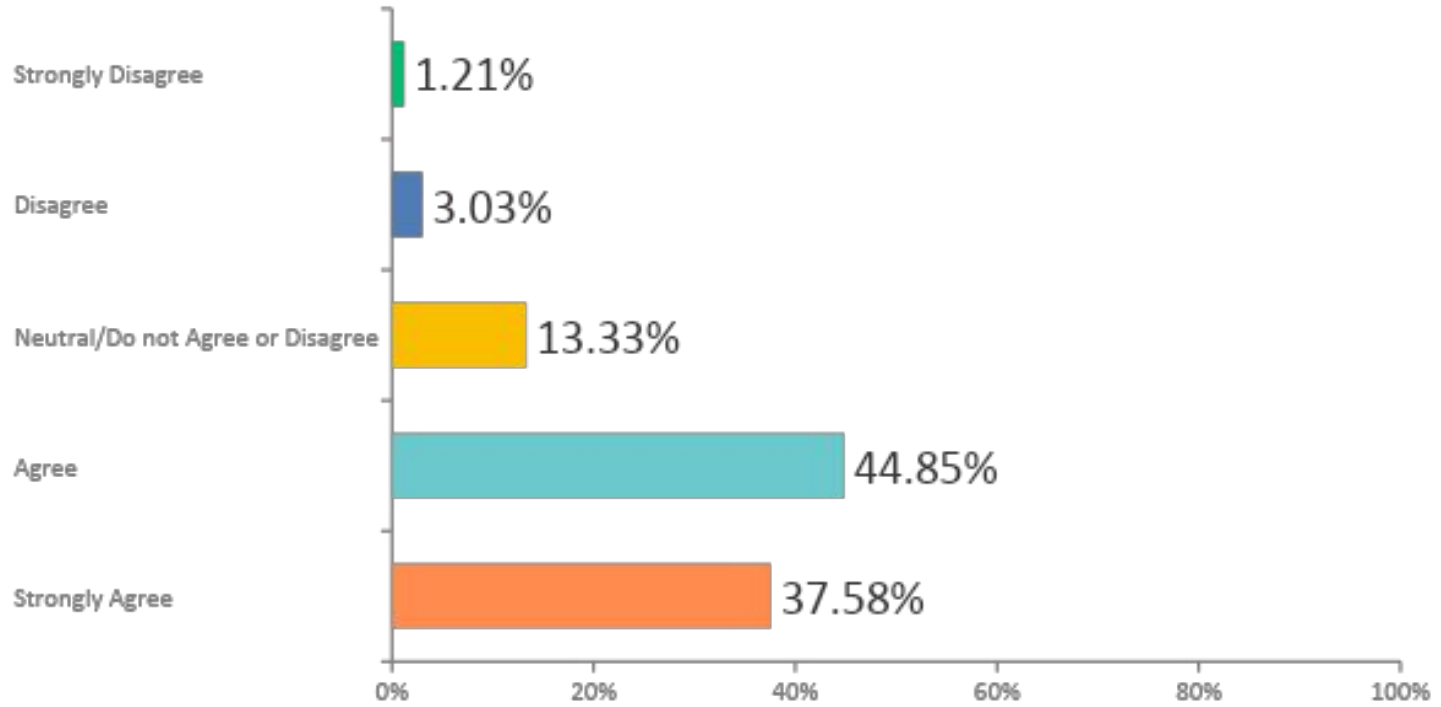
## I feel respected in my workplace.



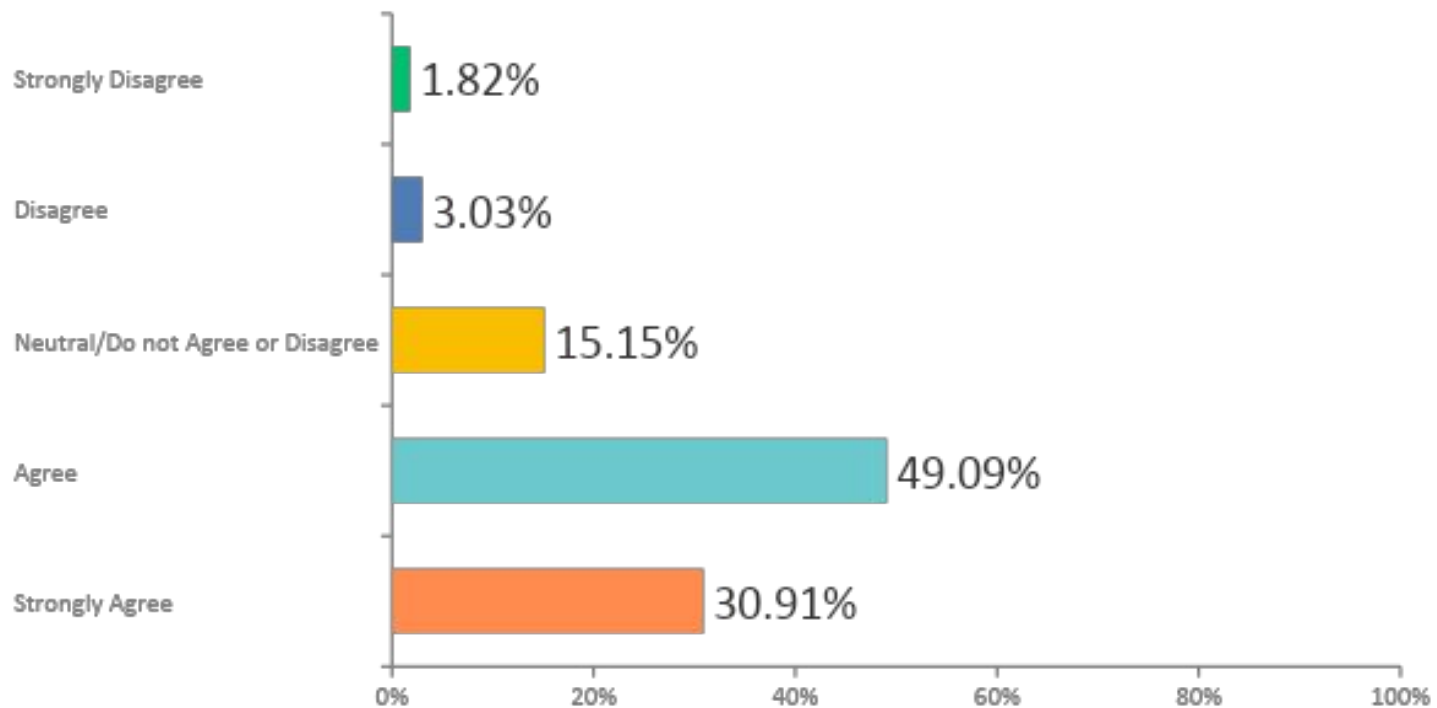
## When I speak up at work, my opinion is valued.



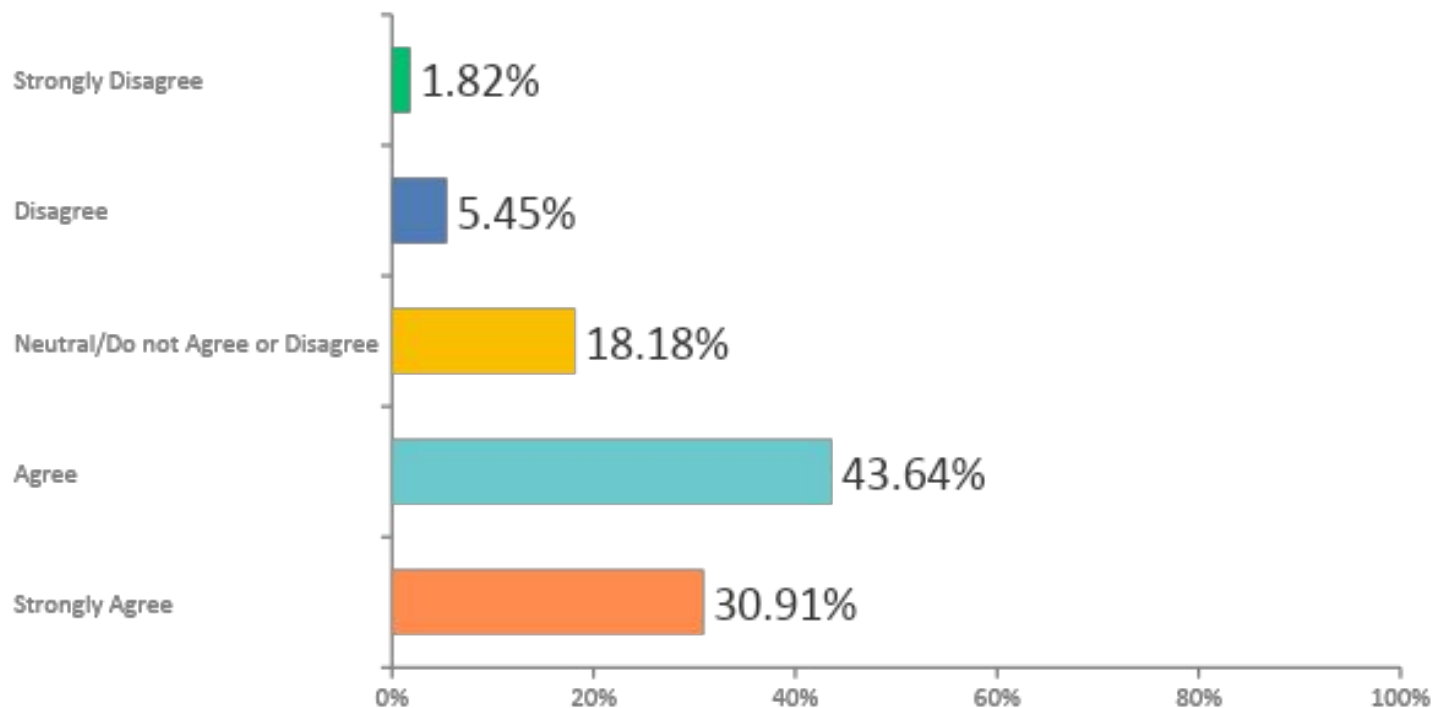
## CRRL demonstrates a commitment to diversity.



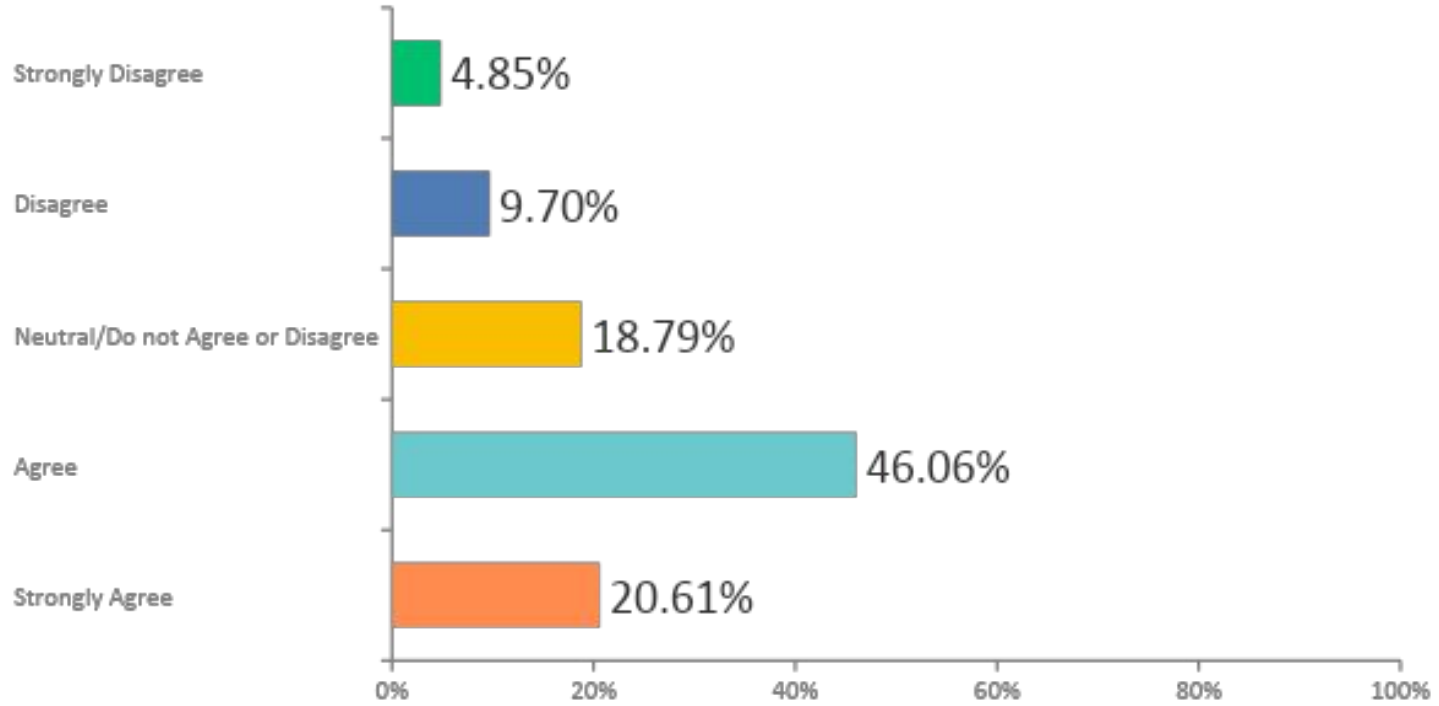
## I feel connected to my co-workers.



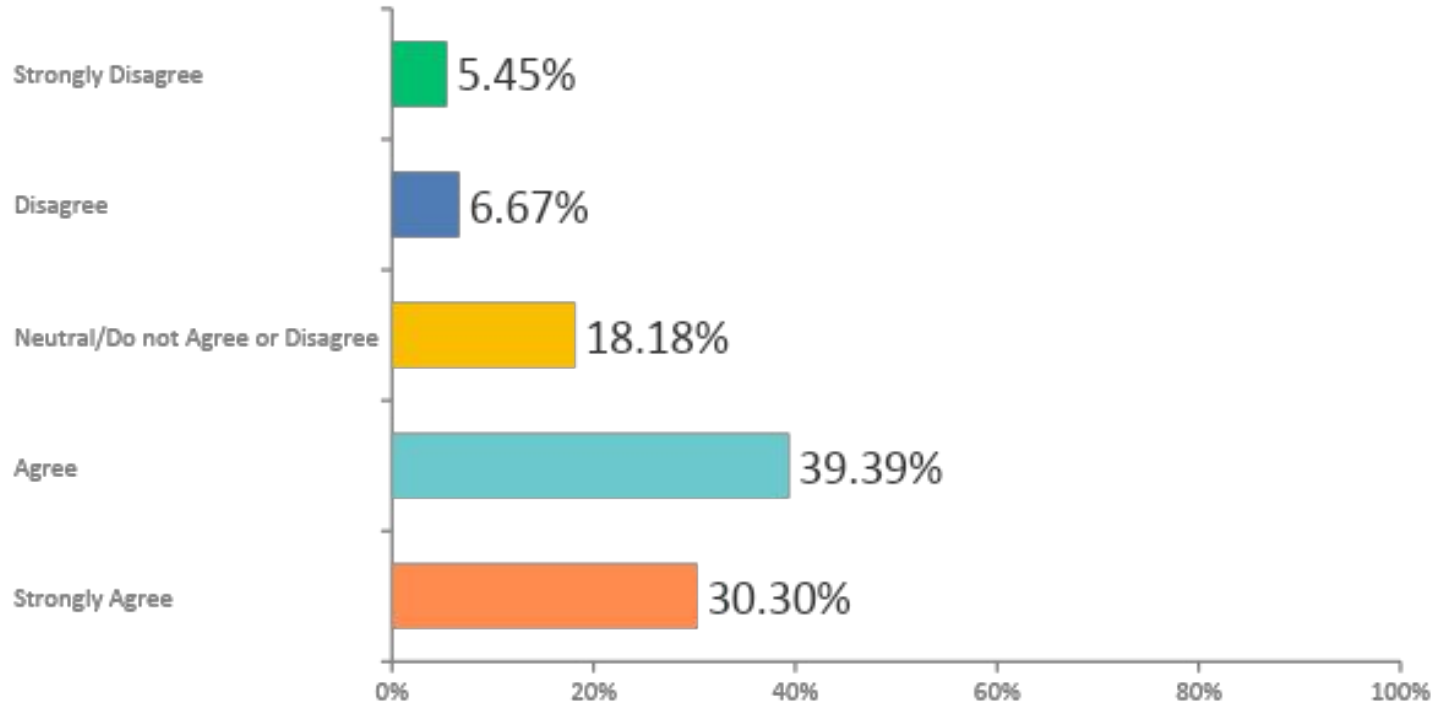
**I am comfortable talking about my background and cultural experiences with my co-workers.**



## Leadership communicates effectively with employees.

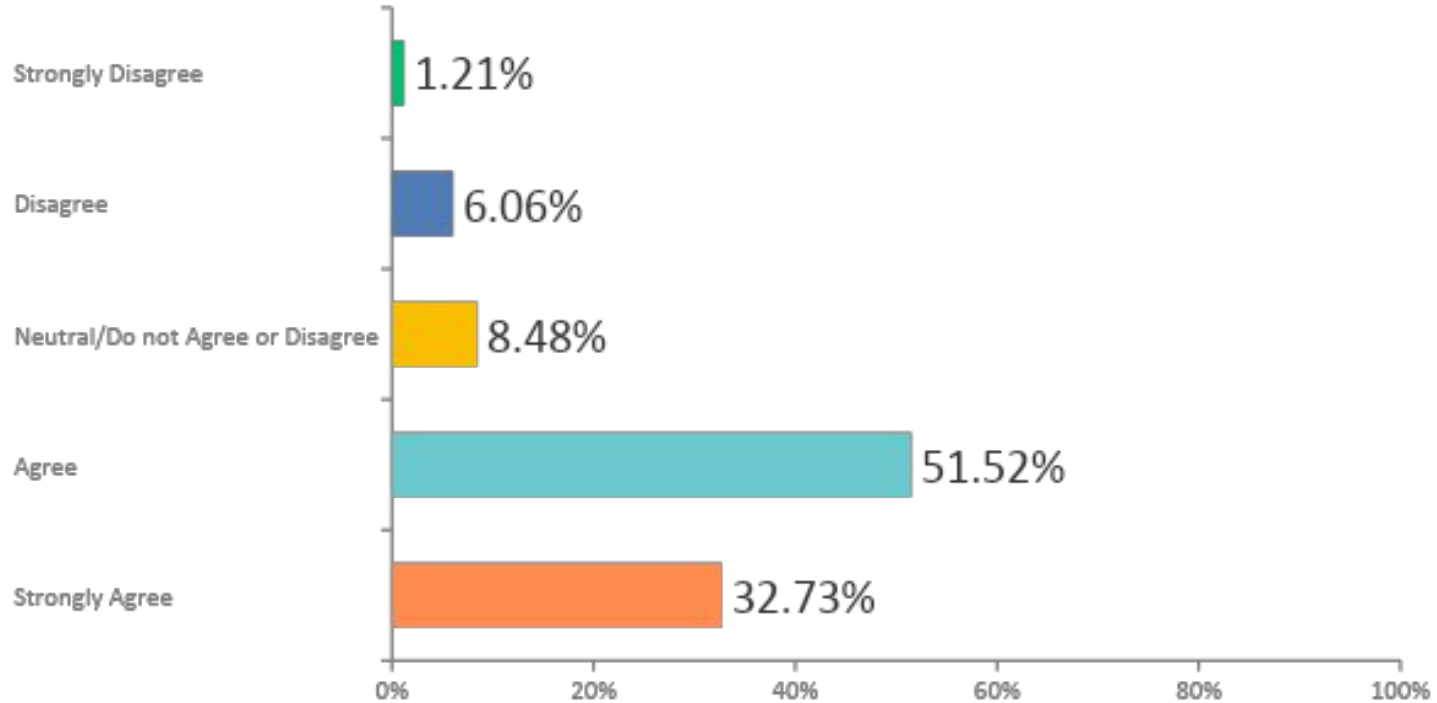


## I feel respected by CRRL's leadership.

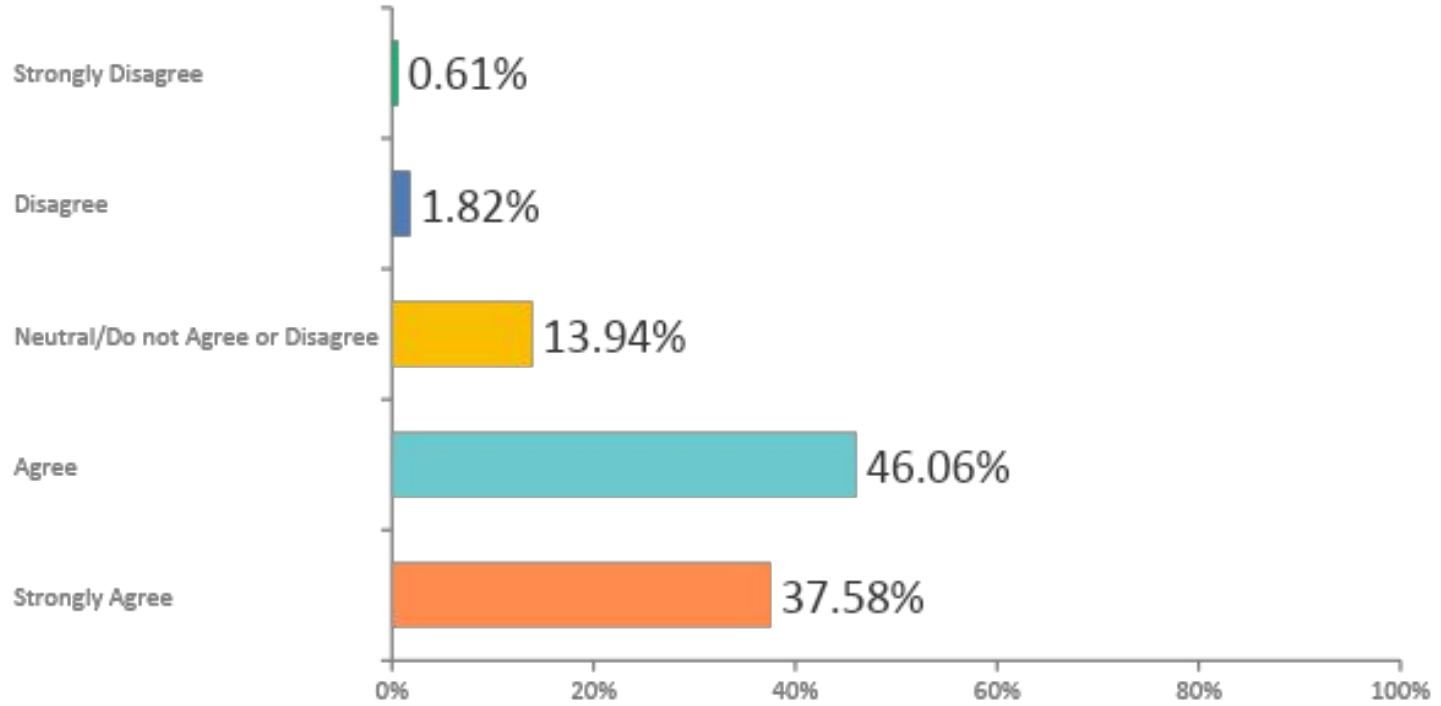




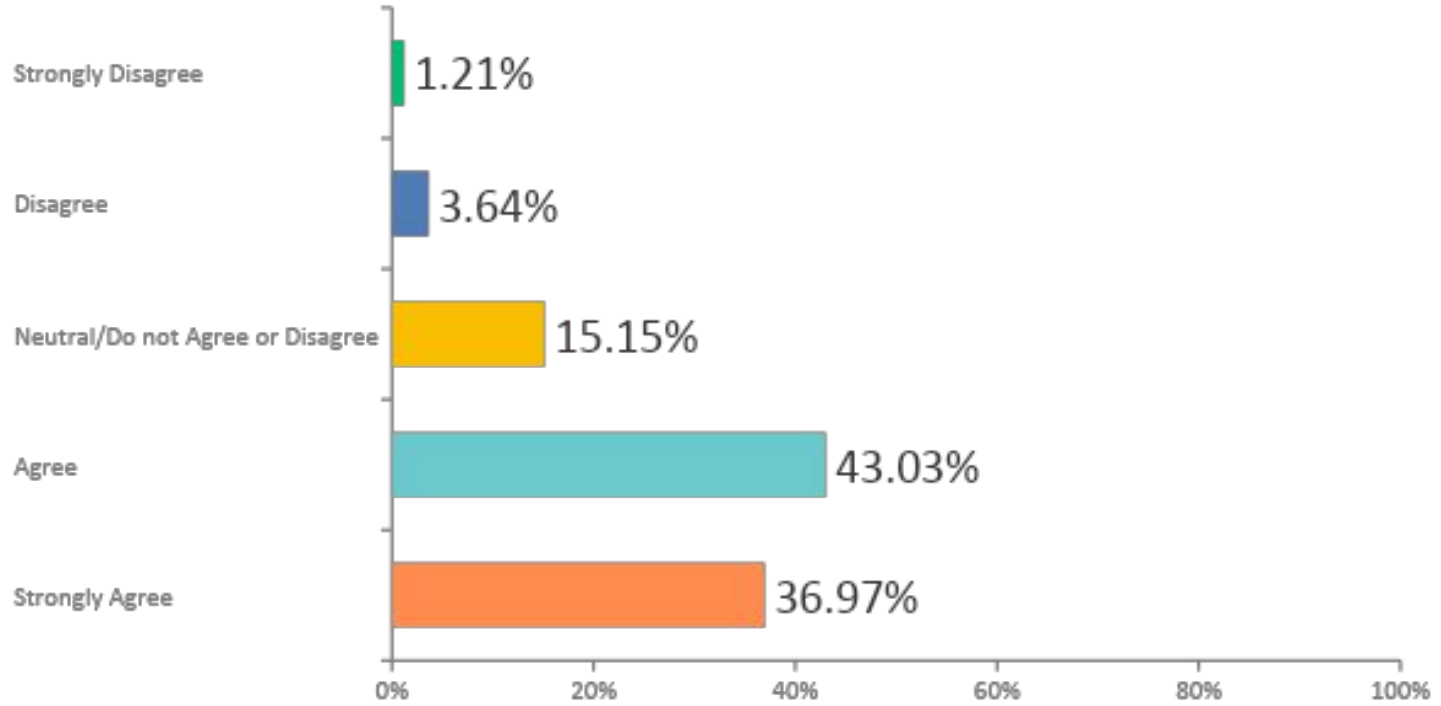
## I trust my supervisor's ability to make the right decisions.



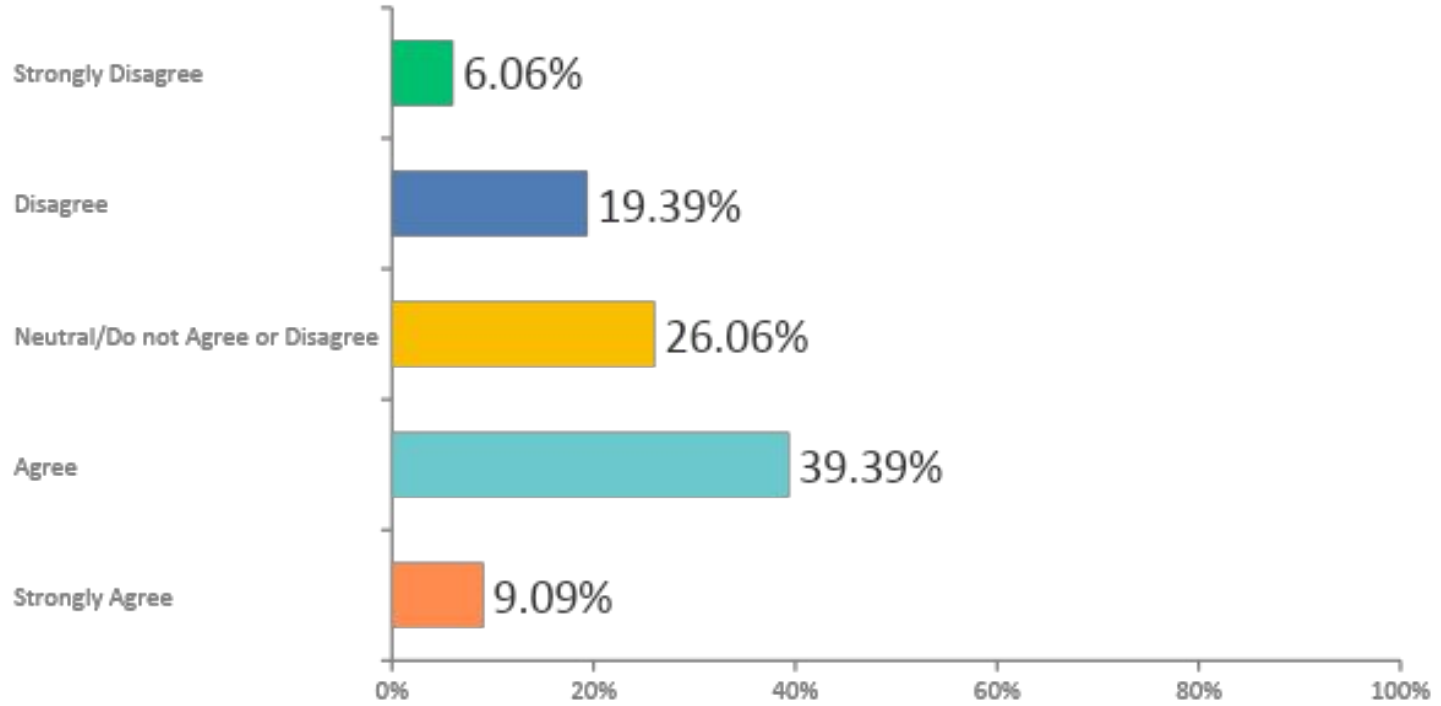
## My supervisor is supportive of my career goals.



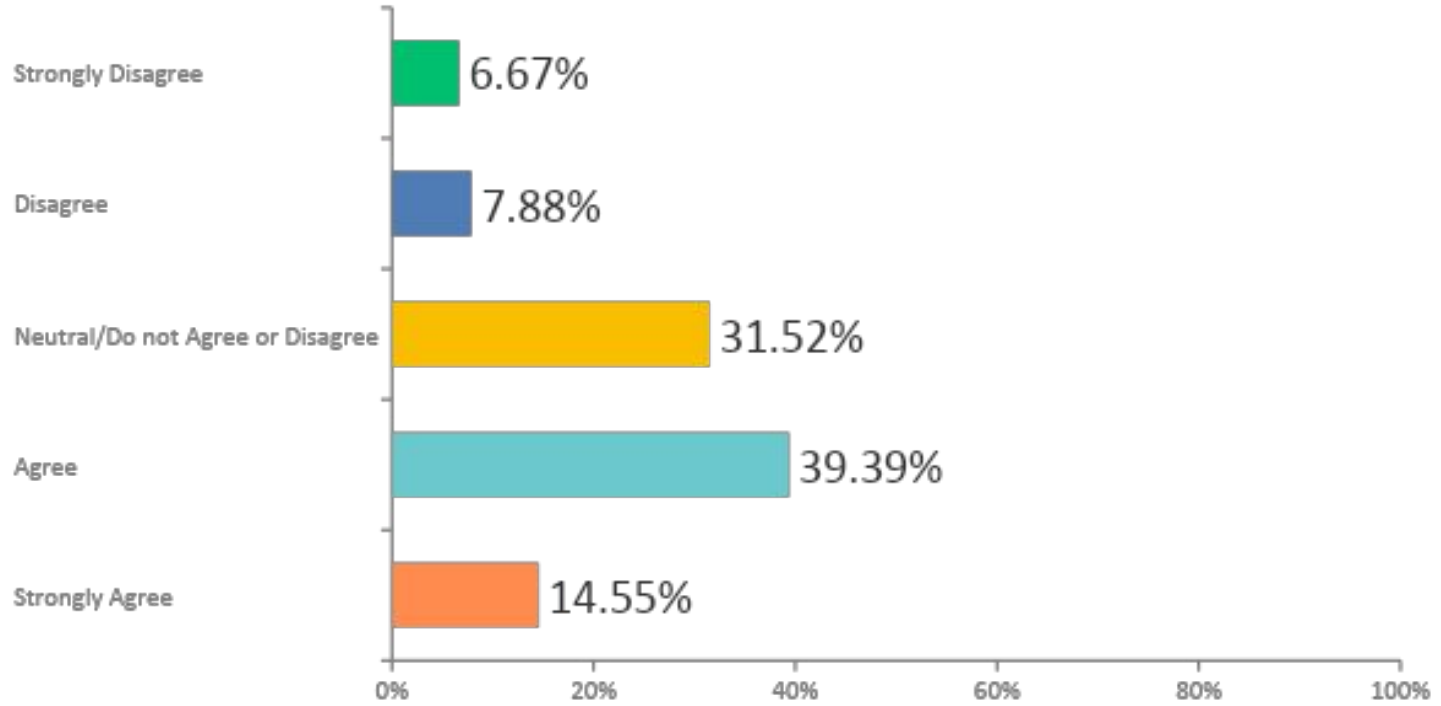
## My supervisor motivates me to do my best work.



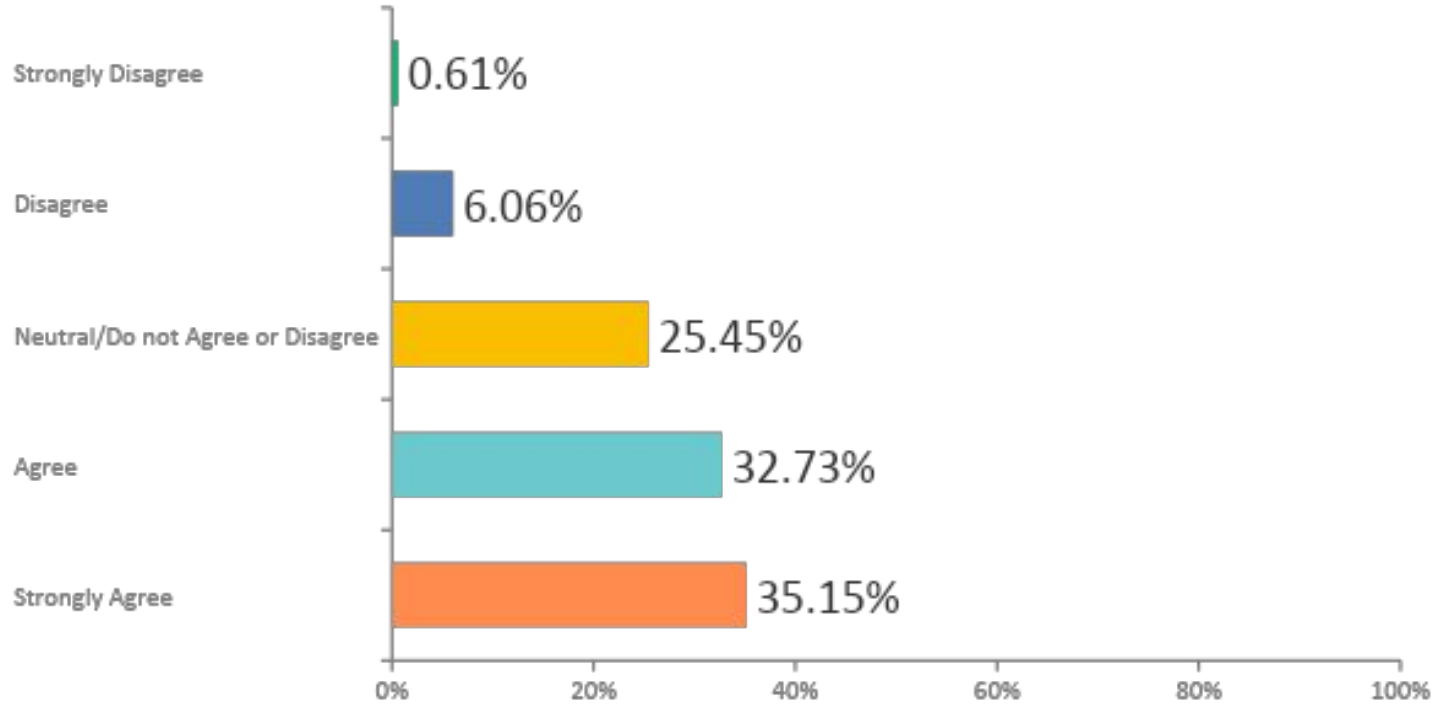
## I am compensated fairly for the work I perform.



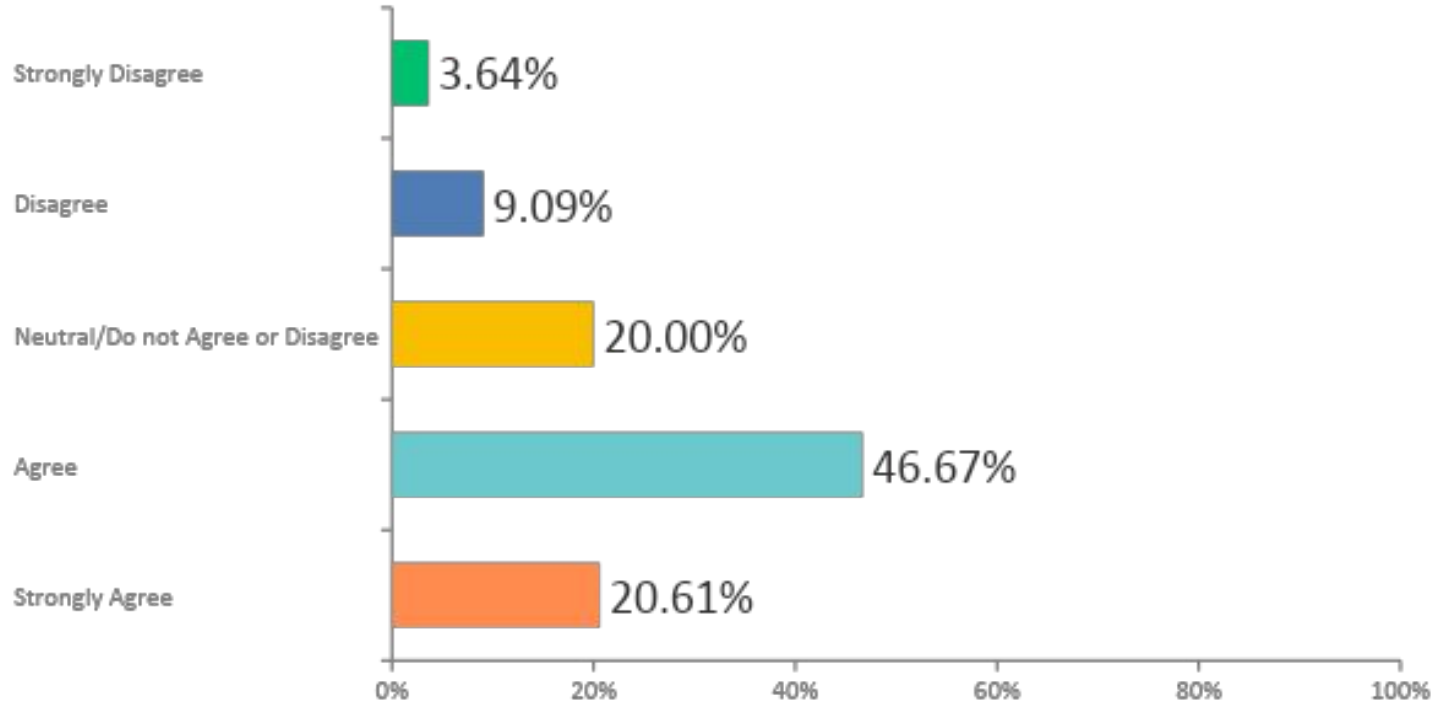
## The benefits offered to me meet my overall needs.



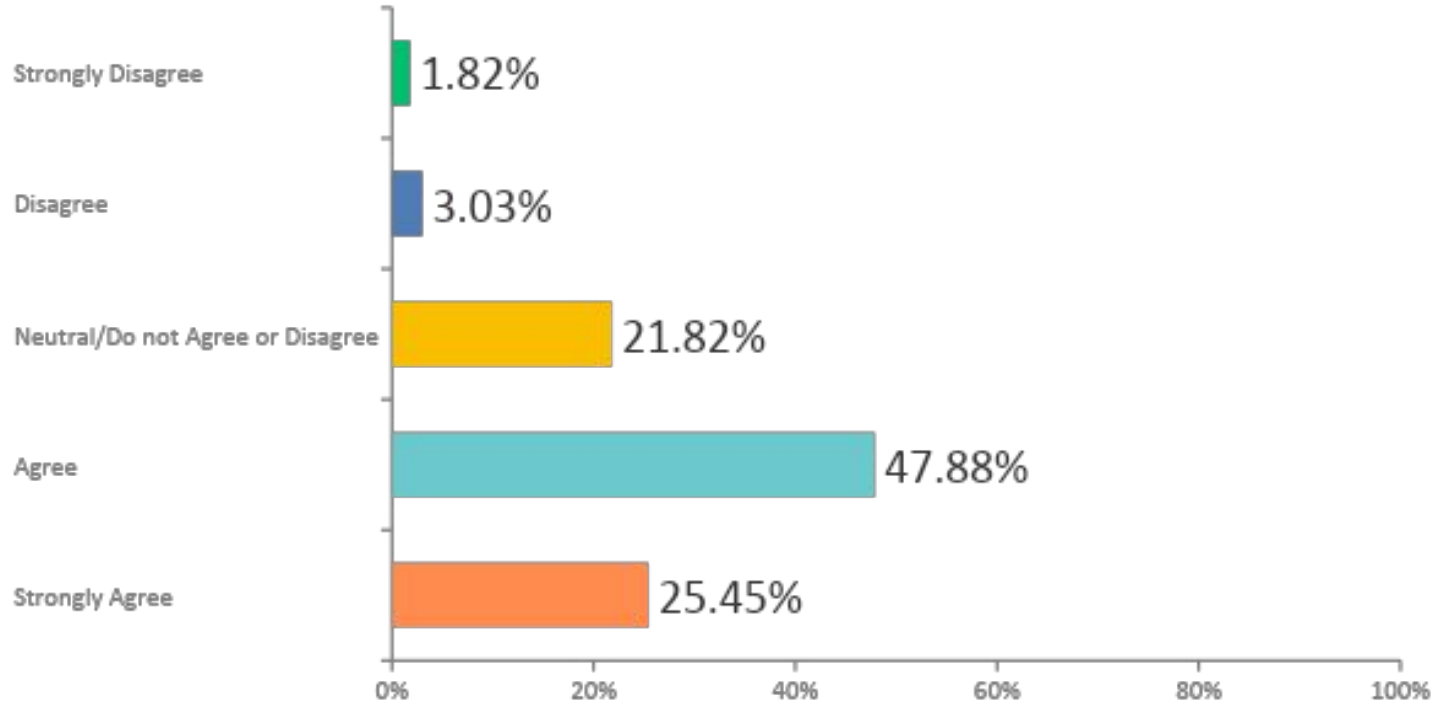
**I am satisfied with the amount of paid leave I am offered.**



# I am appropriately recognized for my work performance.

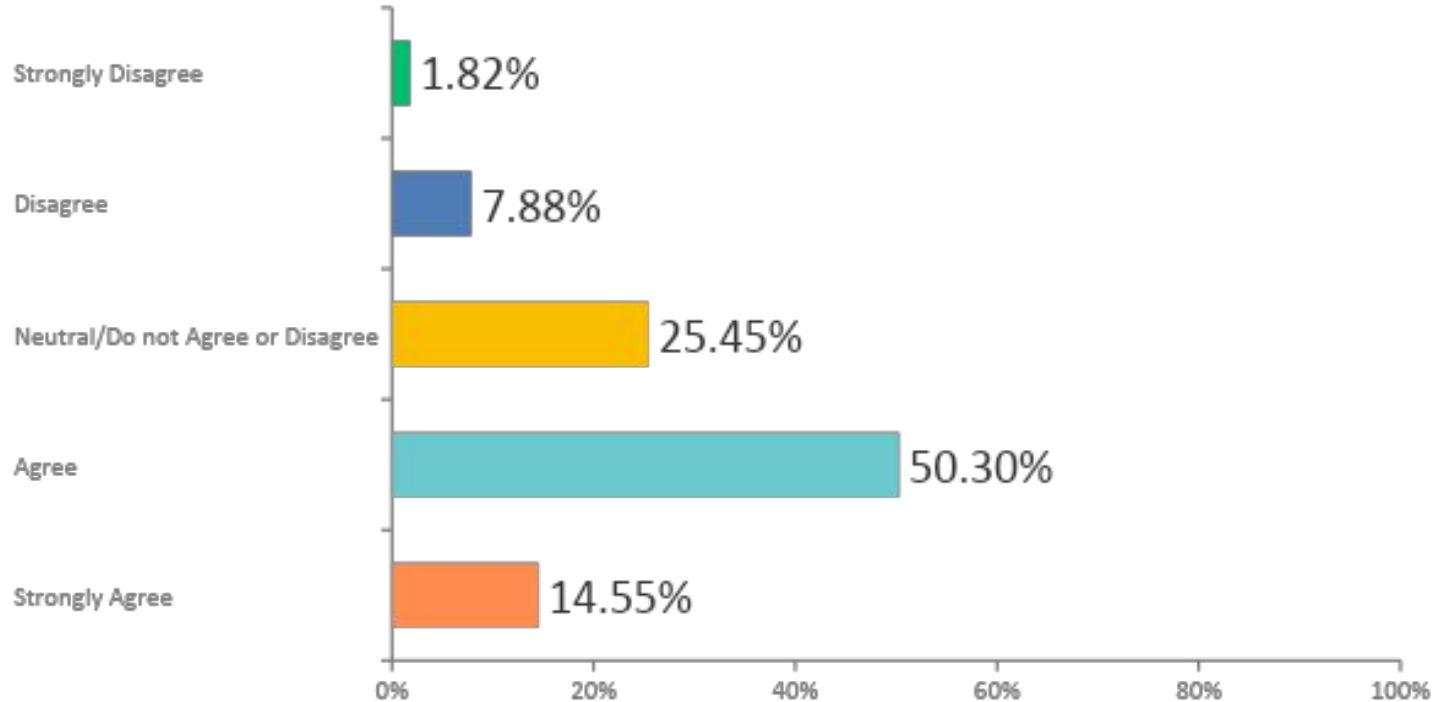


## My supervisor expresses an interest in my professional development.

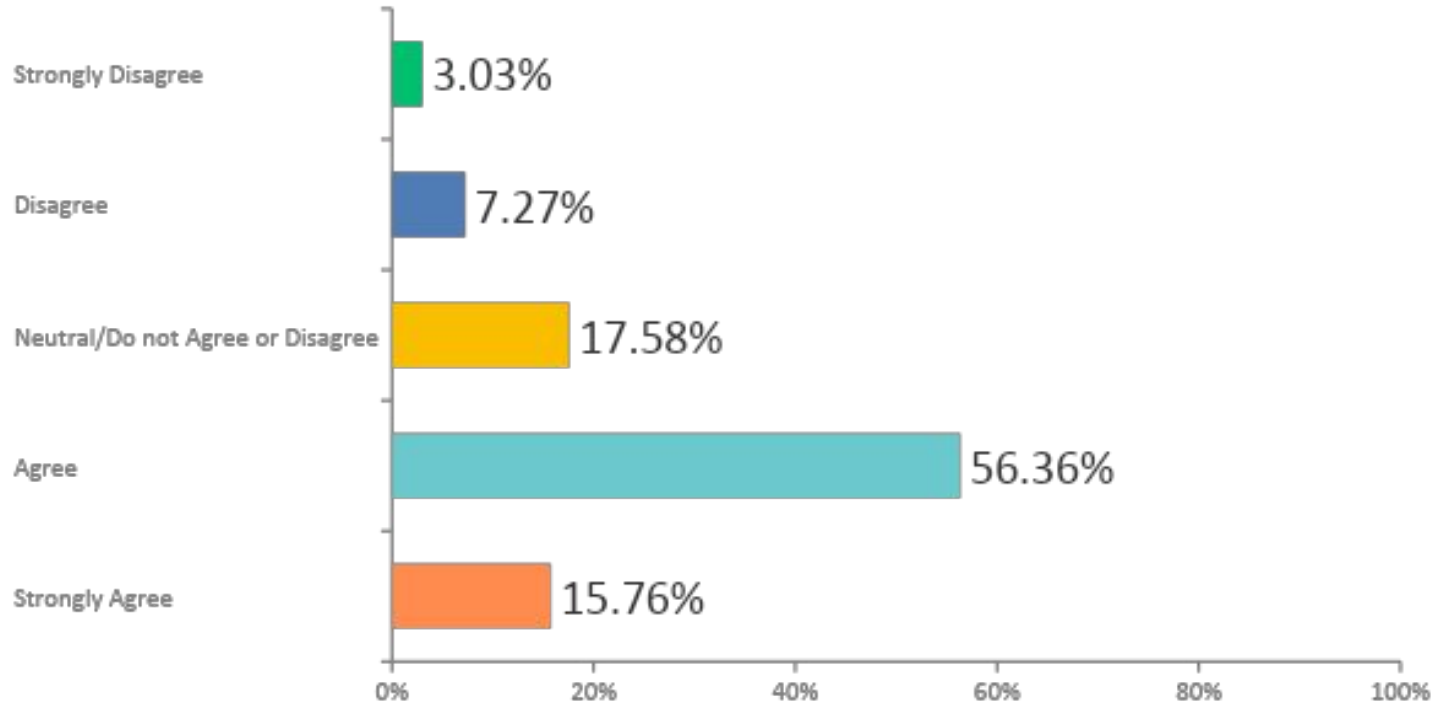




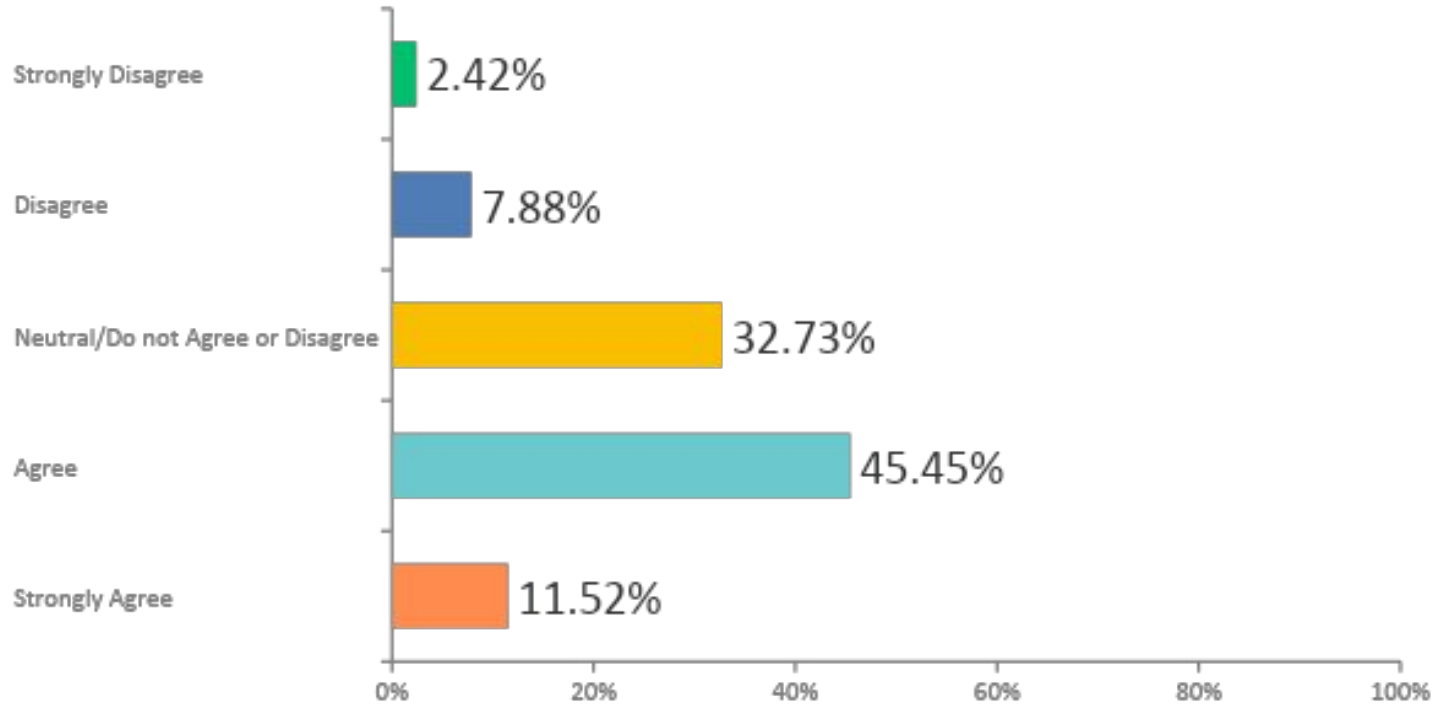
## The organization invests in the growth and development of employees.



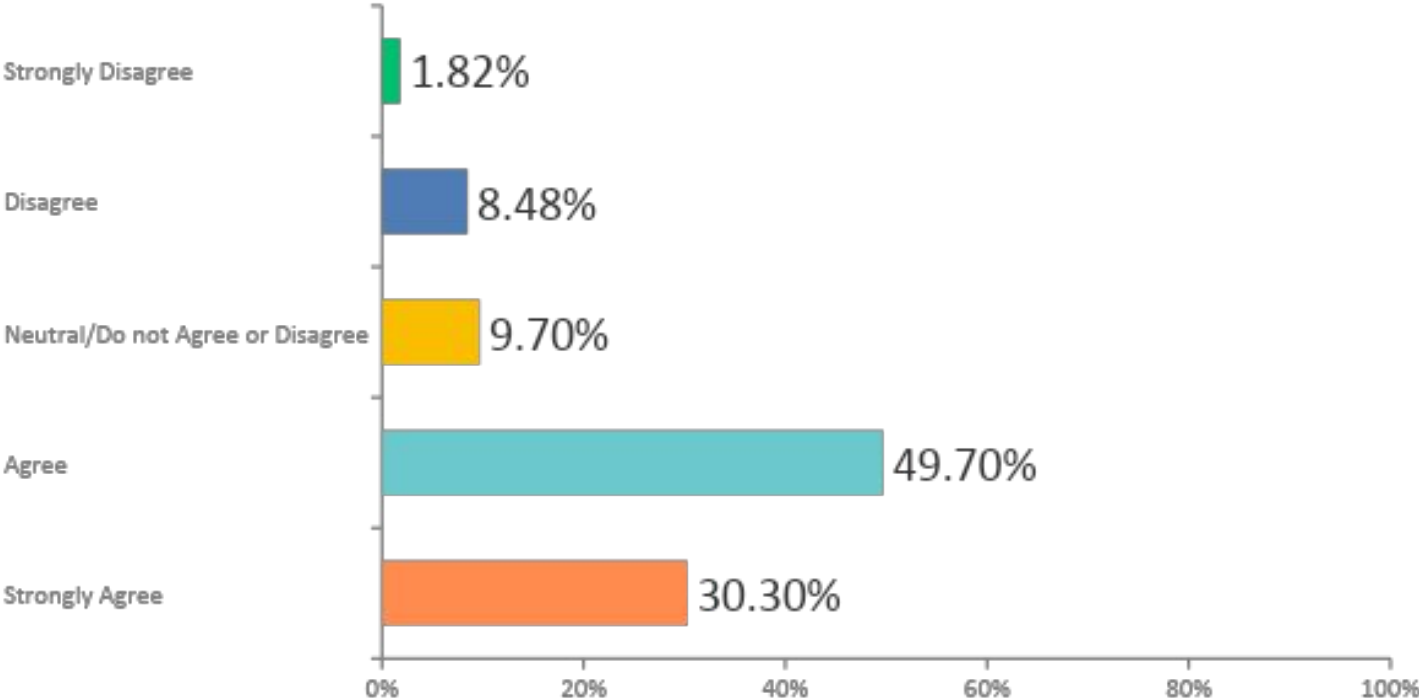
## I am satisfied with the job-related training I am offered.



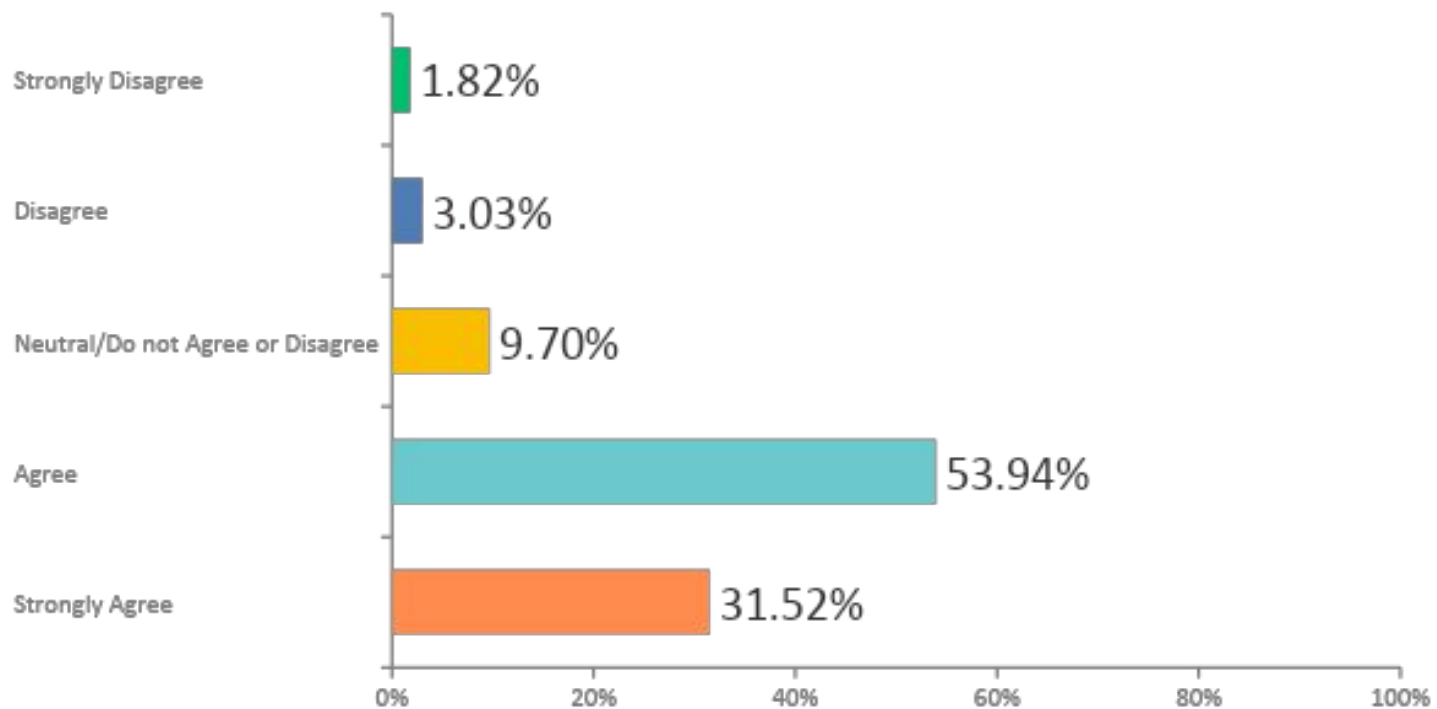
**I am satisfied with the professional development opportunities available to me.**



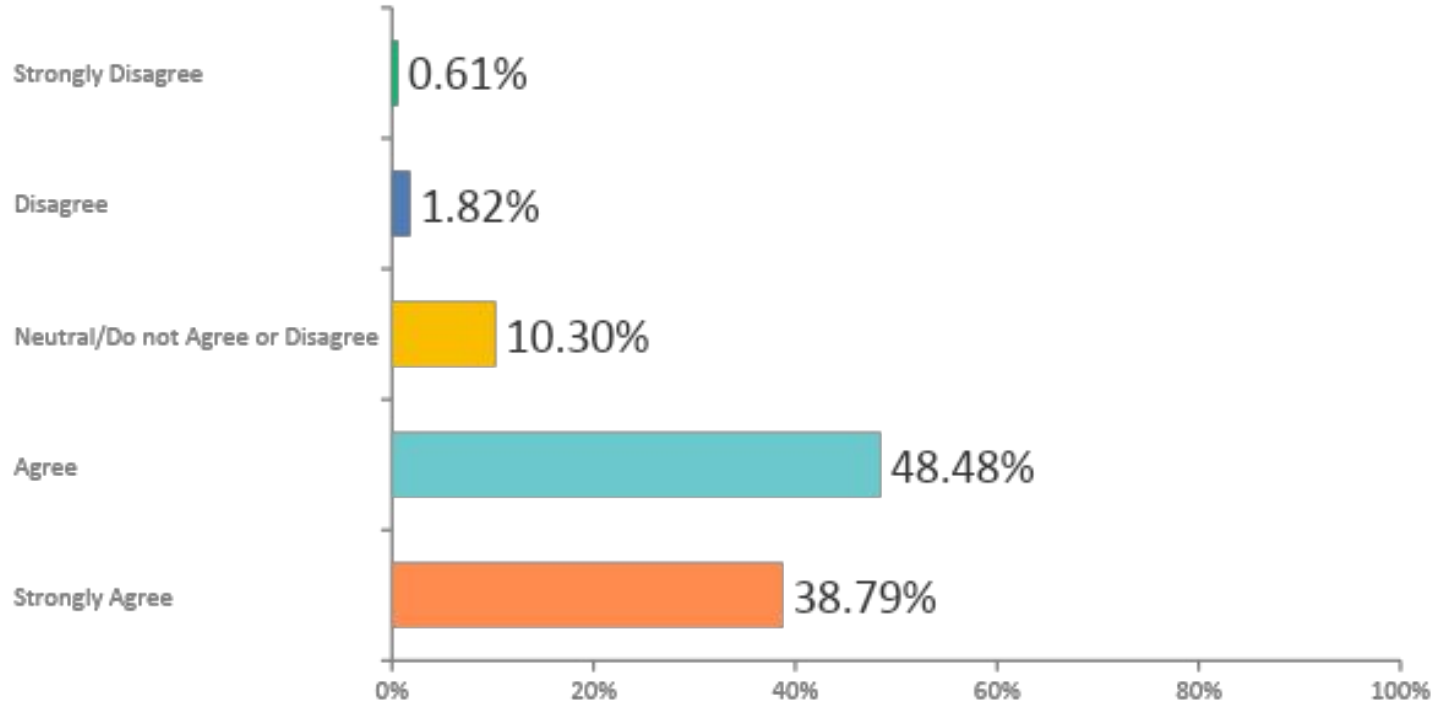
# CRRL ensures a safe work environment for employees.



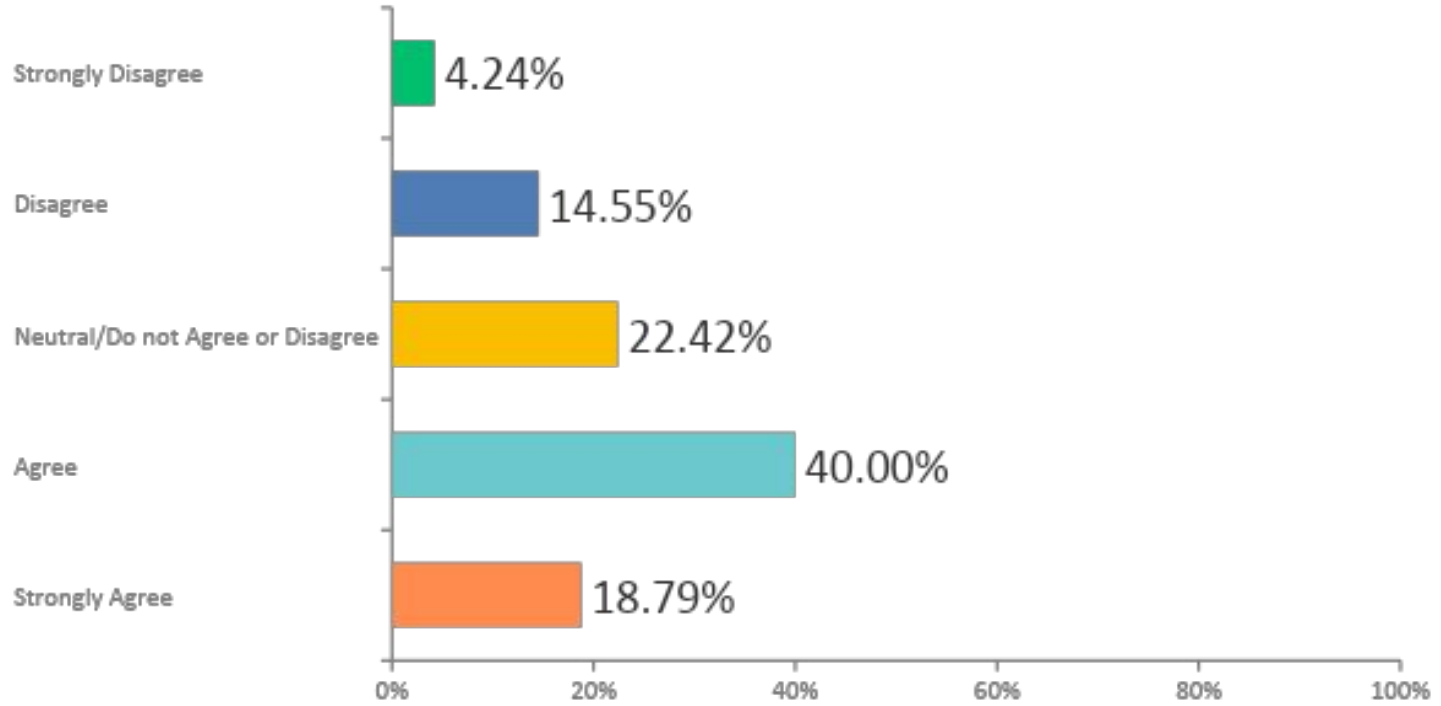
## I feel secure in my job at CRRL.



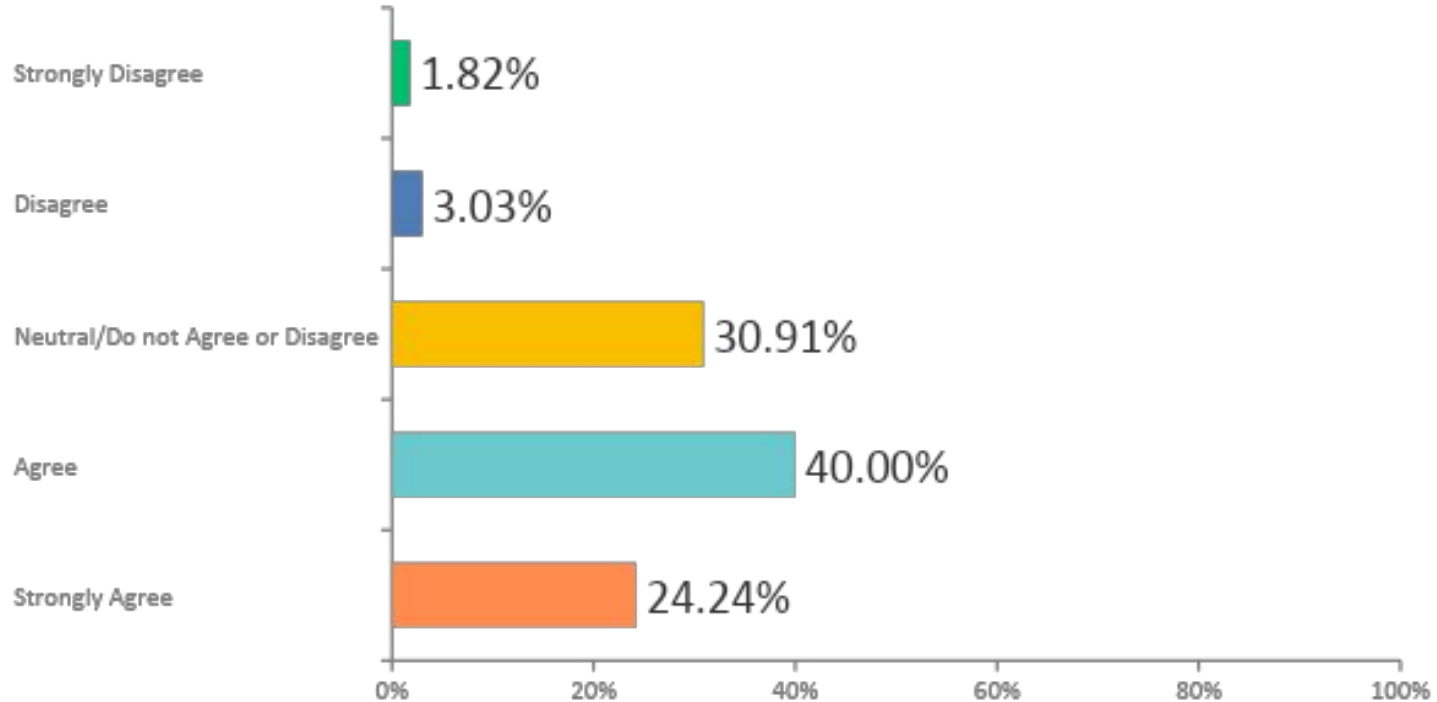
## CRRL enables me to balance my work and personal life.



## My stress level at work is low.

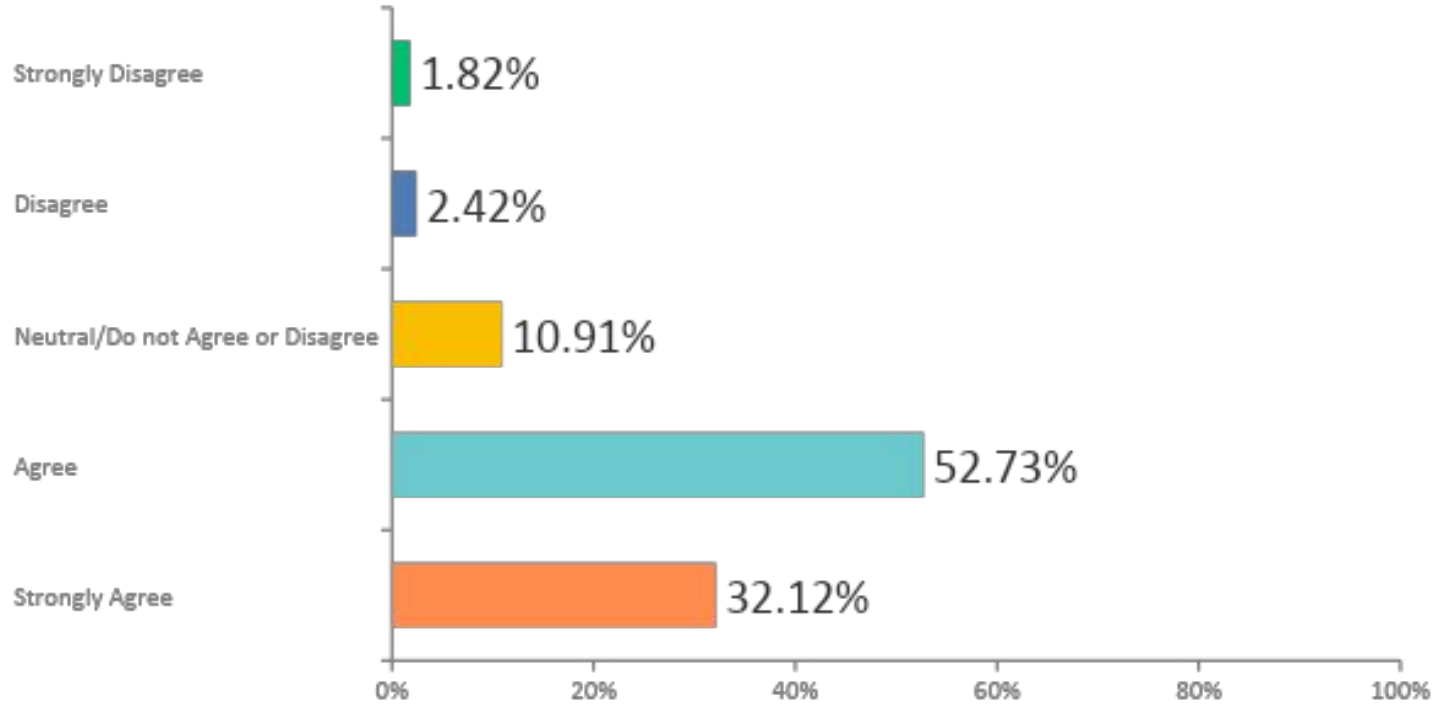


## Do you find that your department considers CRRL's strategic plan and goals when planning its own goals and initiatives?

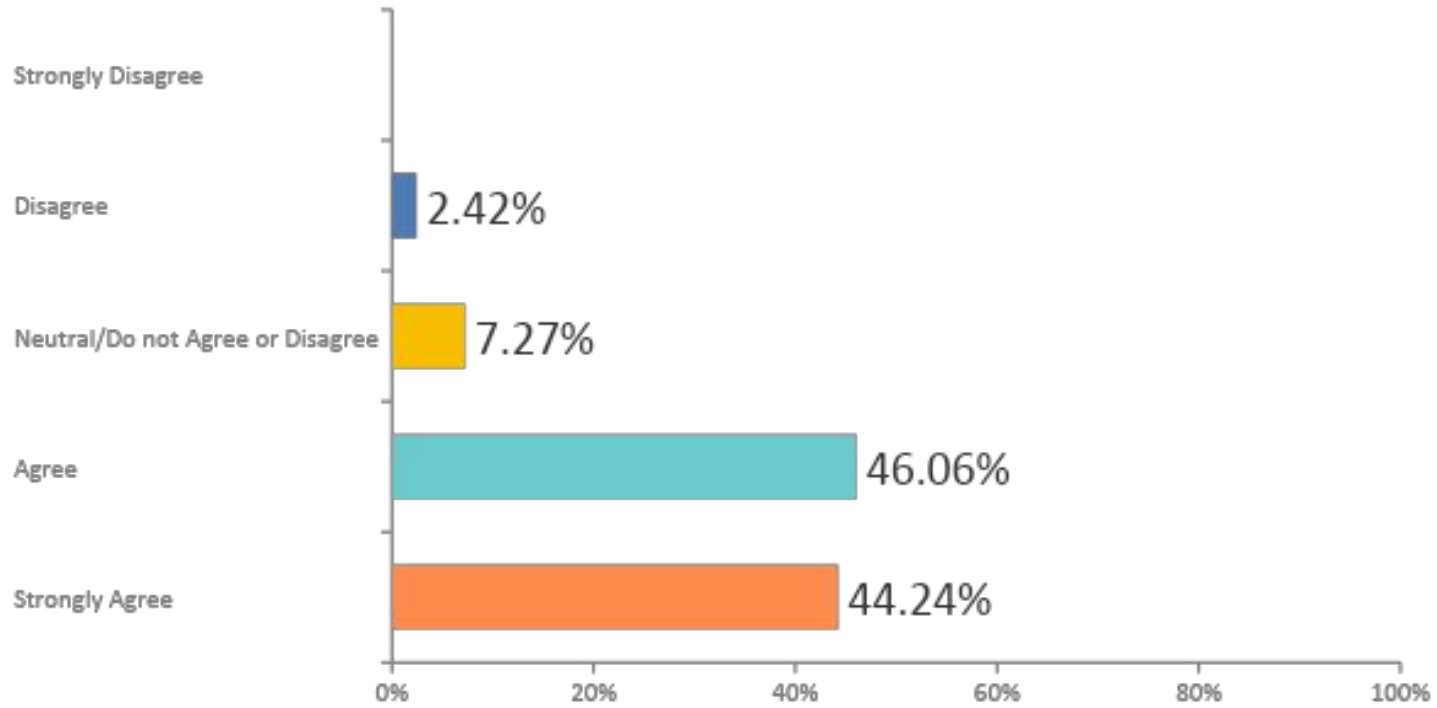




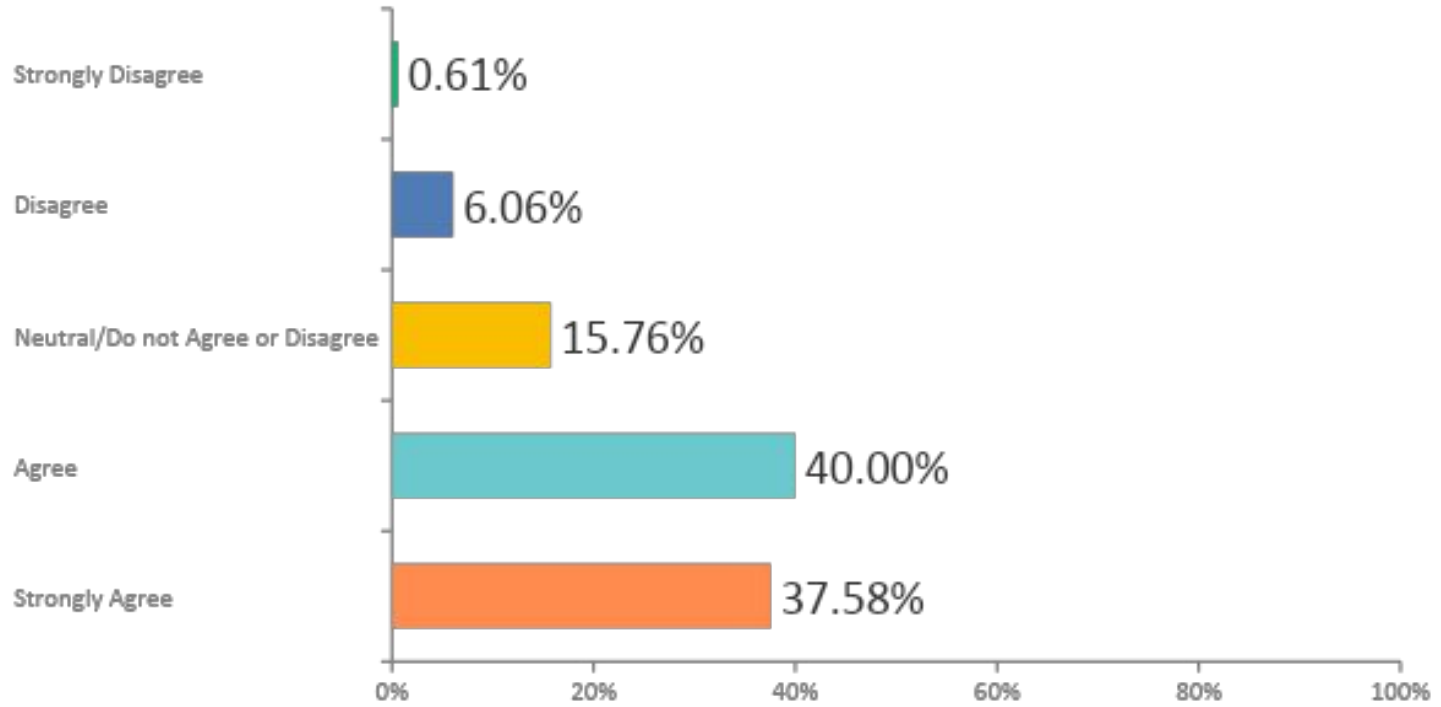
## I am motivated and enjoy going to work most days.



## I strongly believe in CRRL's core values.



**I would recommend CRRL as an employer to my friends and acquaintances.**

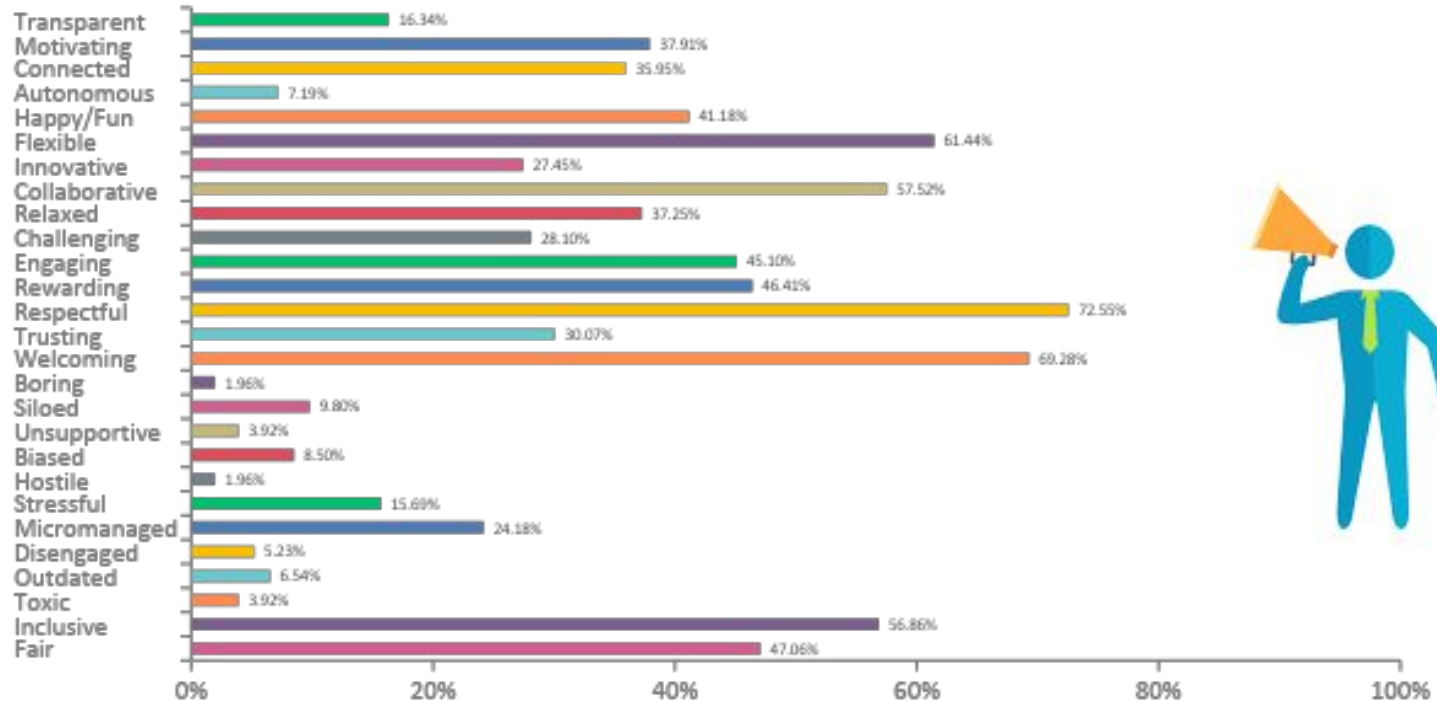


# Survey Results

*Concluding*



# Check all of the below options that describe CRRL's culture.



**Overall, how satisfied are you with your employment with CRRL?**

*Overall Rating 4.4 Stars!*



"I wish more control was given to staff"

"The low pay is becoming unsustainable"

"My favorite aspect of CRRL's culture is the ability to foster cross-branch collaboration"

"CRRL is a not profit-motivated, but service-motivated"

"I love working at the library"

"I am very blessed to be a part of this team"

"I love feeling like we make a difference"

"Having practically zero funds for programming is unreasonable"

"There are so many good people working here"

"Need more subs/staff... fewer staffing issues"

"I would like more professional development opportunities"

"A higher programming budget would make a world of difference in the caliber of programming we provide"

"I would like for there to be more ways for staff to provide feedback on their supervisors"

"I would love if CRRL would hear its employees' suggestions and opinions"

"Continue to explain why decisions are made when possible"

"CRRL needs to place more focus on employee safety and stricter rules when it comes to the public"

"I enjoy the atmosphere at my branch and my amazing coworkers"




# Employee perception on how leadership handled the most recent survey results:



**Survey Results were shared in a timely manner**

- **75.4%** Agree or Strongly Agree - *85.2% in 2022*
- 23.5% are Neutral



**Information and opinions collected were valued and respected by leadership**

- **66.7%** Agree or Strongly Agree - *78.2% n 2022*
- 29.4% Neutral



**Leadership communicated a commitment to using information collected to make one or more positive improvements to the employee experience**

- **75.4%** Agree or Strongly Agree - *77.4 in 2022*
- 26.2% are Neutral

*This represents a population of 126 employees – 27 respondents indicated “N/A”*

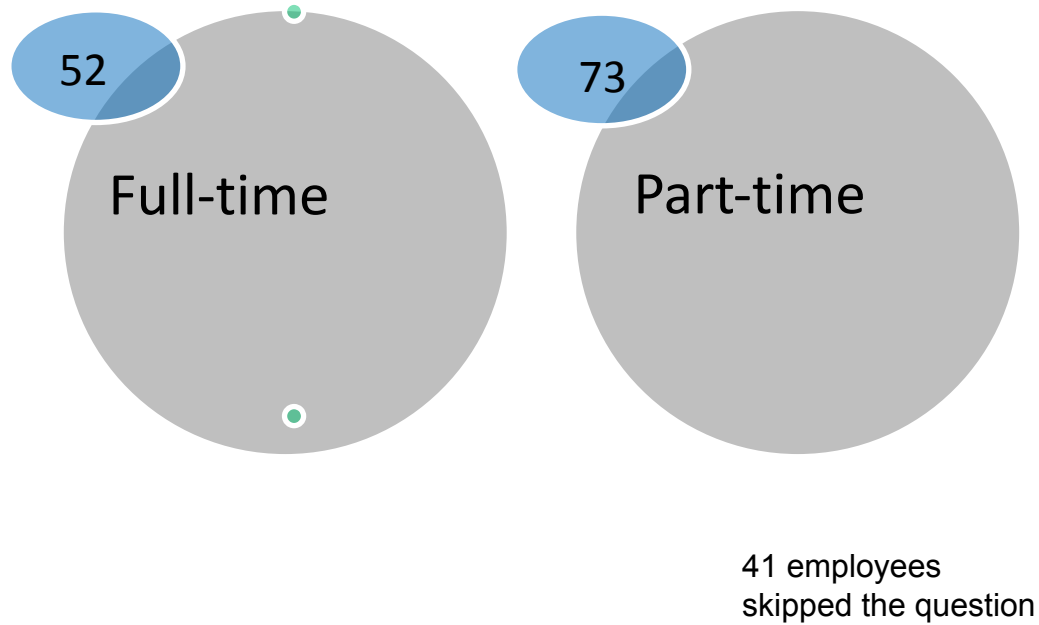


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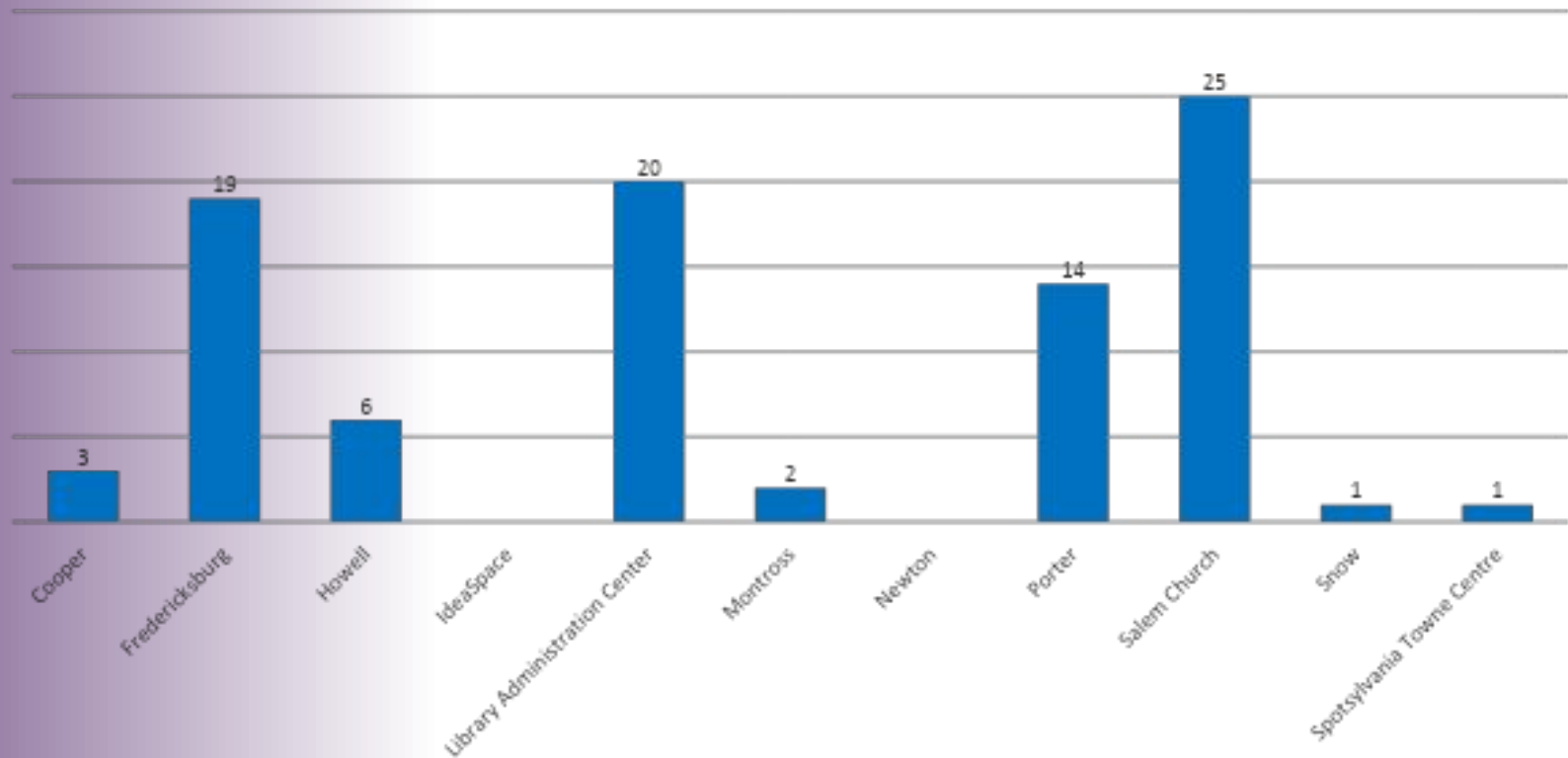
*Optional Demographics*



## Employment status of respondents:

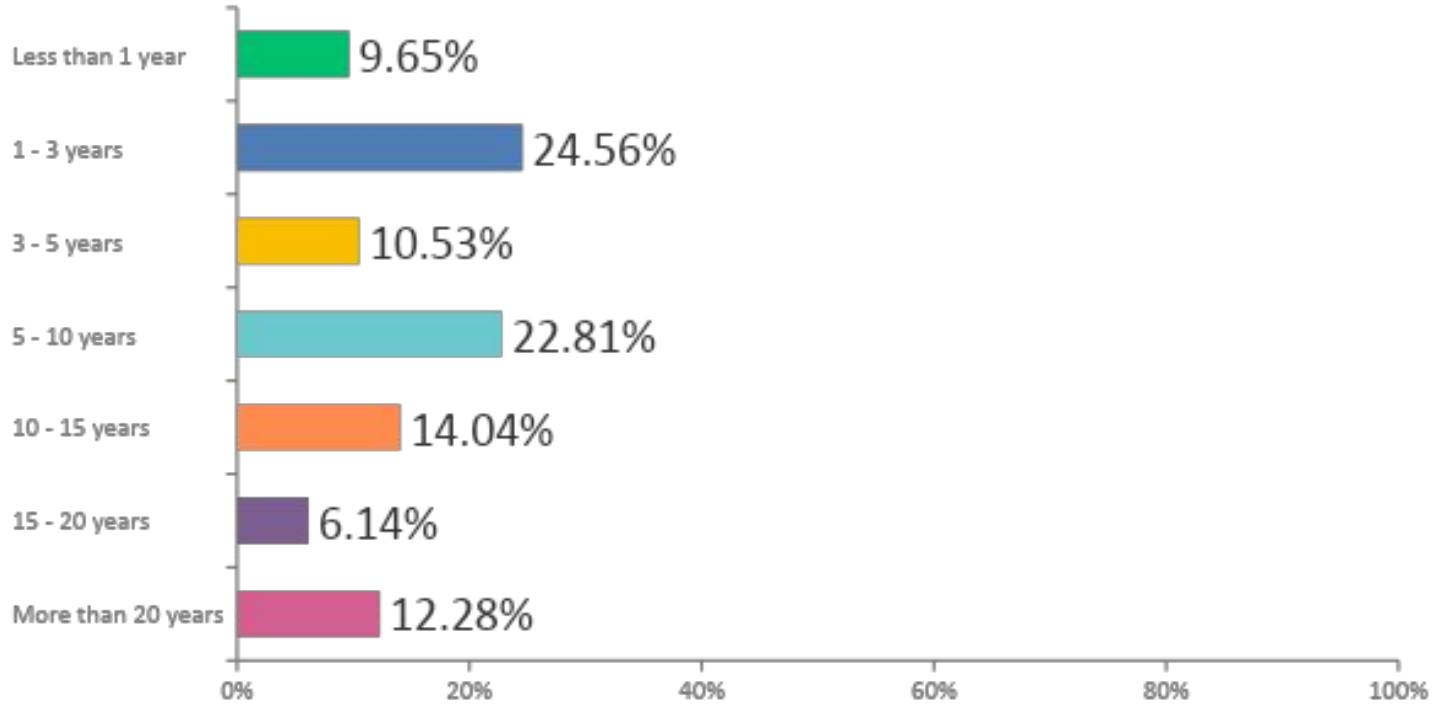


## Work Locations of Respondents



Answered: 91 Skipped: 75

## How many years have you been employed by CRRL? (Optional)



Answered: 114 Skipped: 52