

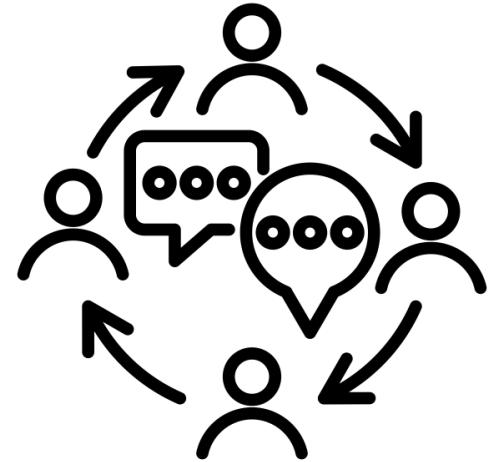
On the Pulse

Using Survey Data to Improve
Internal Communications



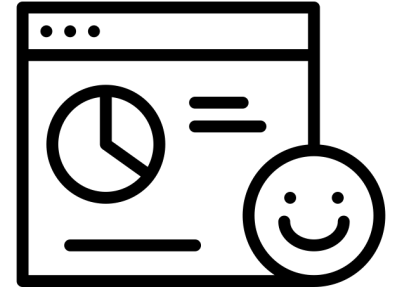
Background

- We brought in an independent consultant in 2022 to evaluate our internal (staff-facing) communications landscape
- Consultant's findings focused on three major areas:
 - Confusing landscape of tools and channels
 - Need for more two-way communication
 - Desire for more transparency around decision making
- They recommended a number of changes and suggested the use of pulse surveys to measure progress



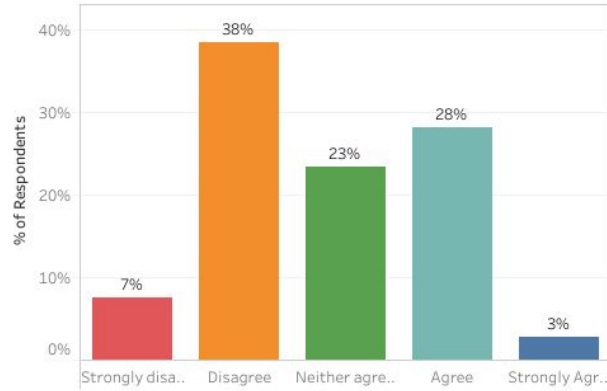
Pulse Surveys

- First year of surveys were quarterly
 - Set a baseline for internal communications moving forward
- Brief surveys, no longer than 10 questions
- The questions aligned with the project vision and principles
- We also include a small incentive in the form of one-time \$50 distributions via payroll, with five respondents randomly picked after each survey

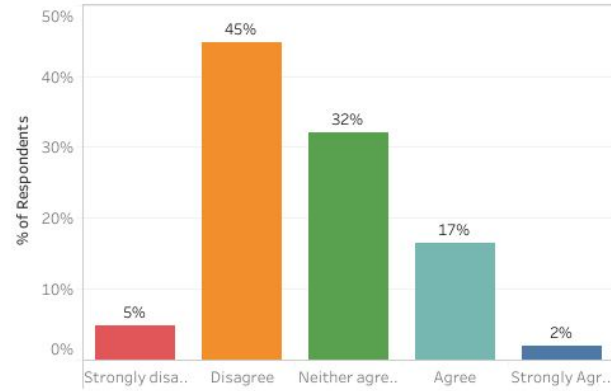


We have norms and guidelines for how we in the Libraries share and receive important information.

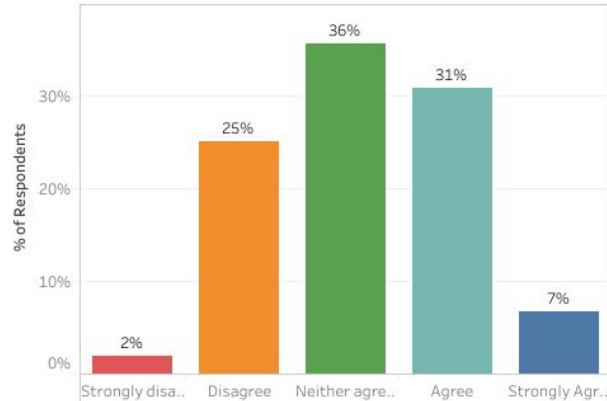
(Q1)



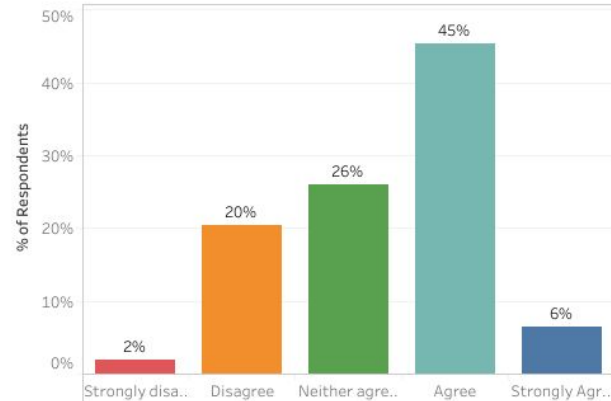
(Q2)



(Q3)



(Q4)



Results

- Results are shared with Senior Leadership and with all staff after each survey
- Results help guide the work of the Libraries' Internal Communications Working Group, including:
 - Releasing norms and guidelines surrounding the different communication tools (email, Slack, meetings, etc.)
 - Releasing knowledge management guidelines
 - Planning Talk Circle sessions for staff to learn about work around the Libraries
 - Planning opportunities for staff to speak with Senior Leadership



Looking Forward

- Every year we will reevaluate the surveys and make changes (questions, cadence) accordingly
- Switching out high-performing questions will help keep the results fresh while also helping us maintain a connection with staff

