READINESS ASSESSMENT: WORK REDESIGN

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Part One: The Library

Instructions: Read each of the statements below and give your assessment of the current situation in your library. Use the following scale and select the number that represents your choice for each item:

1  Strongly Disagree  2  Somewhat Disagree  3  Neutral  4  Somewhat Agree  5  Strongly Agree

1. When faced with problems, most staff in this library consider the whole work process, not just the immediate problem.
2. Most staff in this library know what other departments do, how their work contributes to the library's mission.
3. Staff are expected to suggest innovative solutions to work problems.
4. New programs and ideas are implemented instead of remaining as proposals or plans.
5. Managers in this library are forward looking.
6. There is a focus on continuous improvement in this library.
7. Staff in this library are committed to doing their best.
8. The work climate in this library is one in which experimentation is encouraged and supported.
9. We monitor developments in technology to identify new applications.
10. There is a clear vision for the future.
11. This organization regularly monitors the external environment for cues that indicate the need for internal changes.
12. The organizational systems are flexible; changes are made as needs arise.
13. There is little duplication of effort.
14. Staff have the information they need to perform their work.
15. Everyone is expected to take the initiative to learn and to integrate what they have learned into their daily work performance.

16. Staff are not afraid to express their opinions and speak their minds.

17. People in this library treat each other as adults— as people who can think for themselves and be responsible.

18. We routinely modify work processes to improve work performance.

19. We routinely experiment with new approaches to our work.

20. We use systematic approaches and techniques for solving problems.

21. In problem solving, we consider the ripple effects of our actions and decisions on other parts of the library.

22. We put customers first. We seek to understand and respond to their needs.

23. Relationships between departments tend to be friendly, responsive and cooperative.

24. The library's systems and policies are flexible to assure that we deliver the best customer service.

25. Staff have the authority to resolve customer complaints quickly and to the satisfaction of the customer.

26. We encourage customers to give us feedback.

27. We know who are customers are.

28. We learn from our mistakes.

29. We routinely share information to help others in this library.

30. There is an effective decision making process in this library.
Part Two: The Individual

Instructions: Read each of the following statements and choose the response that is most accurate for you as an individual member of the library organization at this time.

<table>
<thead>
<tr>
<th></th>
<th>1 Strongly Disagree</th>
<th>2 Somewhat Disagree</th>
<th>3 Neutral</th>
<th>4 Somewhat Agree</th>
<th>5 Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I know what my work is.</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>2</td>
<td>I find real satisfaction in the work I do.</td>
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<td>3</td>
<td>I believe the work I do makes a significant contribution to the library's success in meeting customer expectations.</td>
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<td>4</td>
<td>My work is meaningful to me.</td>
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<td>5</td>
<td>I have sufficient control over how I perform my work.</td>
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<tr>
<td>6</td>
<td>I have opportunities to try new ways of doing things.</td>
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<td>7</td>
<td>My work is challenging and offers opportunities for me to grow and learn.</td>
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<td>8</td>
<td>I have the authority I need to get things done.</td>
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<td>9</td>
<td>My co-workers help and support me.</td>
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<tr>
<td>10</td>
<td>I help and support my co-workers.</td>
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<td>11</td>
<td>My supervisor treats me with respect.</td>
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<td>12</td>
<td>I am involved in decisions that affect my work and me.</td>
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<tr>
<td>13</td>
<td>I am treated as an adult - I am expected to think on my own and be responsible.</td>
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<tr>
<td>14</td>
<td>I monitor changes in the external environment for cues that indicate a need for internal changes.</td>
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</tbody>
</table>
15. I believe the customer comes first - the library should respond to customer needs and expectations.

16. I enjoy challenges.

17. I routinely look for better ways of doing the work.

18. I seek opportunities to learn and apply new learning to the workplace.

19. I enjoy working in groups and teams.

20. I look forward to being a part of the work redesign process in this library.