



# Employee Survey Results

March 2022

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# Survey Results

*Highlights*



# 2022 CRRL Employee Survey Results

## Survey At-a-Glance



- 36 questions
- Open for responses for 10.5 work days
- 177 out of 231 recipients took the survey across various locations (75%)
- 60% of respondents part-time; 40% full-time

### Key Takeaways:

1. **Better compensation** was the #1 response when asked what would improve the employee experience.



#### Other top mentions:

- ✓ More communication
- ✓ More contact with co-workers
- ✓ More autonomy

2. Respondents continue to indicate they are satisfied with **professional development opportunities (92%)**, but only **68%** said CRRL invests in their **growth & development**.



**85%** of respondents indicated they are either *satisfied or extremely satisfied* with their employment at CRRL



Overall Rating

4.2 Stars!



How employees describe CRRL's culture

### More Takeaways:

Nearly 1/2 of respondents indicated they are experiencing **STRESS** at work

**76.9%** are satisfied with job-related training & **84%** find their supervisors to be supportive of their career goals

**90.4%** of respondents find their expectations to be clear & achievable

1 **Colleagues**

2 **Serving customers**

3 **Meaningful work**

An appreciation for Co-workers *continues* to be what CRRL employees like most about their jobs!

### 2021 and 2022 Survey Comparison Highlights

2021: 72.0%

2022: 80.92%

My supervisor expresses an interest in my growth and development

I am compensated fairly for the role and work I perform

2021: 68.5%

2022: 53.76%

2021: 69.3%

2022: 76.13%

When I speak up at work, my opinion is valued

**93.1%** of respondents strongly believe in **CRRL's core values**



Up from 90% in 2021



Overall, I love my job and coworkers. I think CRRL cares about its employees, and invests in them.

Transparency has improved somewhat since the last survey

Efforts to increase diversity among staff & in library programs has improved.

We need more competitive pay rates across all levels.

I am very happy the CRRL is no longer open on Sundays.

Innovation and progress is important, but it's also important to have time to improve on existing processes and services.

I can honestly say this is one of my most favorite job endeavors!

Overall, the CRRL is a good place to work. I feel like I've learned a lot of good life and business skills during my employment here.

I am extremely satisfied!

Although there's still room for improvement, administration has made a lot of progress in communicating better and being more transparent with employees.

I believe the Ask Admin Anything sessions are an excellent example of their desire to improve.

I am frustrated that I cannot acquire more hours.

I think supervisors and site managers should be given more autonomy of judgement and operations.

I love working for CRRL. I wish they had more full-time, 30+ hour part time opportunities.

The introduction of a mentoring program for new/promoted hires would be a help to staff.

I think supervisors and site managers should be given more autonomy.

I'm a new employee, and I love working at Salem Church!

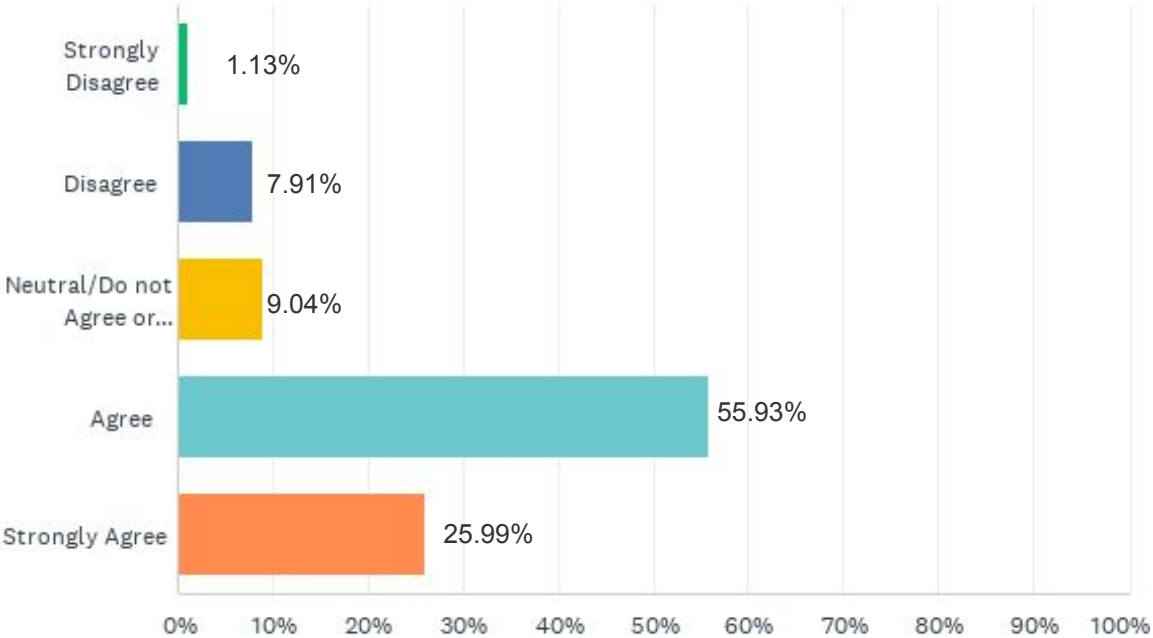


# Survey Results

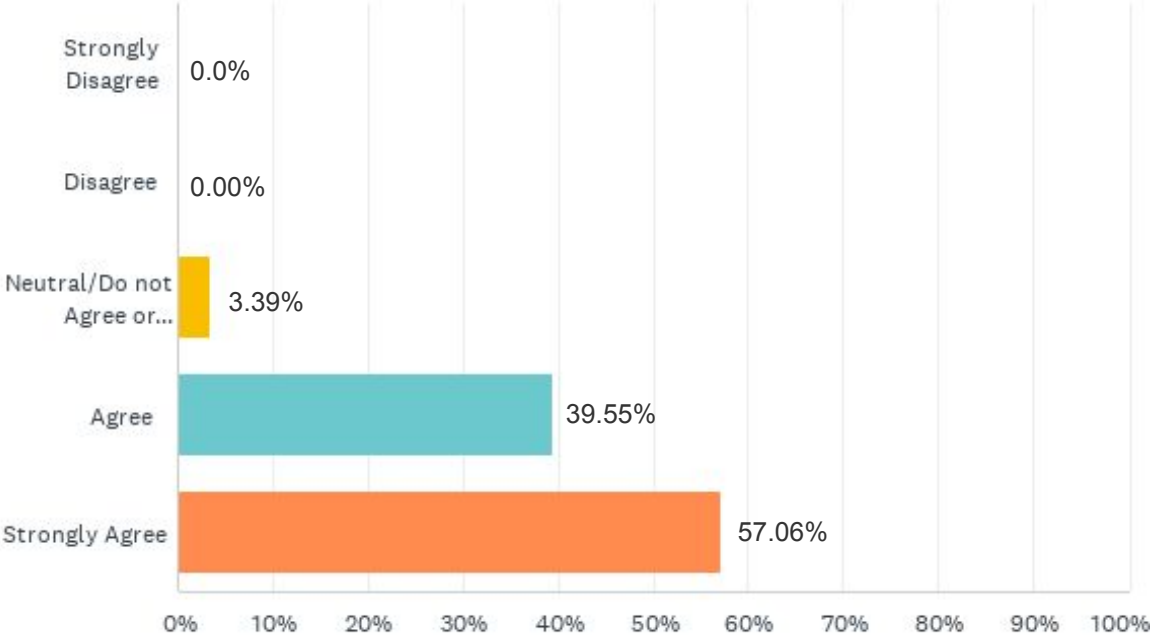
*Detail by Question*



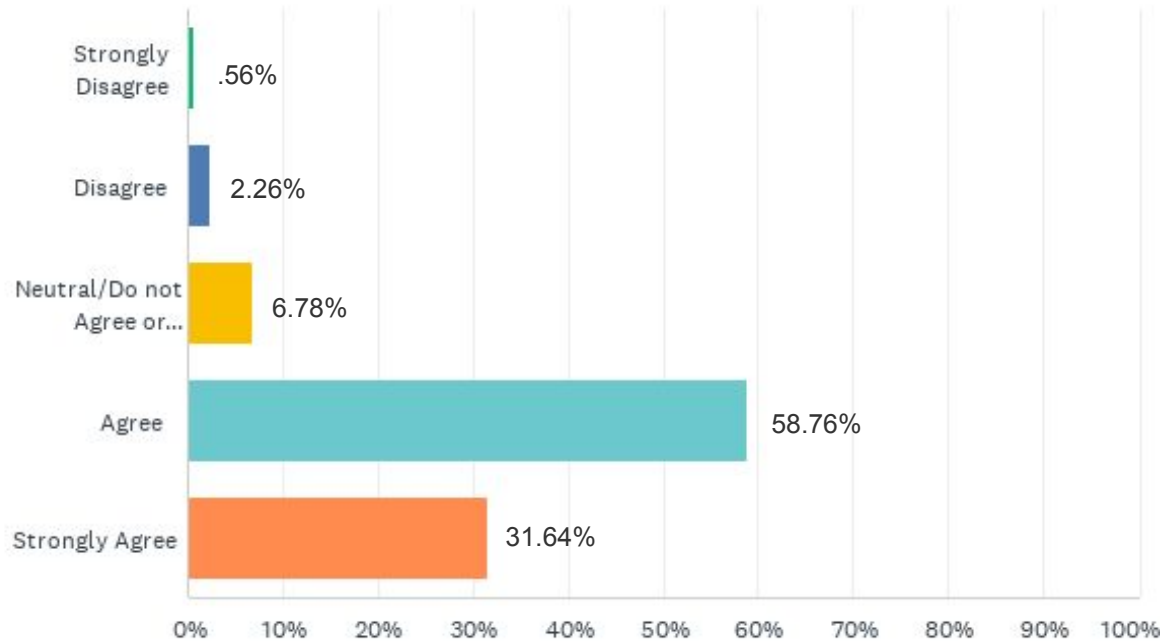
Q1: I am provided opportunities to apply my talents and expertise to my work.



Q2: I consider my work to be meaningful.

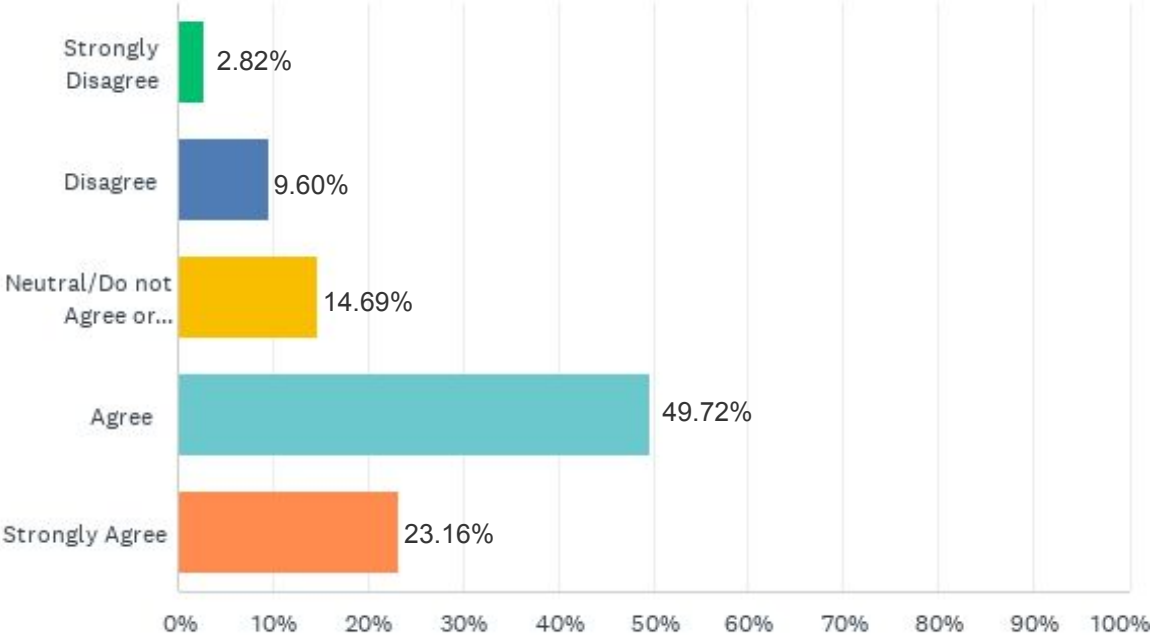


Q3: My job expectations are clear and achievable.

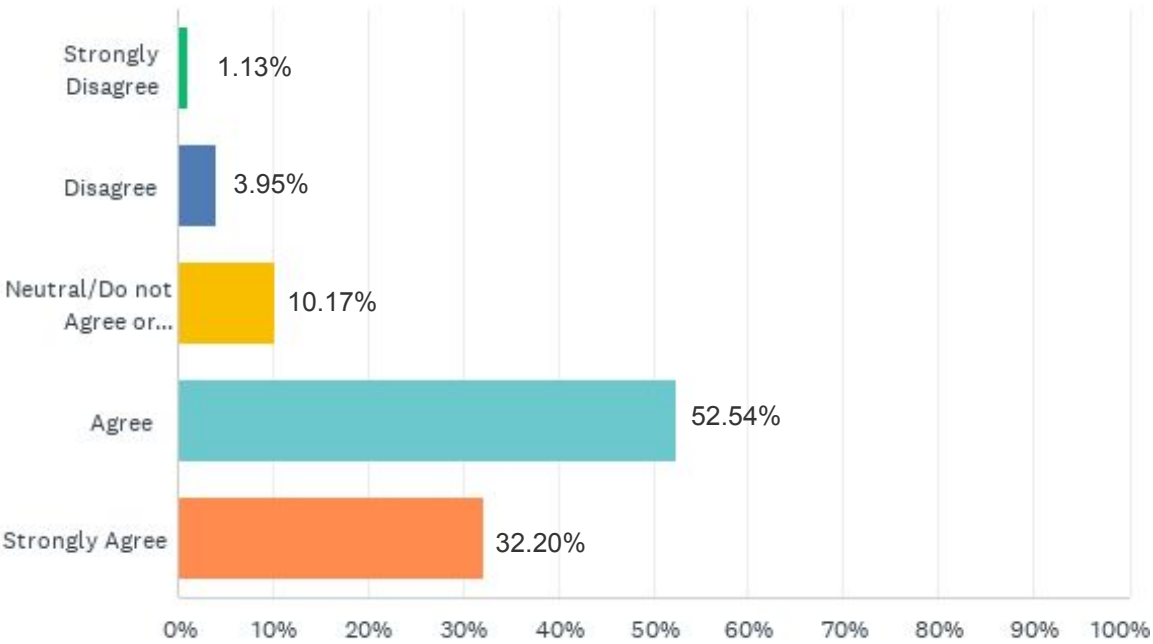




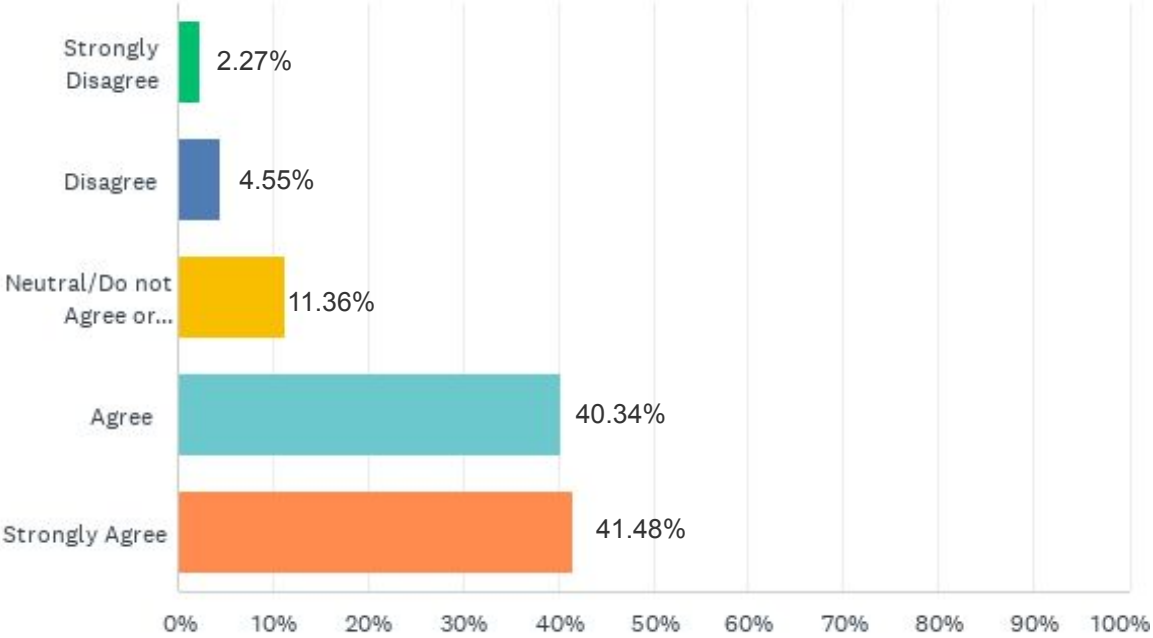
Q4: I am able to make decisions affecting my work.



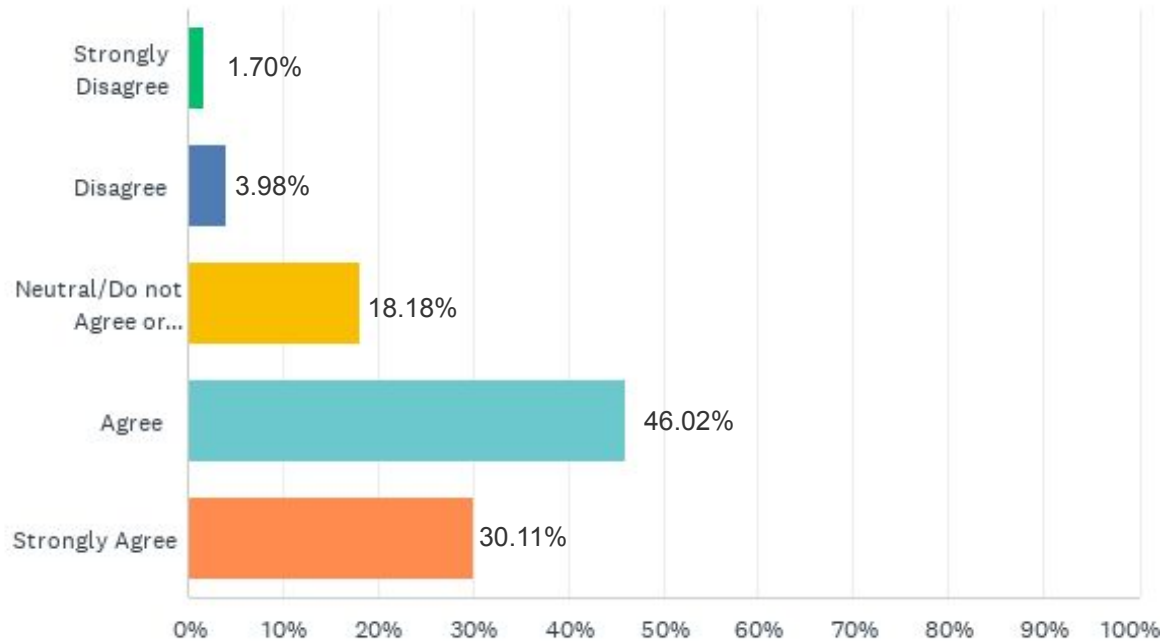
Q5: I have the tools, information, and resources I need to do my job.



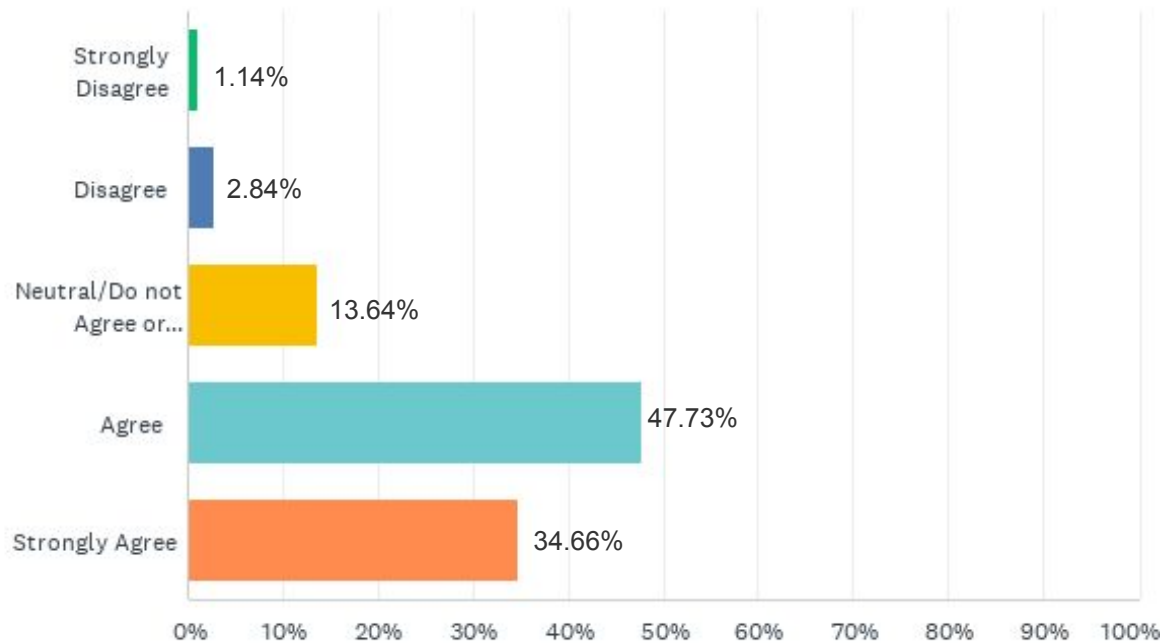
Q6: I feel respected in my workplace.



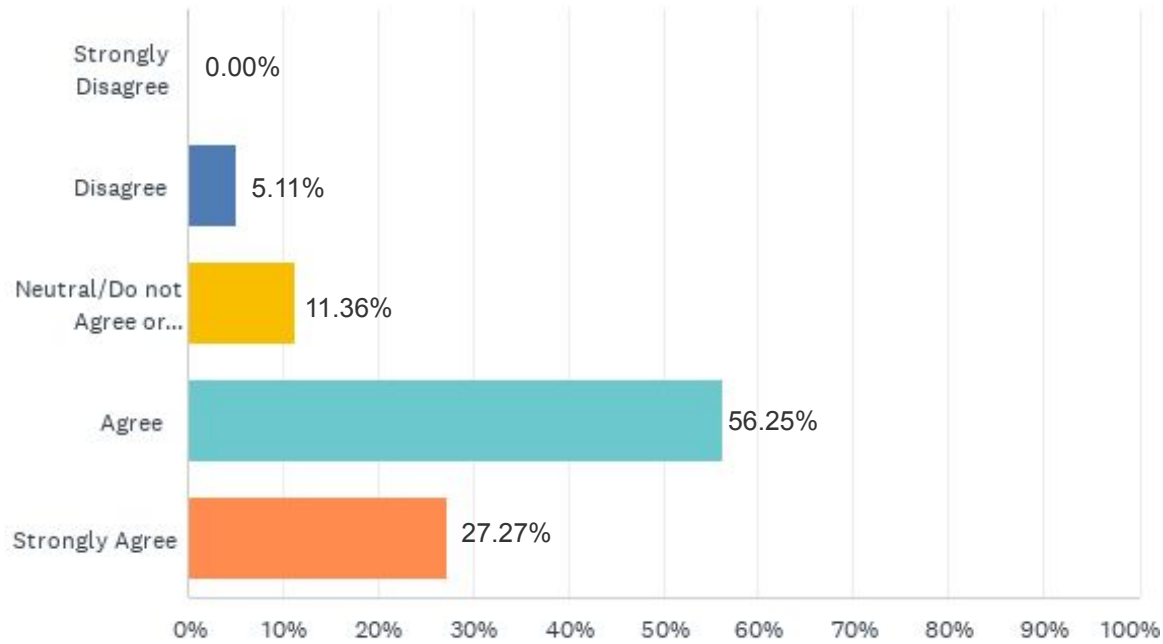
Q7: When I speak up at work, my opinion is valued.



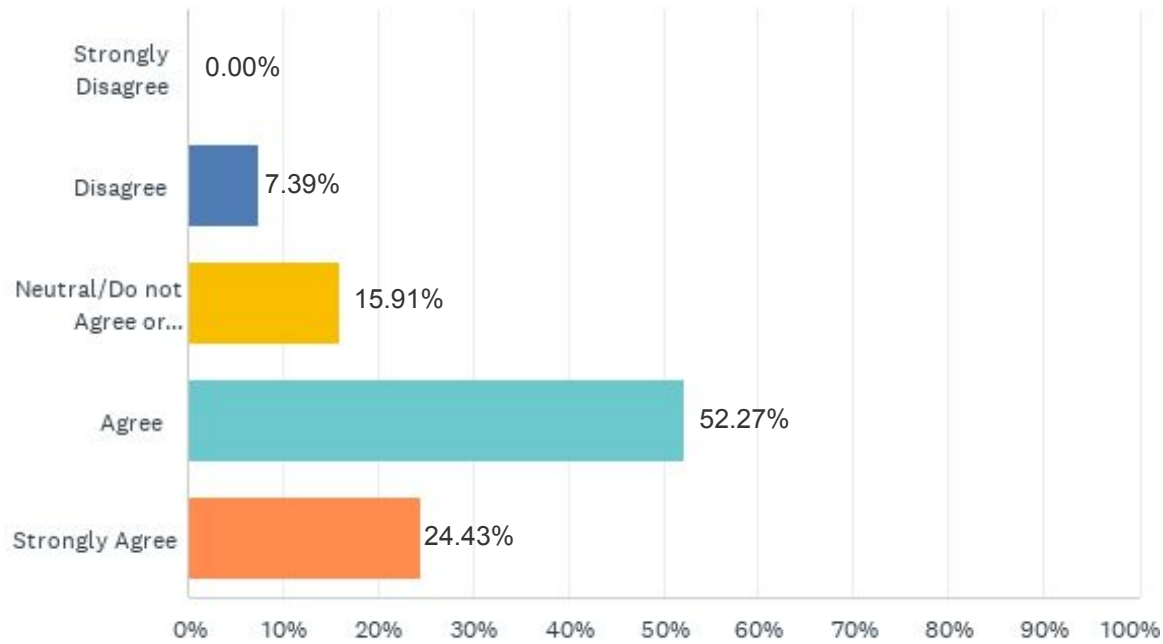
Q8: CRRL demonstrates a commitment to diversity.



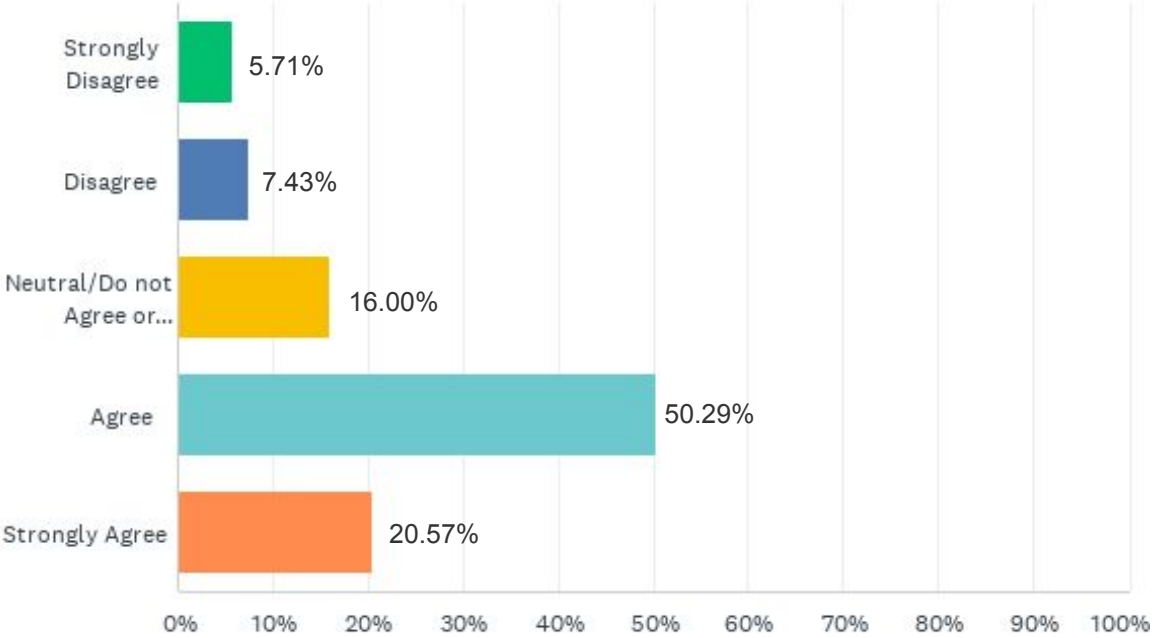
Q9: I feel connected to my co-workers.



Q10: I am comfortable talking about my background and cultural experiences with my co-workers.

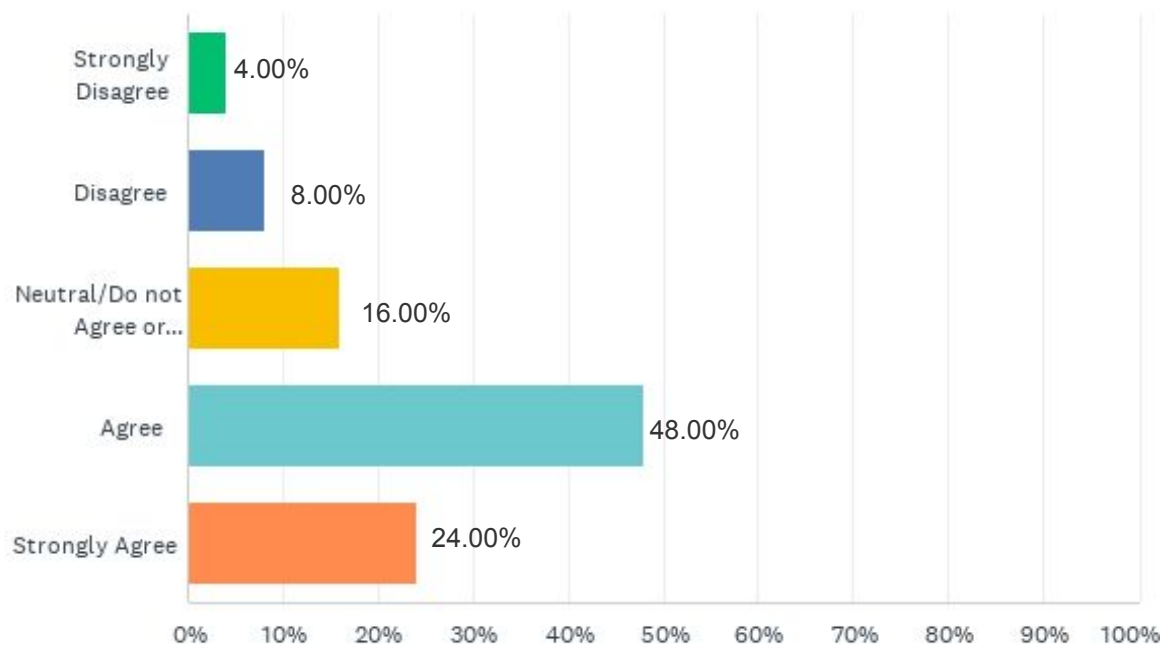


Q11: Leadership communicates effectively with employees.

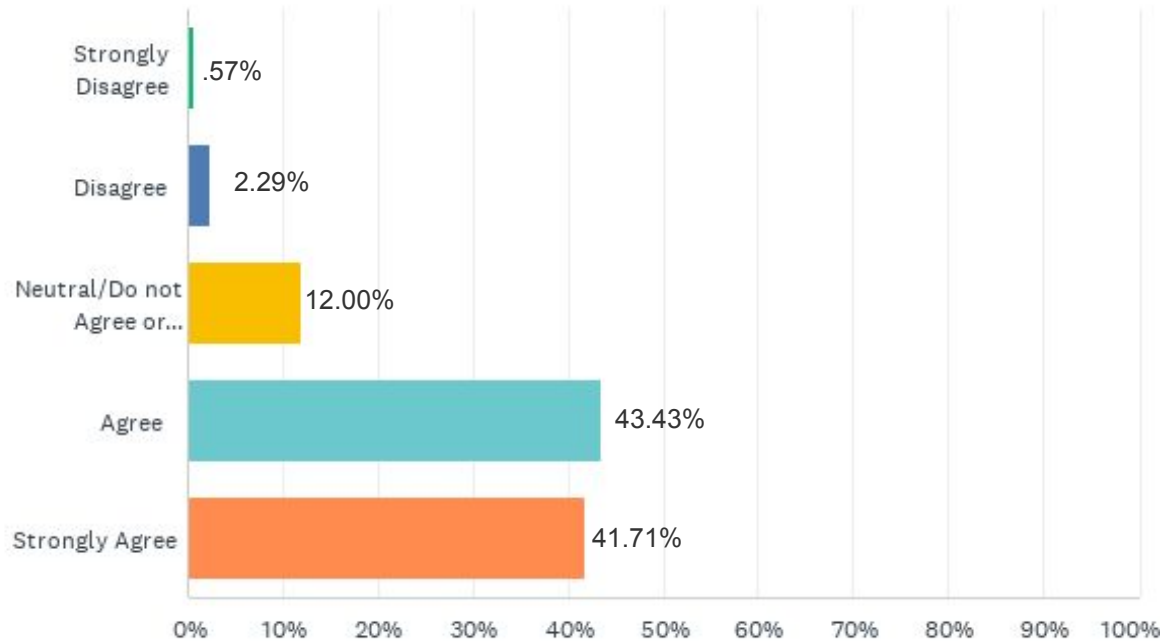




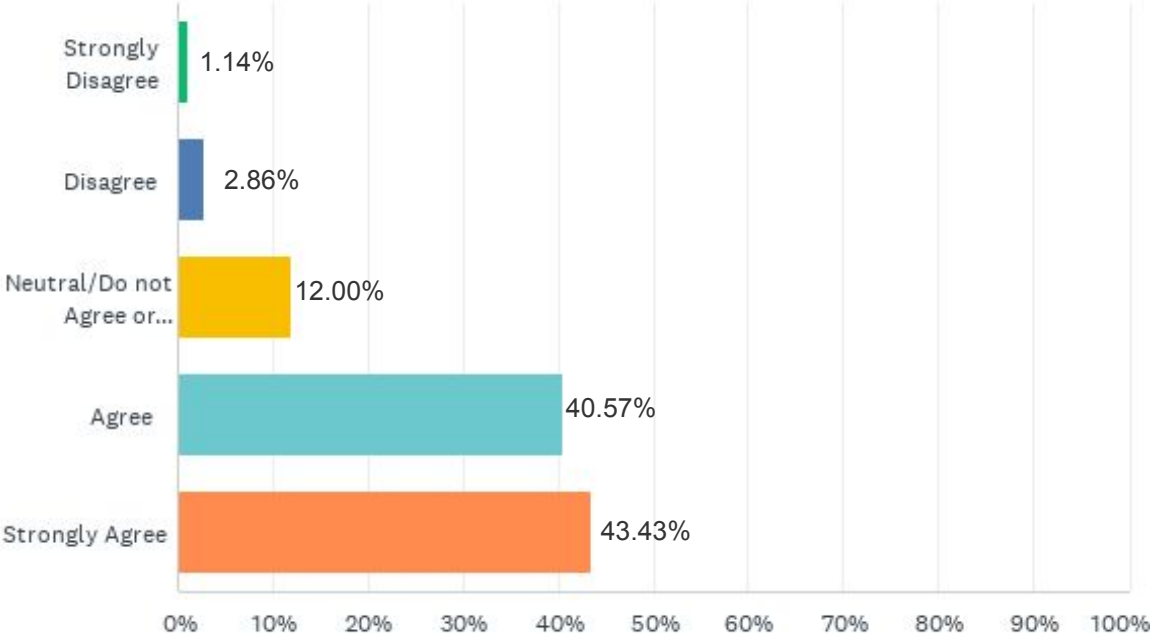
Q12: I feel respected by CRRL's leadership.



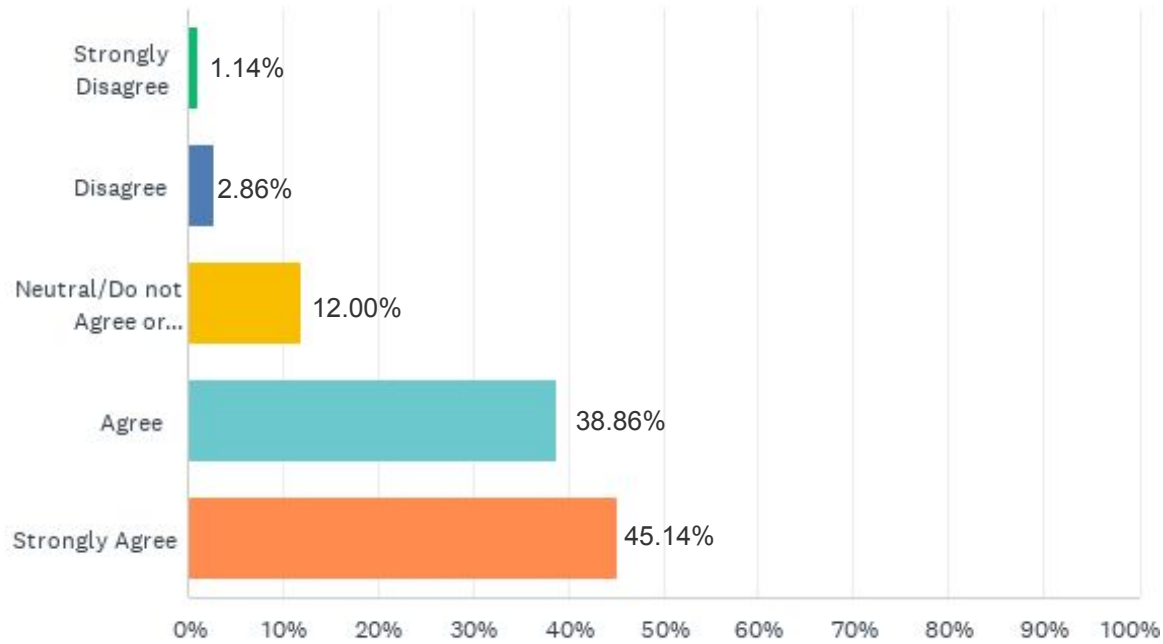
Q13: I trust my supervisor's ability to make the right decisions.



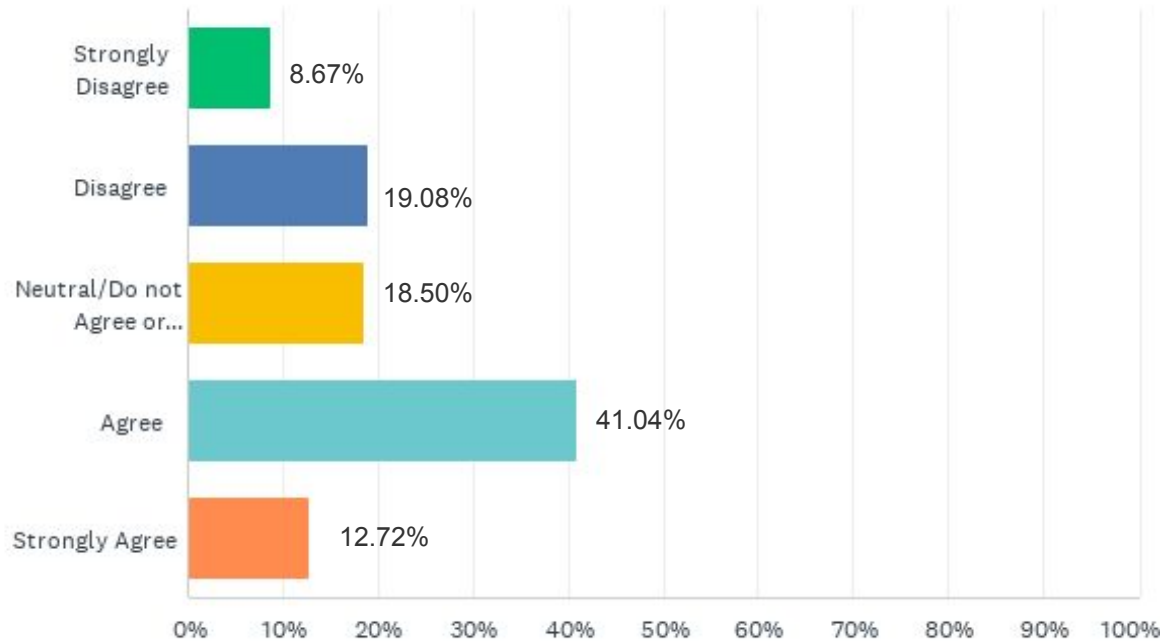
# Q14: My supervisor is supportive of my career goals.



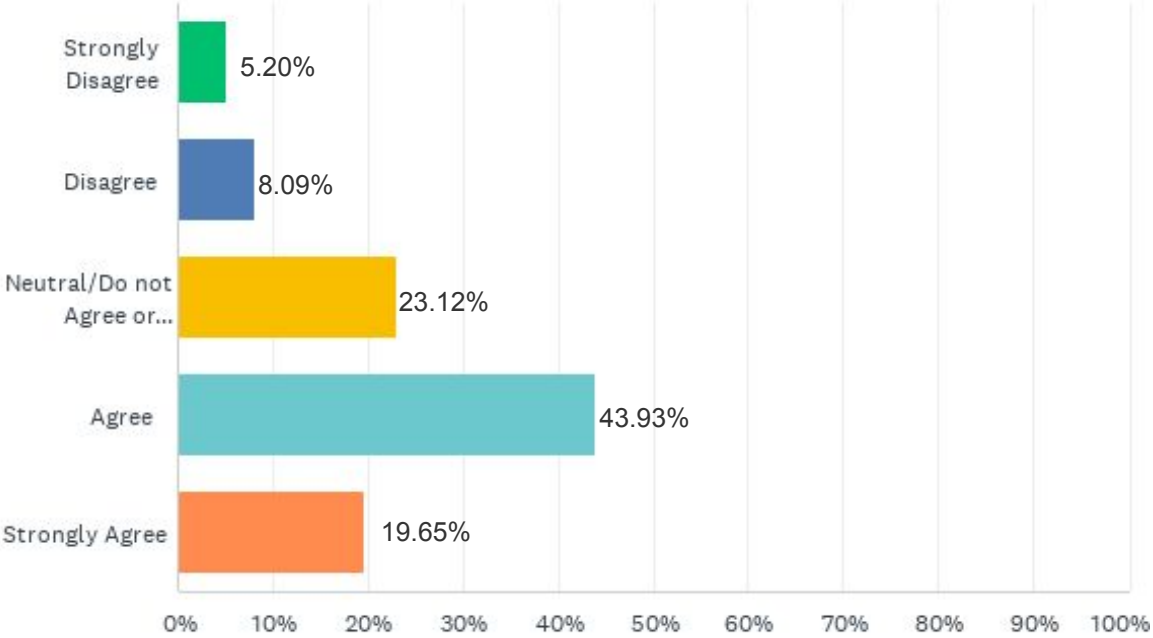
Q15: My supervisor motivates me to do my best work.



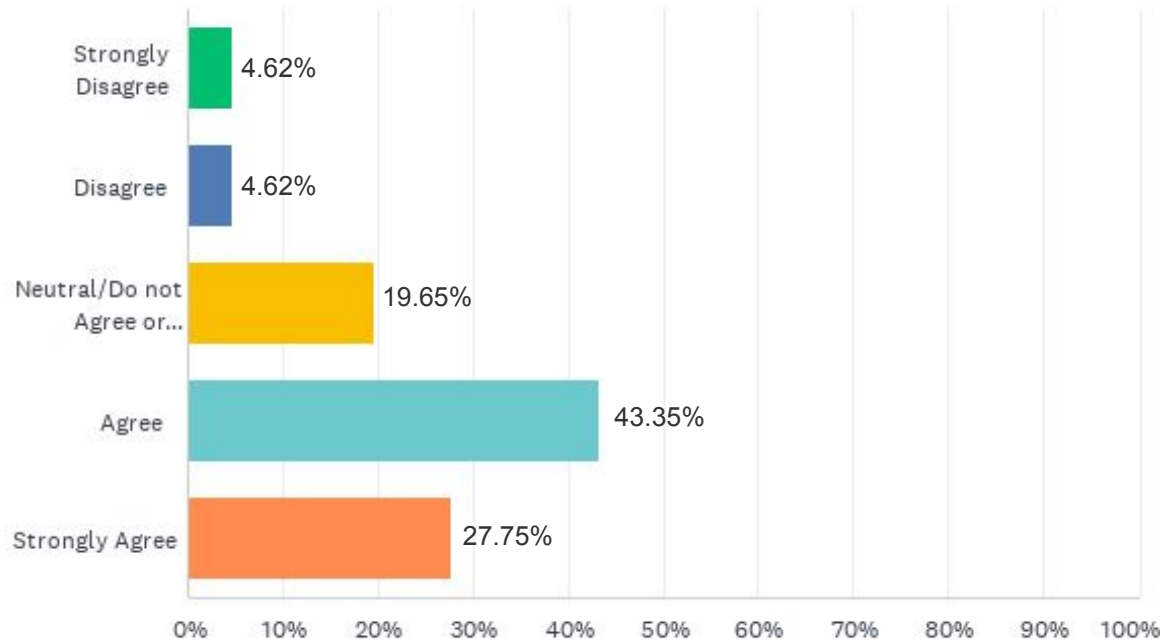
Q16: I am compensated fairly for the role and work I perform.



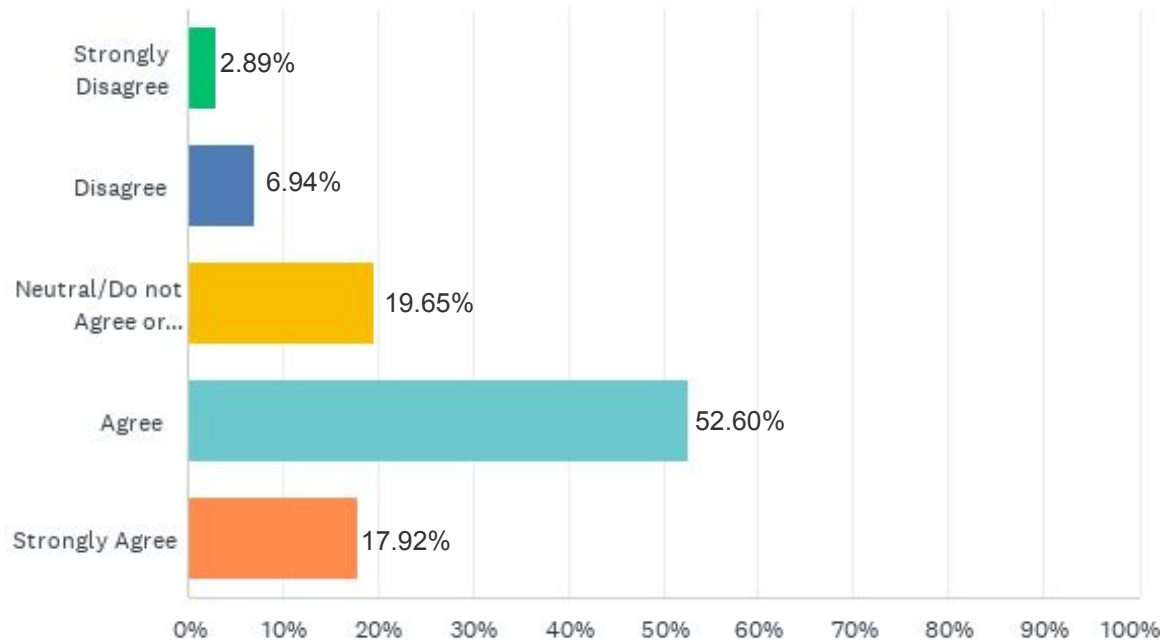
Q17: The benefits offered to me meet my overall needs.



Q18: I am satisfied with the amount of paid leave I am offered.

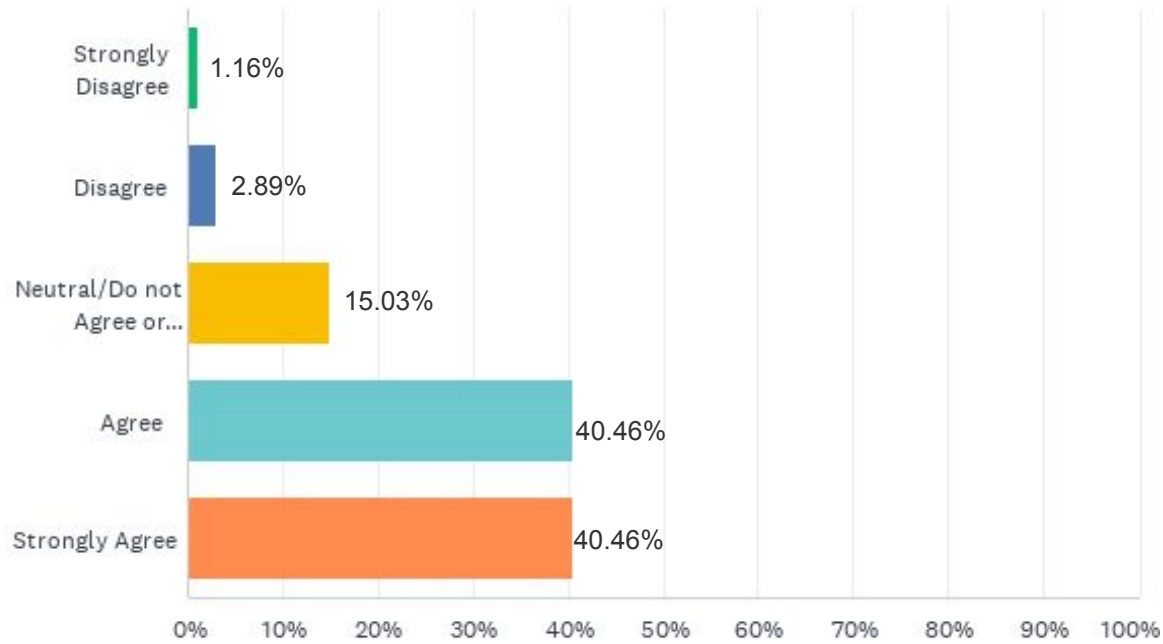


Q19: I am appropriately recognized for my work performance and accomplishments.

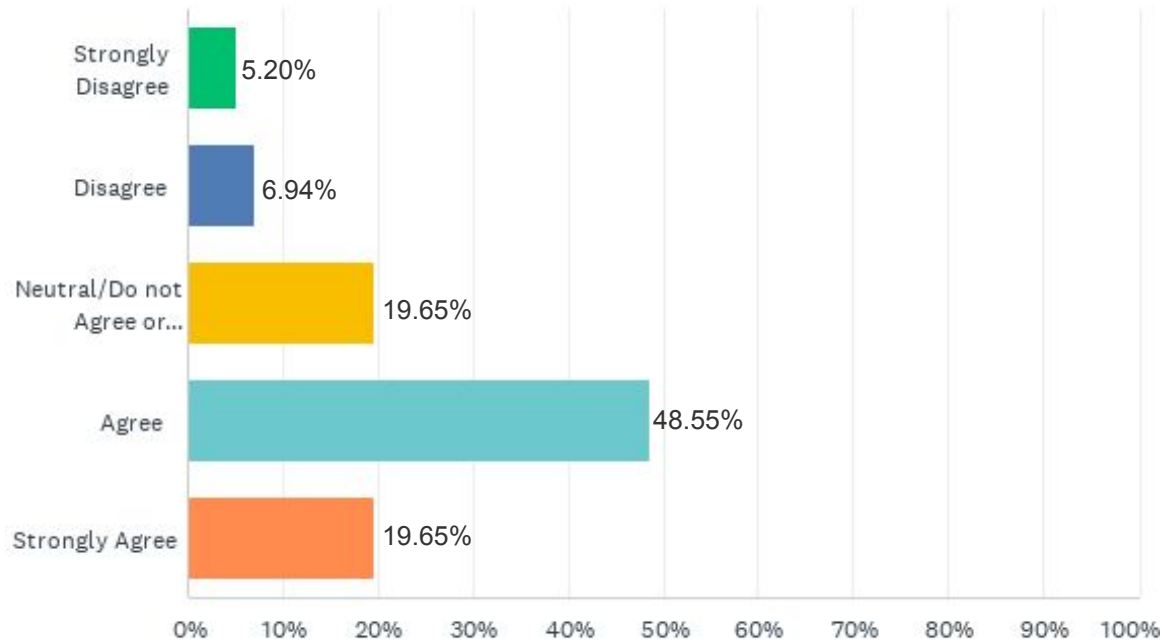




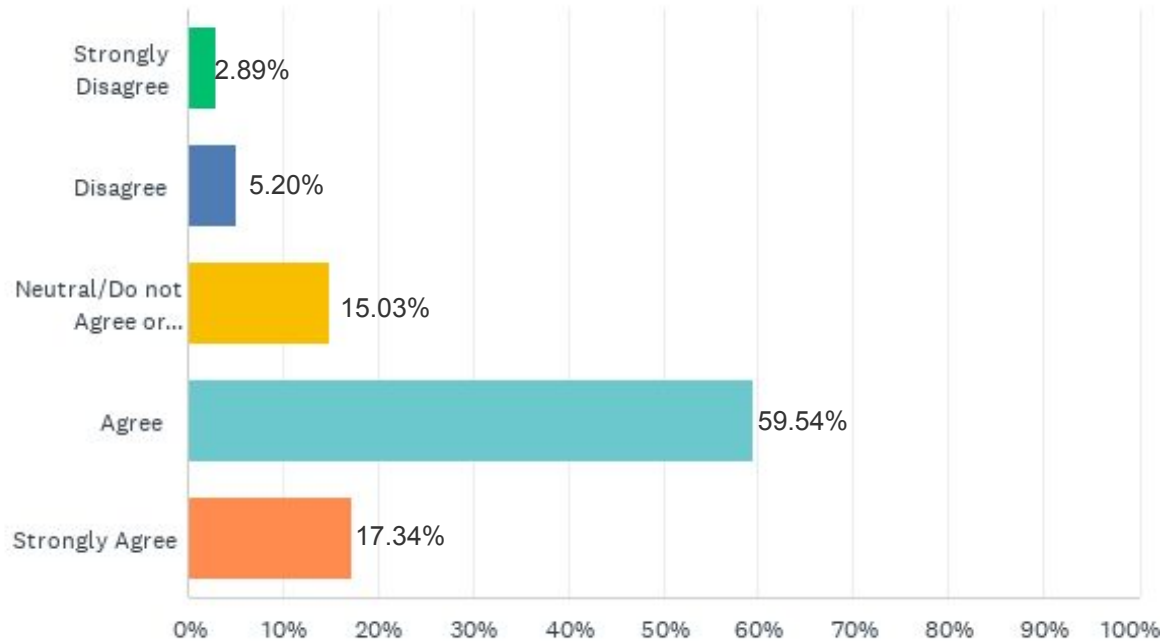
Q20: My supervisor expresses an interest in my growth and development.



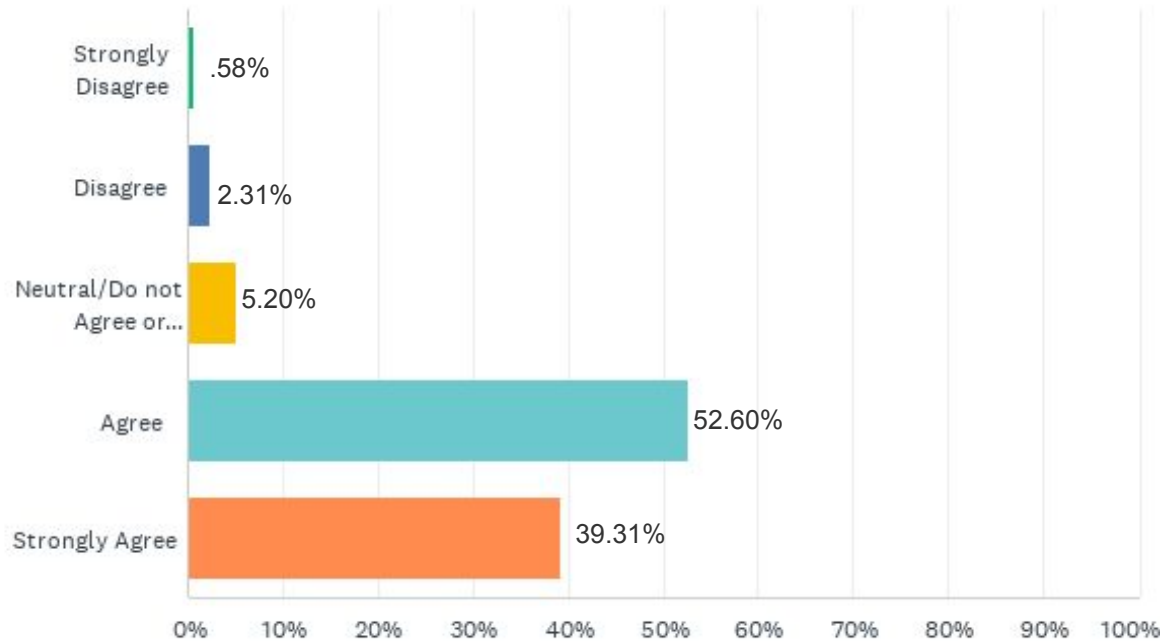
Q21: The organization invests in the growth and development of employees.



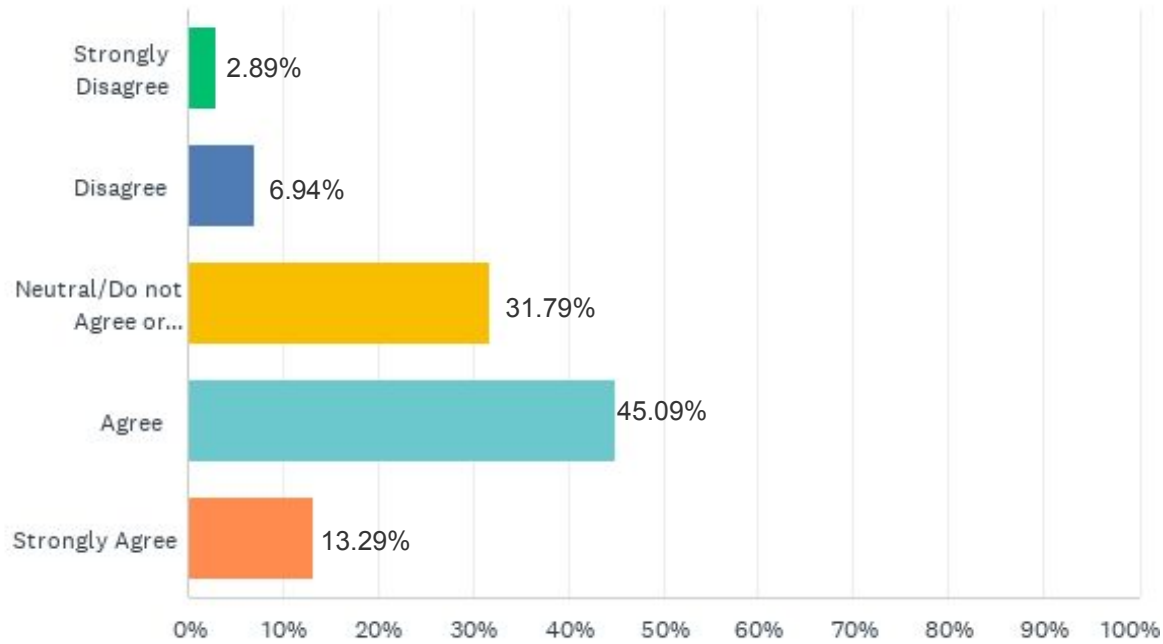
Q22: I am satisfied with the job-related training I am offered.



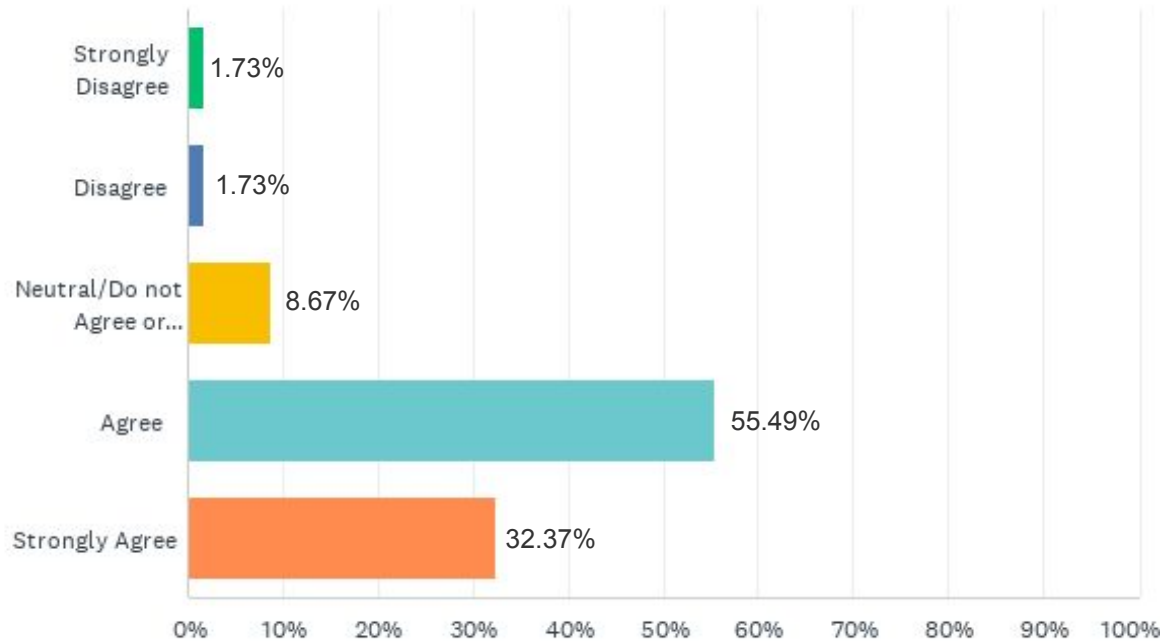
Q23: I am satisfied with the professional development opportunities available to me.



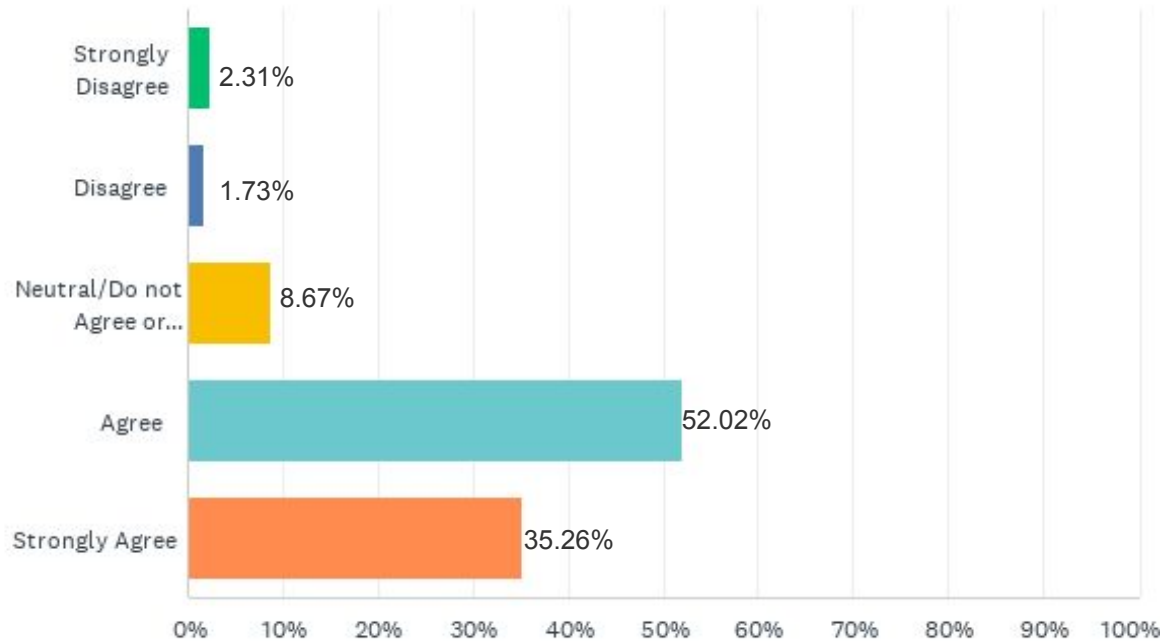
# Q24: CRRL ensures a safe work environment for employees.



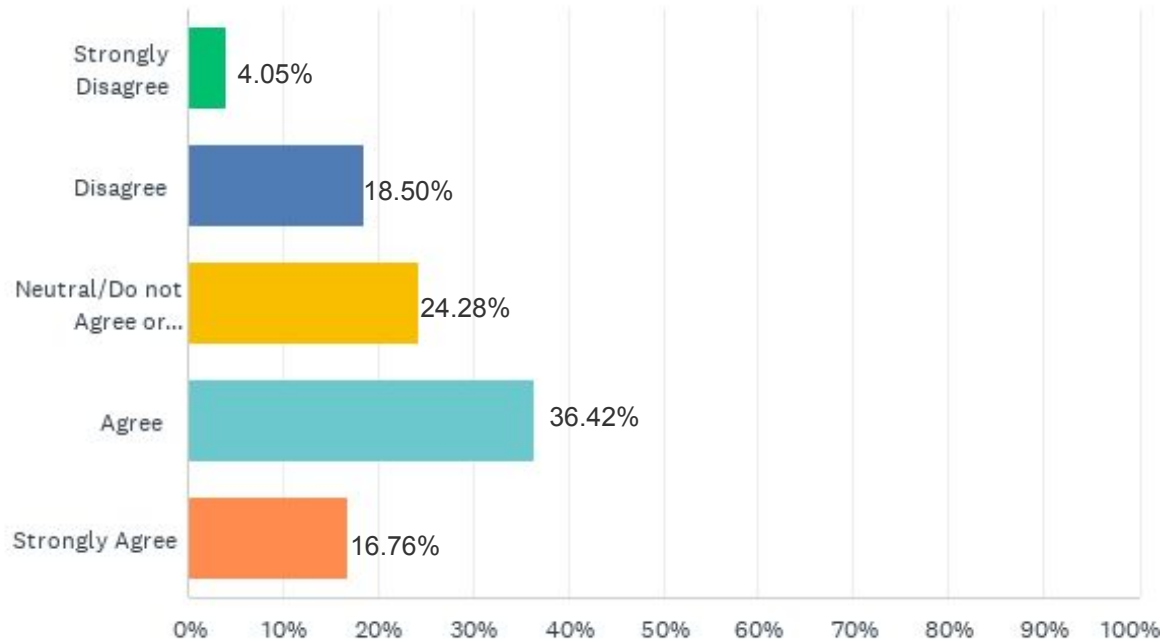
Q25: I feel secure in my job at CRRL.



# Q26: CRRL enables me to balance my work and personal life.

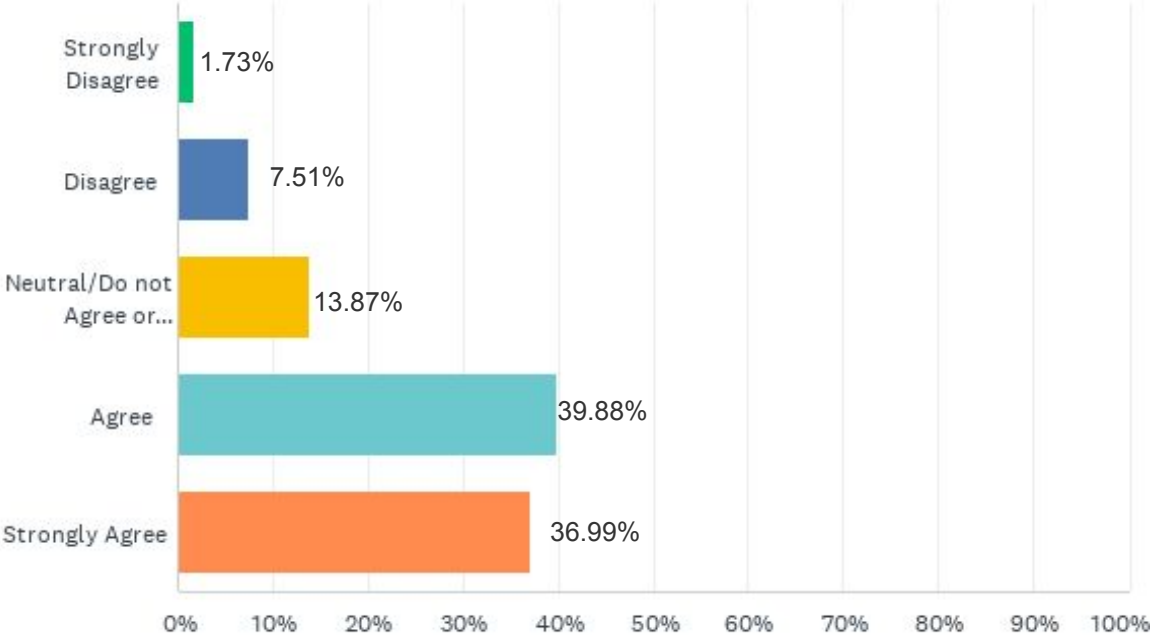


# Q27: My stress level at work is low.

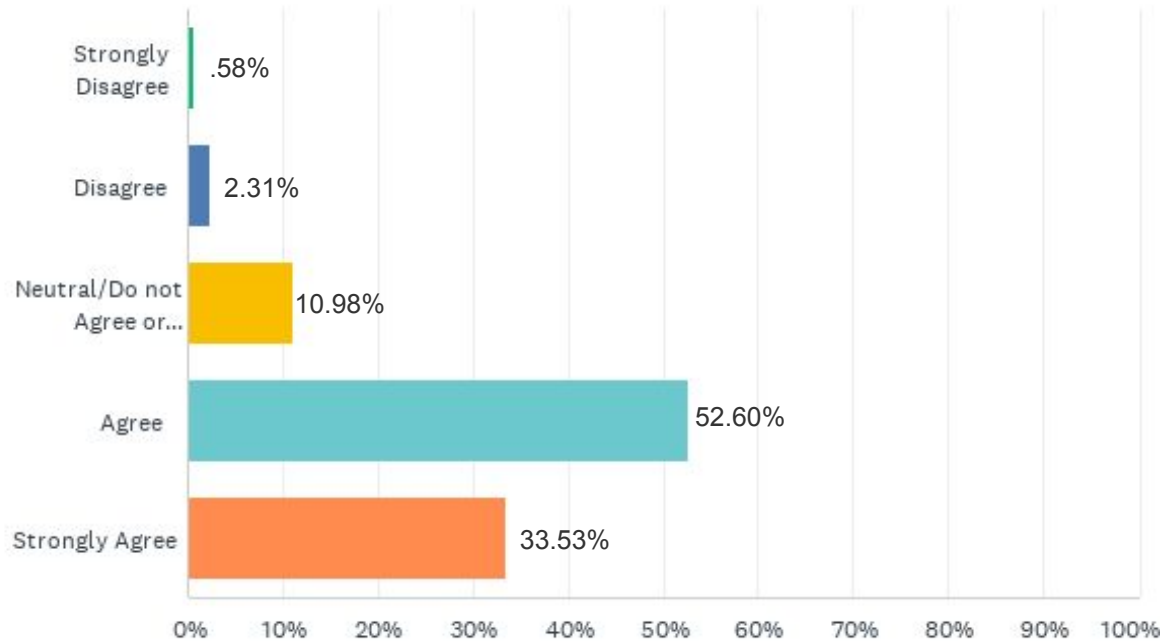




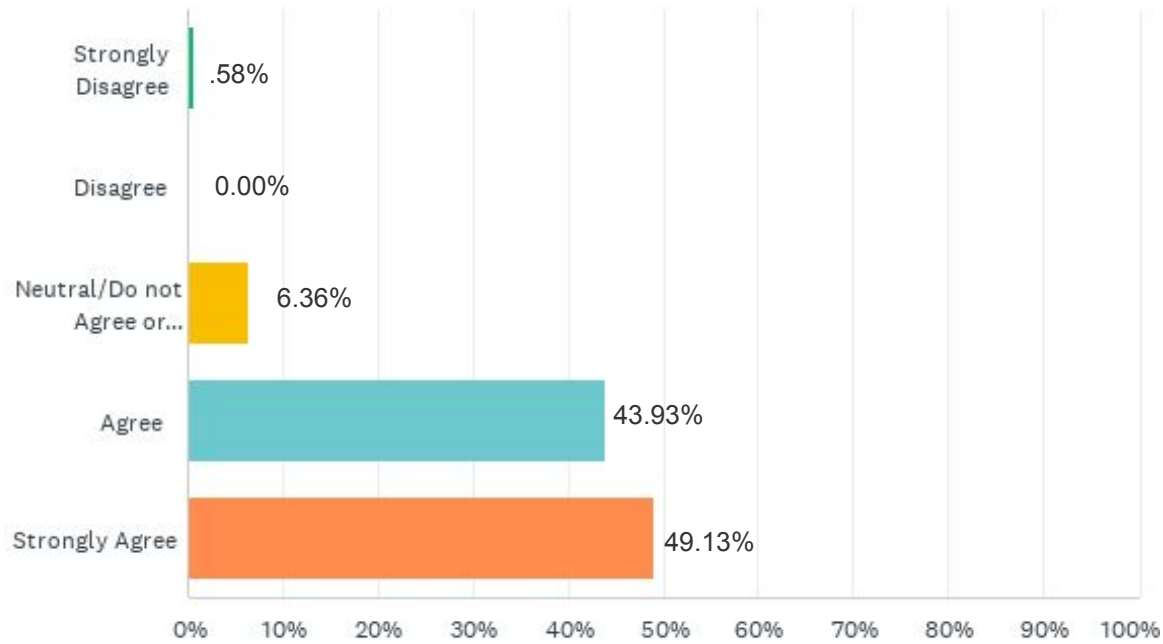
Q28: I am satisfied with the way CRRL has continued to respond to the COVID-19 pandemic.



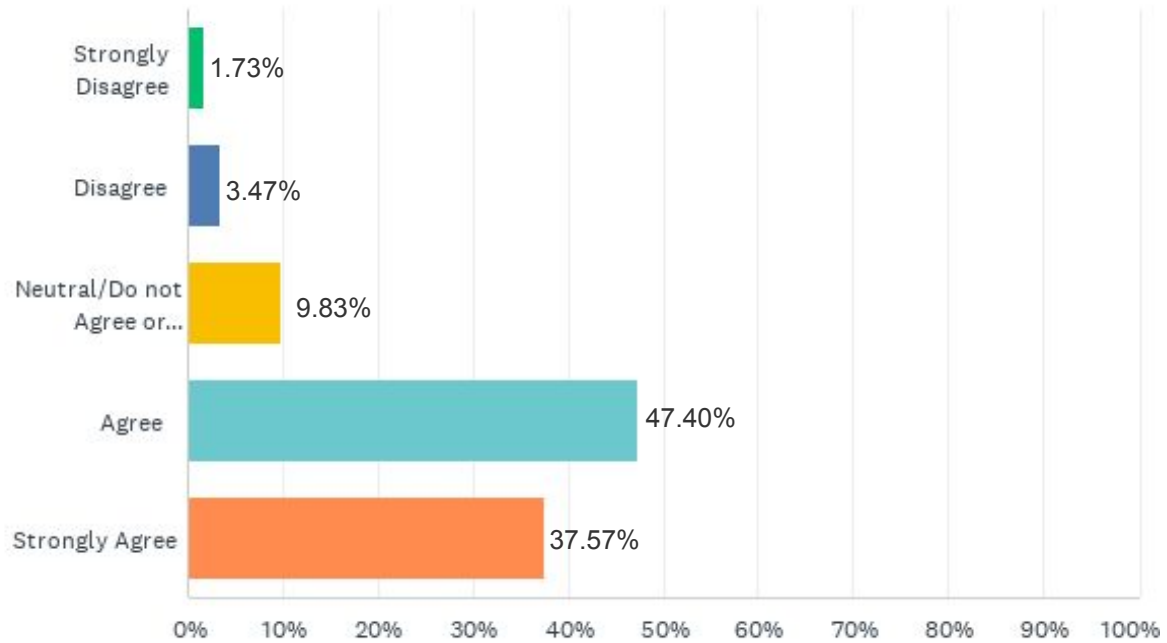
Q29: I am motivated and enjoy going to work most days.



Q30: I strongly believe in CRRL's core values.



Q31: I would recommend CRRL as an employer to my friends and acquaintances.



# How Employees described CRRL's culture:



ANSWER CHOICES	RESPONSES	
Transparent	14.62%	25
Motivating	33.33%	57
Connected	35.09%	60
Autonomous	7.60%	13
Happy/Fun	39.18%	67
Flexible	57.31%	98
Innovative	38.60%	66
Collaborative	56.14%	96
Relaxed	32.16%	55
Challenging	28.07%	48
Engaging	36.84%	63
Rewarding	43.27%	74
Respectful	61.99%	106
Trusting	28.07%	48
Welcoming	68.42%	117
Boring	1.75%	3
Silenced	11.70%	20
Unsupportive	5.26%	9
Biased	7.02%	12
Hostile	1.17%	2
Stressful	15.79%	27
Micromanaged	26.90%	46
Disengaged	4.68%	8
Outdated	7.02%	12
Toxic	3.51%	6
Inclusive	42.69%	73
Fair	44.44%	76
Total Respondents: 171		

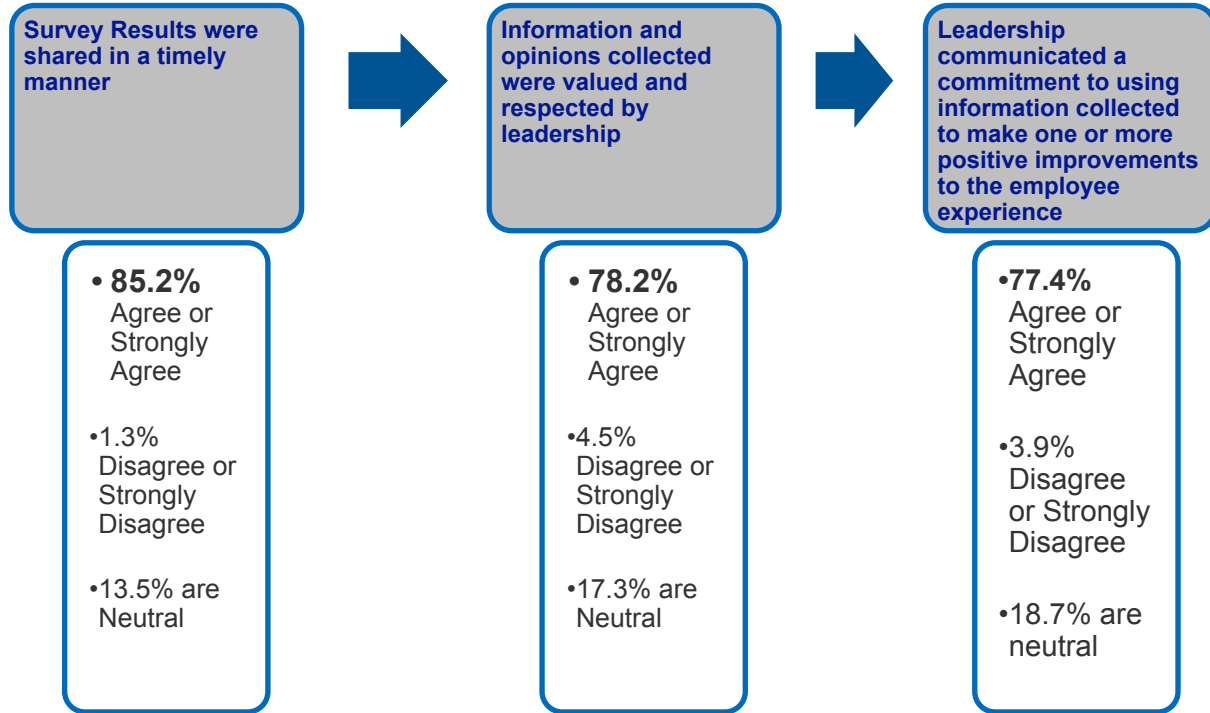
Overall, how satisfied are you with your employment with CRRL?

Overall Rating **4.2** Stars!



*85% of respondents indicated they are either satisfied or extremely satisfied with their employment at CRRL*

# Employee perception on how leadership handled last year's survey results:



*This represents a population of 155 employees, other respondents indicated "N/A"*

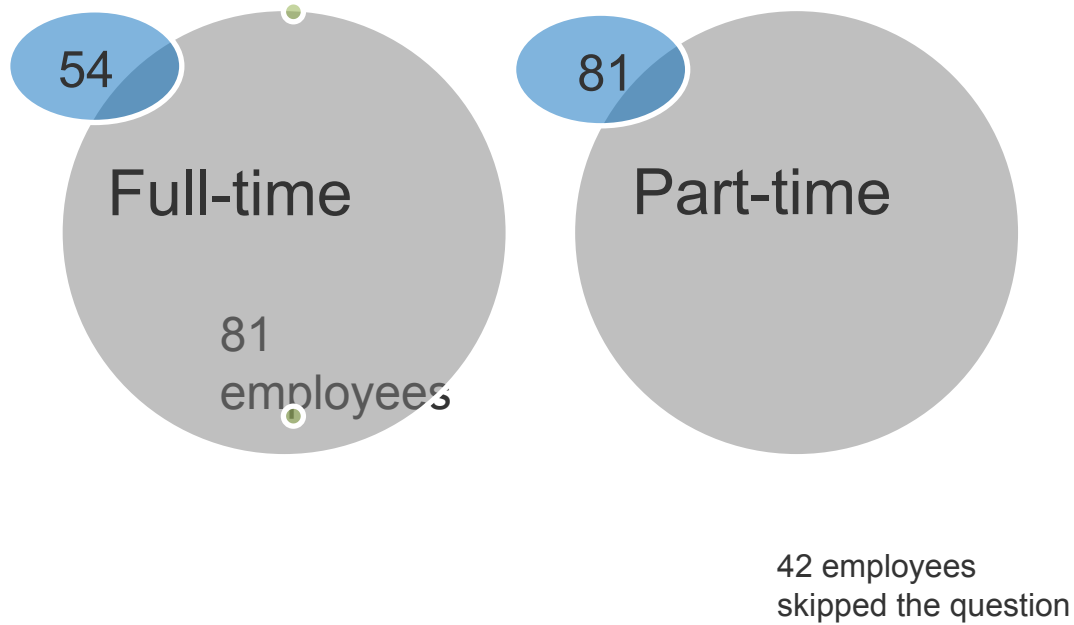
# Survey Results

*Optional Demographics*





## Employment status of respondents:

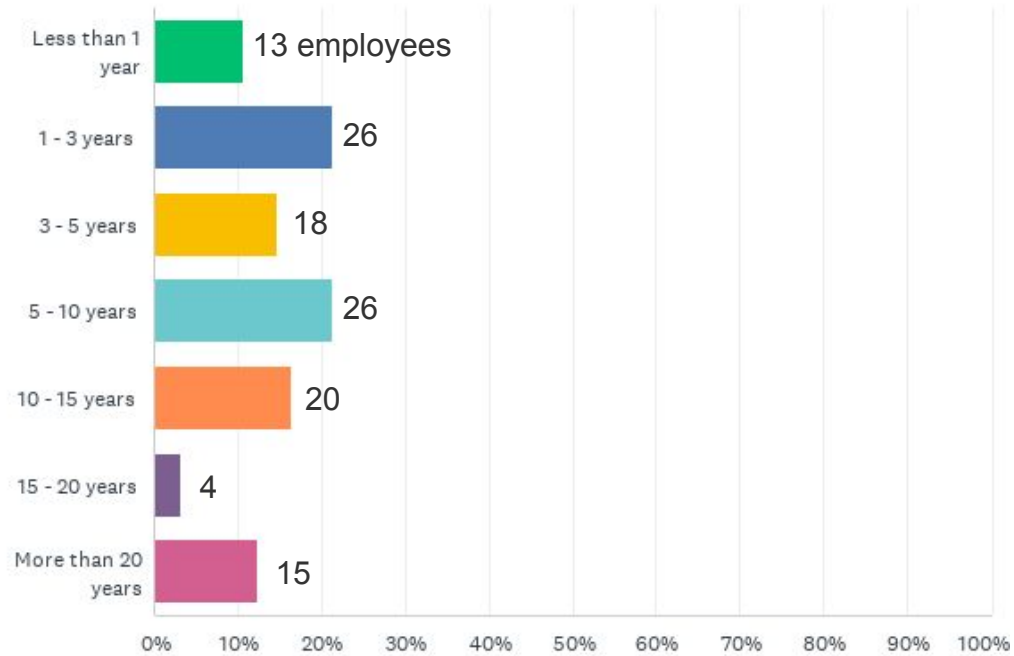


## Work locations of respondents:

ANSWER CHOICES	RESPONSES	
Cooper	3.03%	3
Fredericksburg	21.21%	21
Howell	14.14%	14
IdeaSpace	1.01%	1
Joint Use at Fried Center	1.01%	1
Library Administration Center	21.21%	21
Montross	4.04%	4
Newton	2.02%	2
Porter	12.12%	12
Salem Church	13.13%	13
Snow	6.06%	6
Spotsylvania Towne Centre	1.01%	1

99 employees responded to this question

## Years of service of respondents



122 employees responded to this question