DEIA Task Force

Base Survey Year 1 and Year 2 Comparison Report

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Survey Information

Survey: Diversity, Equity, Inclusion and Accessibility (DEIA) Base Survey
Total submissions: Year 1: 120; Year 2: 77
Survey Dates: Year 1: 3/30/21 – 4/14/21; Year 2: 10/24/22 - 11/5/22
Survey Tool: WebTools

Introduction

The Diversity, Equity, Inclusion, and Accessibility (DEIA) Task Force was formed in January 2021 to support and advance diversity and inclusion within the Library community. The DEIA Task Force had distinct goals to accomplish during its two year lifespan, all of which can be found on the DEIA TF Committee page on the Staff Website. The Assessment team within the DEIA Task Force focused on two Year 1 goals:

- Identify a method(s) to measure the impact of the Task Force's work with improving DEIA in the Library, and
- Summarize the specific needs, challenges, and opportunities for improving DEIA within the Library.

To address those goals, the Assessment team created the Base Survey to obtain a baseline of Library employee experiences and perspectives on DEIA related issues within the Library. The Base Survey had 10 multiple-choice questions, which focused on workplace evaluation, and 2 open-ended questions (see Appendix A). The Base Survey was administered in 2021 (Year 1) and 2022 (Year 2). In Year 2, one question was added to ask if a respondent completed the Year 1 survey. 58% of the Year 2 respondents also participated in Year 1 and 39% of the respondents did not. Appendix B shows the breakdown of Year 2 respondents by employee groups.

This report provides a comparison of the Year 1 and Year 2 survey results. The workplace evaluation (multiple-choice questions) shows that Library employees remained critical towards DEIA efforts in the Library, and the level of awareness of DEIA issues has increased. The respondents' evaluation of current DEIA status in the Library were more critical in Year 2. Employment Category, Gender/Gender identity, Race, Age and Ability/Disability continued to be identified as sources of inequitable treatments. More importantly, in areas such as Ability/Disability, more respondents reported that they either have experienced or witnessed bias (Year 1, 24% and Year 2, 31%). Year 2 respondents were less satisfied with DEIA programming/events and communication. The lack of accountability and leadership of Library Faculty and Library Administrators in DEIA efforts also continued to be an issue.

In terms of qualitative data which were collected via the two open-ended questions, Year 1 survey respondents were more focused on larger picture issues like the lack of administrative buy-in, recruitment and retention, and employment categories. On the other hand, Year 2 survey respondents focused much more on DEIA initiatives in the Library being performative, while also mentioning issues with administrative buy-in, and recruitment and retention issues.
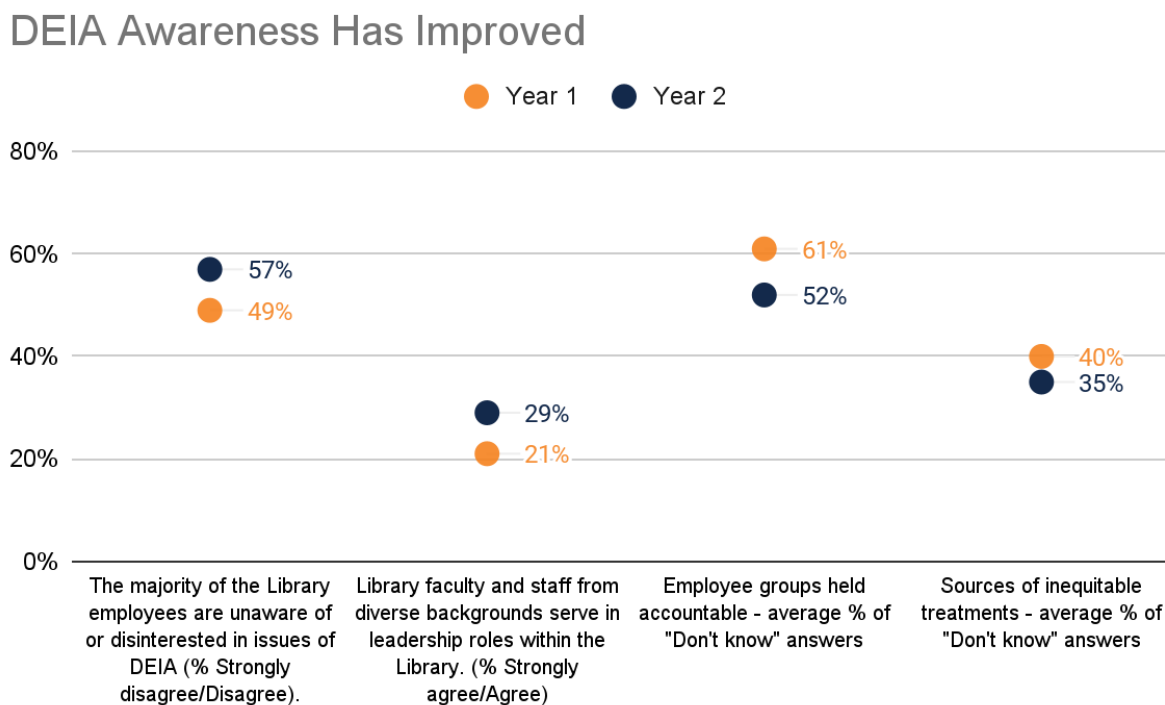
Year 1 vs. Year 2 Comparison

Result analysis was divided into two sections: Workplace Evaluation (quantitative) and Open-ended Comments (qualitative).

Workplace Evaluation (results from multiple-choice questions)

What has been improved? Awareness. Year 2 respondents were more aware of DEIA issues than the Year 1 respondents. For example, Question 8 (*Rate your agreement with … The majority of the Library employees are unaware of or disinterested in issues of DEIA*), 57% of the Year 2 respondents strongly disagreed or disagreed with the statement. This was an improvement from the Year 1 response (49%).

Year 1 respondents selected "Don't know" for many questions, particularly when asked to identify inequitable treatment, bias, or who should be held accountable. The other evidence of improved awareness came from the fact that a higher percentage of respondents were able to identify sources of inequitable treatment and bias in Year 2.
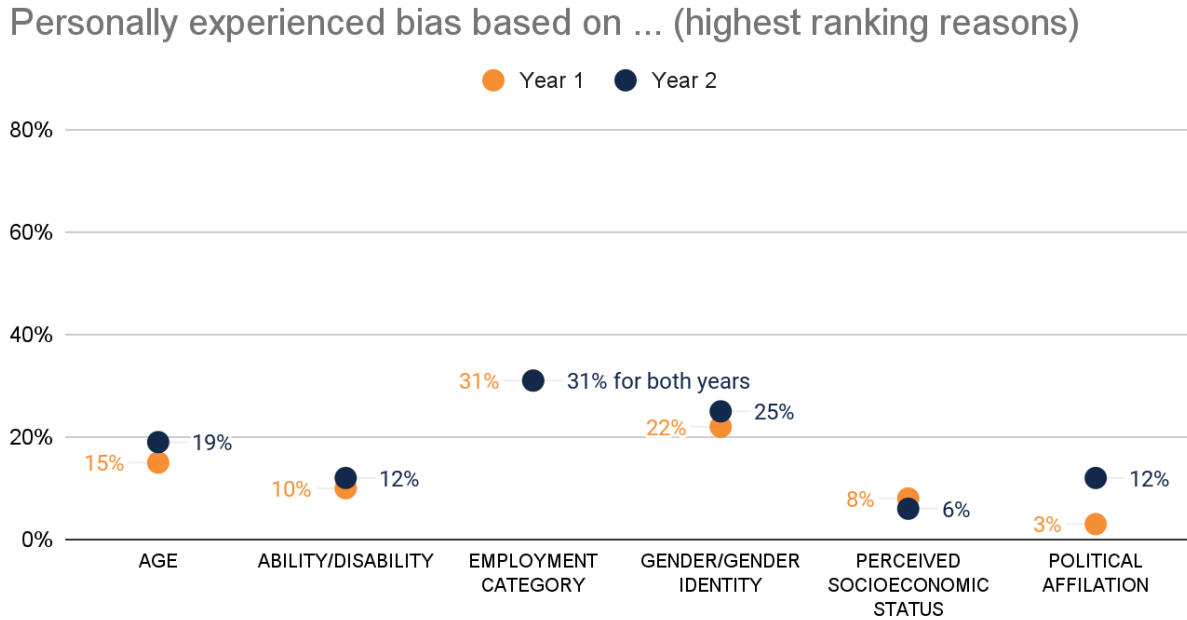
Graph 1. Respondents' awareness of DEIA Issues

DEIA Awareness Has Improved

● Year 1   ● Year 2

- The majority of the Library employees are unaware of or disinterested in issues of DEIA (% Strongly disagree/Disagree): Year 2 = 57%, Year 1 = 49%
- Library faculty and staff from diverse backgrounds serve in leadership roles within the Library. (% Strongly agree/Agree): Year 2 = 29%, Year 1 = 21%
- Employee groups held accountable - average % of "Don't know" answers: Year 1 = 61%, Year 2 = 52%
- Sources of inequitable treatments - average % of "Don't know" answers: Year 1 = 40%, Year 2 = 35%

What has stayed the same? Inequality among employment groups. Year 2 survey results show that Employment Category continued to be the most common cause for inequality. 60% of Year 2 respondents indicated Employment Category as a source of inequitable treatments (Year 1, 60%); 31% said they experienced bias because of their employment classifications (Year 1, 31%); and 48% said they witnessed bias based on employment group differences (Year 1, 49%).
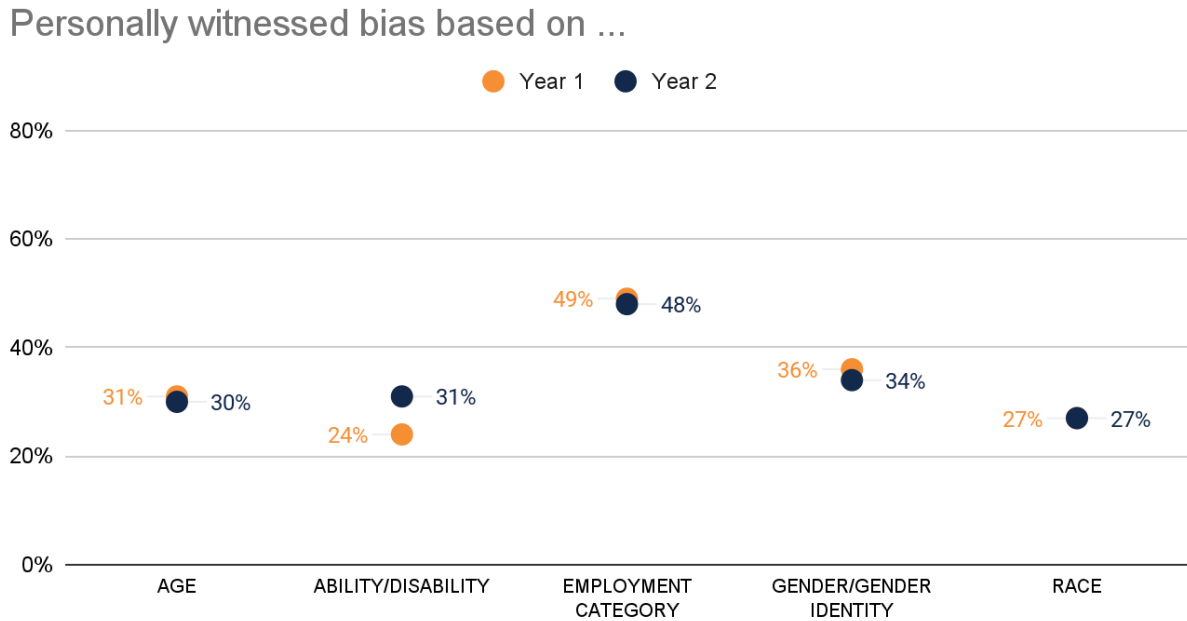
What has stayed the same? DEIA exists in the Library environment. 68% of Year 2 respondents believed Library employees are interested in DEIA and 45% said DEIA is central to library culture. A similar level of commitment was observed in Year 1 (67% and 46%, respectively).

What has gotten worse? Discrimination is intersectional. Employment Category, Age, Gender/Gender identity, Race and Perceived Socioeconomic Status continued to be common causes for respondents to experience or witness bias, exclusion, apathy/being ignored, isolation and/or discrimination. The Year 2 results also added Ability/Disability and Political Affiliation to the list of reasons why respondents experienced or witnessed bias.

Graph 2. Highest ranking reasons for experiencing bias, exclusion, apathy/being ignored, isolation and discrimination
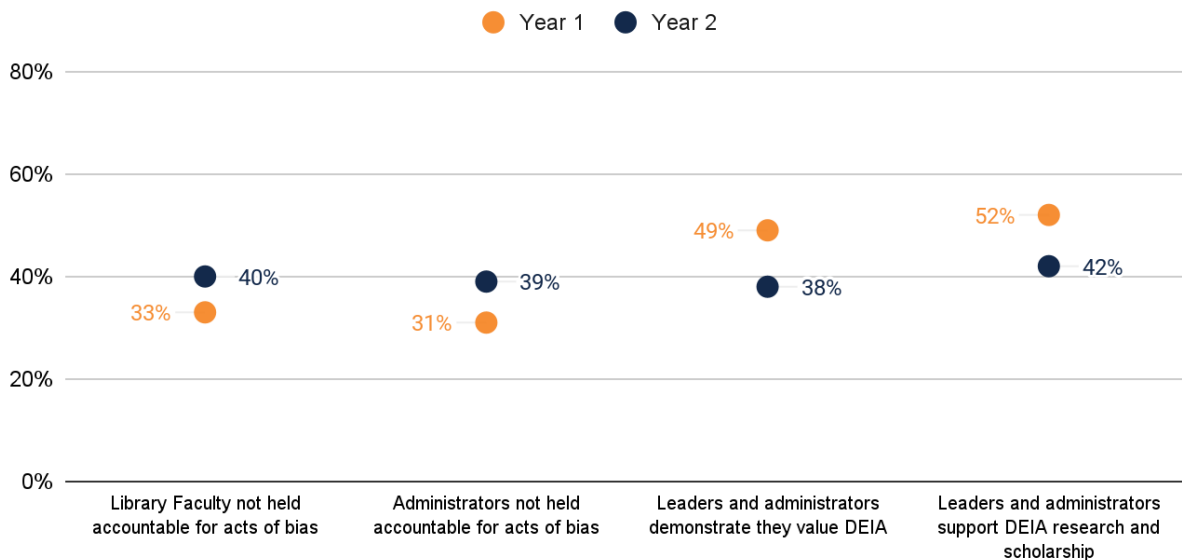
Personally experienced bias based on ... (highest ranking reasons)

● Year 1   ● Year 2

80%	
60%	
40%	
	31% ● 31% for both years
	● 25%
20%	22%
● 19%	
15%	12%
10%	8% ● 6% 12%
0%	3% ●

AGE ABILITY/DISABILITY EMPLOYMENT CATEGORY GENDER/GENDER IDENTITY PERCEIVED SOCIOECONOMIC STATUS POLITICAL AFFILATION

Graph 3. Highest ranking reasons for witnessing bias, exclusion, apathy/being ignored, isolation and discrimination

Personally witnessed bias based on ...

● Year 1   ● Year 2

80%	
60%	
	49% ● 48%
40%	
	36% ● 34%
31% ● 30%	● 31% 27% ● 27%
20%	24%
0%	

AGE ABILITY/DISABILITY EMPLOYMENT CATEGORY GENDER/GENDER IDENTITY RACE

What has gotten worse? Accountability and administration buy-in. The survey asked which employee groups are held accountable for their actions of bias, exclusion, and/or discrimination. While many Year 1 and Year 2 respondents answered "I don't know" for all employment groups, the percentages among Year 2 respondents decreased. Library Faculty (Year 1, 33% and Year 2, 40%) and Administrators (Year 1, 31% and Year 2, 39%) remained the two employee groups that most respondents believed are not held accountable.

Graph 4. Respondent accountability and administration buy-in responses

Demonstrate accountability and support

● Year 1   ● Year 2

80%	
60%	
49%	52%
40% 33% 40% 31% 39% 38% 42%	
20%	
0%	

Library Faculty not held accountable for acts of bias   Administrators not held accountable for acts of bias   Leaders and administrators demonstrate they value DEIA   Leaders and administrators support DEIA research and scholarship

What has gotten worse? Training, programming/event and communications. Year 1 respondents had a slightly favorable opinion towards the Library's ability to provide adequate DEIA training, programming/event and communications. However, Year 2 results showed a clear decline in all three areas.

Graph 5. Responses on training, programming/event and communications

Adequate DEIA skill development and information sharing

● Year 1   ● Year 2
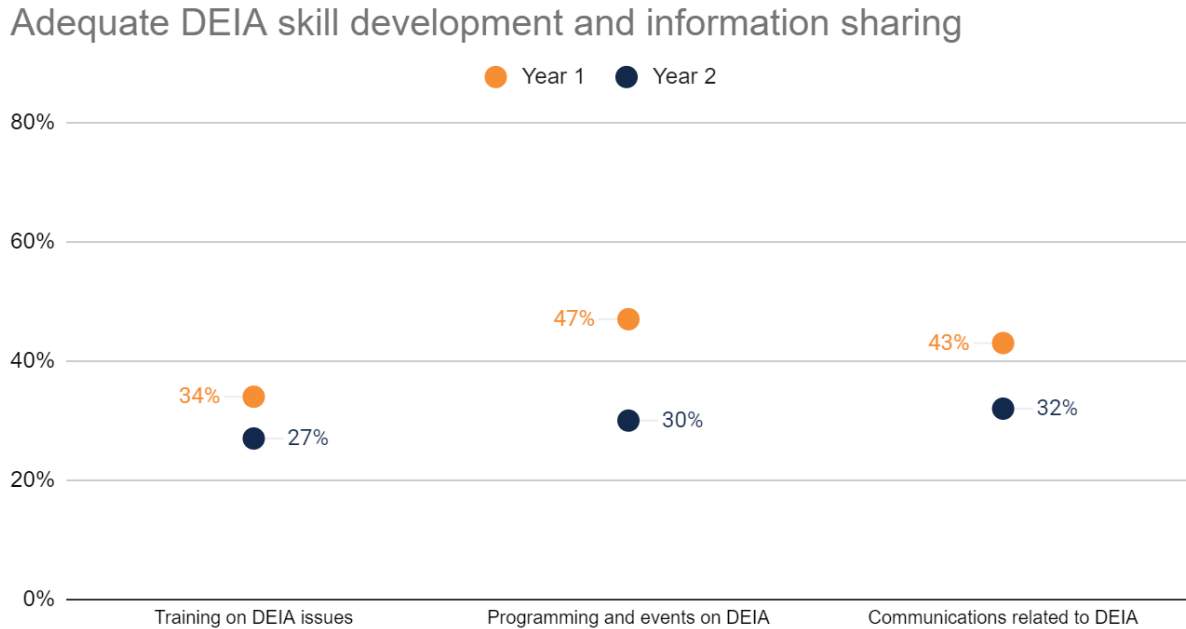
Qualitative Data (results from Open-Ended Comments)

In terms of qualitative data, as both surveys asked the same questions between Year 1 and Year 2 surveys, we were curious to see what, if any, changes there would be to qualitative responses. Overall, Year 1 qualitative results focused on DEIA issues broadly, bullying, lack of administrative buy-in, recruitment and retention, and employment classes. Year 2 qualitative survey results focused much more on DEIA being performative in the Library and also focused more generally on accountability, transparency, and communication issues. For detailed quotes and analysis, see the Year 1 report and the Year 2 survey results.

Conclusion

Ultimately, both of these surveys are a snapshot in time of how the Library feels about DEIA topics. Unfortunately, between the two surveys, while there is the same amount of support for DEIA, there is definitely less belief that the Library is doing positive work on DEIA topics and initiatives.

Appendix A

Diversity, Equity, Inclusion and Accessibility Base Survey - Year 2

Opening Question: Did you complete the Diversity, Equity, Inclusion and Accessibility Base survey when it was administered last time (March 30 to April 14, 2021)?
- Yes
- No

1. Please select ONE of the following that best applies to your current employment classification:
- Academic Hourly
- Academic Professional
- Administrator (Dean, Associate University Librarians, Directors or Department Heads)
- Civil Service Staff
- Civil Service Professional Exempt Staff
- Library Faculty
- Graduate Assistant
- Graduate Hourly
- Student Assistant
- Other (with an optional free text box)

2. In the Library I am personally treated with respect by most or all: (check all that apply)
- ☐ Academic Hourlies
- ☐ Academic Professionals
- ☐ Administrators (Dean, Associate University Librarians, Directors or Department Heads)
- ☐ Civil Service Staff
- ☐ Civil Service Professional Exempt Staff
- ☐ Library Users
- ☐ Library Faculty
- ☐ Graduate Assistants
- ☐ Graduate Hourlies
- ☐ Student Assistants
- ☐ Other (with an optional free text box)

3. Library employees are treated equitably regardless of:
- Age
  - Agree
  - Disagree
  - Don't know
  - Prefer not to answer
- Ability/Disability

- ○ Agree
- ○ Disagree
- ○ Don't know
- ○ Prefer not to answer
- Citizenship & Immigration Status
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Employment Category
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Ethnicity
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Gender/Gender Identity
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Genetic Information
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Nationality
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Perceived Socioeconomic Status
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer
- Political Affiliation
  - ○ Agree
  - ○ Disagree
  - ○ Don't know
  - ○ Prefer not to answer

- Pregnancy
    - Agree
    - Disagree
    - Don't know
    - Prefer not to answer
- Race
    - Agree
    - Disagree
    - Don't know
    - Prefer not to answer
- Religion
    - Agree
    - Disagree
    - Don't know
    - Prefer not to answer
- Sexual Orientation
    - Agree
    - Disagree
    - Don't know
    - Prefer not to answer
- Veteran or Military Status
    - Agree
    - Disagree
    - Don't know
    - Prefer not to answer

4. Within the Library, during the last three years, I have personally experienced bias, exclusion, apathy/being ignored, isolation and or discrimination based on: (check all that apply)
- ☐ Age
- ☐ Ability/Disability
- ☐ Citizenship & Immigration Status
- ☐ Employment Category
- ☐ Ethnicity
- ☐ Gender/Gender Identity
- ☐ Genetic Information
- ☐ Nationality
- ☐ Perceived Socioeconomic Status
- ☐ Political Affiliation
- ☐ Pregnancy
- ☐ Race
- ☐ Religion
- ☐ Sexual Orientation

☐ Veteran or Military Status
☐ I have, but I don't know why
☐ Prefer not to answer
☐ Other factors, please specify (with a free text box)

5. Within the Library, during the last three years, I have witnessed bias, exclusion, apathy/being ignored, isolation, and/or discrimination based on: (check all that apply)

☐ Age
☐ Ability/Disability
☐ Citizenship & Immigration Status
☐ Employment Category
☐ Ethnicity
☐ Gender/Gender Identity
☐ Genetic Information
☐ Nationality
☐ Perceived Socioeconomic Status
☐ Political Affiliation
☐ Pregnancy
☐ Race
☐ Religion
☐ Sexual Orientation
☐ Veteran or Military Status
☐ I have, but I don't know why
☐ Prefer not to answer
☐ Other factors, please specify (with a free text box)

6. Are members of the following employee groups held accountable for acts of bias, exclusion, and/or discrimination?

Information about Illinois employment classification can be found at https://humanresources.illinois.edu/employees/current- employees/index.html.

- Academic Hourlies
  - Yes
  - No
  - I don't know
  - Prefer not to answer
- Academic Professionals
  - Yes
  - No
  - I don't know

- - ○ Prefer not to answer
  - Administrators
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Civil Service Staff - Traditional
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Civil Service Staff - Professional
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Library Faculty
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Graduate Assistants
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Graduate Hourlies
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer
  - Student Assistants
    - ○ Yes
    - ○ No
    - ○ I don't know
    - ○ Prefer not to answer

7. Overall, the Library provides a work environment that is:

Accessible
- ○ 1 (Worst)
- ○ 2
- ○ 3
- ○ 4

- 5
- 6
- 7
- 8
- 9
- 10 (Best)

Friendly
- 1 (Worst)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (Best)

Inclusive
- 1 (Worst)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (Best)

Supportive
- 1 (Worst)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (Best)

Welcoming

- 1 (Worst)
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 (Best)

8. Rate your agreement with each of the following statements about diversity, equity, inclusion and accessibility (DEIA) in the Library environment as a whole:

The majority of the Library employees are unaware of or disinterested in issues of DEIA.
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know
- Prefer not to answer

Issues of diversity and inclusion are the interest of only a small part of the Library employees.
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know
- Prefer not to answer

Library employees generally are interested in issues of DEIA, but struggle with how to handle them.
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know
- Prefer not to answer

Issues of DEIA are seen as the responsibility of all of the Library employees.
- Strongly agree

- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

Issues of DEIA are central to all aspects of the Library's culture.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

9. Rate your agreement with each of the following statements about DEIA in the Library's leadership and administration:

The Library's leaders and administrators demonstrate that they value DEIA.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

Library faculty and staff from diverse backgrounds serve in leadership roles within the Library.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

The Library provides adequate leadership training and mentoring opportunities for library faculty and staff from diverse backgrounds.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree

- ○ Don't know
- ○ Prefer not to answer

The Library promotes from within library faculty and staff from diverse backgrounds to leadership positions.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

The Library's leaders and administrators encourage and support research and scholarship into issues of DEIA.
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

10. The Library provides adequate…

... training on DEIA issues
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

... programming and events focusing on DEIA
- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

... communications related to DEIA

- ○ Strongly agree
- ○ Agree
- ○ Neither agree nor disagree
- ○ Disagree
- ○ Strongly disagree
- ○ Don't know
- ○ Prefer not to answer

11. What would you like to see the Library do to demonstrate its commitment to DEIA? (with an optional free text box)

12. Is there anything you would like to add either to amplify your responses or address a topic that you feel was not covered above? (with an optional free text box)

Appendix B

Responses Break Down

Due to concerns about student privacy and institutional data issues, the University Division of Management Information (DMI) does not make lists of Graduate Assistants, Undergraduate Assistants, or hourly employees publicly available. Therefore, we are not able to estimate the response rates for these Library employee classification groups besides the Graduate Assistants.

Table 1. Respondent classification by percent and count

Employment Classification	Percent	Count
Academic Hourlies	0%	0
Academic Professionals	13%	10
Administrators (Dean, Associate University Librarians, Directors or Department Heads)	3%	2
Civil Service Staff	36%	28
Civil Service Professional Exempt Staff	3%	2
Library Faculty	26%	20
Graduate Assistant	12%	9
Graduate Hourly	1%	1
Student Assistant	5%	4
Other	1%	1

Table 2. AP, CS, Faculty, and GA response rate

	Response Count	Headcount Based on DMI 2022-2023 faculty & staff count	Approx. Response Rate per Employment Classification
Academic Professional	10	63	16%
Civil Service Staff (Including Professional Exempt Staff)	30	143	21%
Library Faculty	20	84	24%
Graduate Assistant	9	87	10%