

## Action Plan FOR STAFF SURVEY 2015 from UCL Library Services

<b>Overall Aim/Objective</b>	To secure greater engagement from and contentment for UCL Library Services staff, in line with the Library Strategy and relevant Implementation Plan to create “an environment of opportunity, support and encouragement, fostering progression and achievement of personal goals”	<b>Completion Date</b>	31 July 2017
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Issue	Initiative / Task	Desired Outcome	KPI	Timescale	Who?
<b>MY JOB</b> I understand how my work contributes to the objectives of my department/division (q1)	Write LibNet Blog to celebrate 88% success rate	All staff feel appreciated by public recognition of their understanding of, and commitment to, the Library Strategy	Blog posting published	End of June 2016	Director
<b>MY JOB</b> I have the opportunity to contribute my views before changes are made which affect my job (q6)	Ensure all Sections in UCL Library Services are represented in the delivery of every Key Performance Area of the Library Strategy	All staff feel consulted and engaged	All Sections are represented in each KPA	ASAP	Assistant Director (Support Services) as Strategy Co-Ordinator
<b>HOW ARE YOU MANAGED?</b> I trust the communication of managers (q21)	Hold Workshops at Staff Conference on Staff Survey	Staff feel their concerns are recognized and being addressed	Workshops held and Director engages with staff attendees	21 July 2016	Director

<p><b>LEADERSHIP AND CHANGE</b></p> <p>Senior UCL managers are sufficiently visible (q22)</p>	<p>Invite guest articles/ podcasts from senior UCL managers outside the Library for public and Staff Newsletters</p> <p>Ensure that the Library's SMT meets in libraries outside Gower Street during the course of an academic year</p>	<p>Senior UCL managers are more visible</p>	<p>Survey score in next survey is higher. 2015 baseline is 21% positive</p>	<p>October 2016</p>	<p>Newsletter Editorial Team</p>
<p><b>CAREER DEVELOPMENT</b></p> <p>I believe I have the opportunity for personal career development (q34)</p>	<p>Management Programme to be launched; training courses supporting needs in recent Training Needs Analysis to be more widely advertised</p>	<p>Staff feel encouraged and enabled to make choices</p>	<p>Survey score in next survey is higher. 2015 baseline is 40% positive</p>	<p>Now</p>	<p>Staff Training and Dev'ment Committee</p>
<p><b>MANAGING YOUR WORKLOAD</b></p> <p>I am satisfied with the support available if I experience stress or</p>	<p>Support routes and structures are (re-) advertised to staff.</p> <p>Training for managers (as referred to above) will</p>	<p>Staff feel more supported</p>	<p>Information feed re Support routes and structures is made</p>	<p>ASAP</p>	<p>Library Personnel Team</p>

pressure in the workplace (q42)	aid with supporting staff when experiencing stress.				
<p><b>COMMUNICATION</b></p> <p>I would be comfortable to speak up and question the way things are done at UCL (q52)</p>	<p>Managers in Staff meetings to ensure that colleagues have an opportunity to contribute discussion items to the agendas</p> <p>New Customer Services Excellence programme will encourage continuous improvement as part of corporate life of the Library</p>	Staff feel more engaged on the corporate life of the Library	Survey score in next survey is higher. 2015 baseline is 27% positive	October 2016	All managers
<p><b>VISION AND VALUES</b></p> <p>I believe UCL gives sufficient priority to infrastructure and systems (q61)</p>	Student Centre to deliver 1000 new learning spaces; pan-UCL IT developments currently being planned by UCL Information Services	Staff acknowledge infrastructure improvements; staff experience improves thanks to upgraded IT systems	Survey score in next survey is higher. 2015 baseline is 18% positive	Projects delivered according to project plans	Director and Assistant Directors
<p><b>TAKING ACTION</b></p> <p>I believe that action will be</p>	Regular update articles in Staff	Staff see improvements via You	Library Staff Conference 2017 evaluates	From Summer 2016	Staff, Equality and

taken on problems identified in this survey	Newsletters – You said/We did	said/We did reporting	success of Library’s response to 2015 Staff Survey		Diversity KPA Team
<b>OWNERSHIP OF THIS ACTION PLAN</b>	Leadership Team and Staff Training & Development Group				