Appendix

1. How long have you been working in the ILS?
   ____ less than 6 months   ____ 6 – 12 months   ____ 13 – 18 months
   ____ 19 – 24 months   ____ 2 years   ____ 3 years
   ____ 4 years

2. In which unit do you work?
   ____ Borrowing   ____ Document Delivery   ____ Lending

3. What is your status?
   ____ Freshman   ____ Sophomore   ____ Junior
   ____ Senior   ____ Graduate student

4. How do you find this job?
   ____ Jobs for Aggies   ____ Friend’s recommendation
   ____ Other (specify)

5. When you were hired, did your supervisor inform you of the rules and expectations of the job?
   ____ Yes   ____ No

6. Do you have a clear understanding of the mission of ILS (Interlibrary Services)?
   ____ Yes   ____ No, I was never told

7. Would you like to have a written Handbook of Student’s Rules for your reference?
   ____ Yes   ____ No, I wouldn’t read it.

8. After the initial training, did your supervisor periodically check to make sure that you understand the work process?
   ____ Yes   ____ No

9. Do you feel that supervisor’s frequent follow-ups would be helpful in your performance?
   ____ Yes   ____ No, it won’t make much difference.

10. Choose only one answer from the following:
    ____ I learned my job through my supervisor’s thorough training.
    ____ I don’t think my supervisor trained me thoroughly, I learned my job through my own trial and error, and/or asked others.

11. Would you like to have a student training manual (including step by step guide of the work process) for your reference?
    ____ Yes
    ____ No
12. Would you like a library tour as part of your training to gain overall knowledge of the TAMU Libraries operation?  
   _____ Yes        _____ No, I don’t think this will help my job

13. Do you feel your daily job assignment is  
   _____ adequate        _____ not enough        _____ too much

14. When you report to work, do you prefer to (choose only one from the following)  
   _____ be assigned a specific task (e.g. x number of pull slips assigned to you for floor searching, scanning; number of requests for processing; opening mail, etc.)  
   _____ decide how many requests you feel that you could work on that day (e.g. pick up pull slips; process the requests, etc.)  
   _____ meet with your supervisor and decide what you will be expected to work on that day

15. Do you feel you work  
   _____ as hard as your fellow student workers  
   _____ harder than your fellow student workers  
   _____ not as hard as your fellow student workers

16. Do you feel you work  
   _____ as hard as your supervisor        _____ harder than your supervisor  
   _____ not as hard as your supervisor

17. Do you feel staff members in ILS work  
   _____ as hard as you do        _____ harder than you do  
   _____ not as hard as you do

18. Do you feel your supervisor keeps you informed about any changes in the procedures, workflow, and tips?  
   _____ Yes        _____ No

19. Do you feel you can freely voice your frustration/concern to your supervisor?  
   _____ Yes        _____ No, I am intimidated

20. Do you feel you can freely voice your frustration/concern to the other staff members of ILS?  
   _____ Yes        _____ No, I am intimidated

21. Do you feel you can freely voice your frustration/concern to the head of ILS?  
   _____ Yes        No, I am intimidated

22. Do you feel your supervisor treats you with respect?  
   _____ Yes        _____ No
23. Do you feel other staff members in the ILS treat you with respect?
   ___ Yes  ___ No

24. Do you feel the head of ILS treats you with respect
   ___ Yes  ___ No

25. When communicating with your supervisor, do you prefer that he/she (choose only one)?
   ___ emails you  ___ talks to you in person
   ___ posts the notes/announcements/tips in a central location for everyone to read
   ___ leaves a note in your box

26. Would you like to be evaluated by your supervisor each semester?
   ___ Yes, this will help me perform at my best
   ___ No, I would rather have timely feedback if my work does not meet expectation.

27. Would you like to have a meeting with all ILS students at the beginning of each semester, to be better informed about expectations, rules and regulations?
   ___ Yes, this is a good idea
   ___ No, I don’t think it is necessary

28. What most motivates you to do a good job? (choose only one)
   ___ everyone works hard in the ILS, and I want to contribute
   ___ my supervisor sets a role model for me
   ___ I made a commitment, and I would like to carry it through
   ___ a sense of accomplishment in a job well done
   ___ I feel appreciated
   ___ Other (please specify)

29. Do you feel that you are fairly rewarded with pay raises based on your performance?
   ___ Yes  ___ No
   ___ Have not received a raise yet

30. How do you regard your current job? (choose only one answer)
   ___ purely to earn money
   ___ gaining some work experience
   ___ learning to balance my time between work and studies
   ___ training myself to be a responsible person

31. Choose only one answer from the following:
   ___ I am happy working in the ILS.
   ___ I am somewhat happy working in the ILS.
I am not happy working in the ILS, but I need to earn money.

32. Other than school pressure, lack of time for school work, or you find a more relevant job to your major, what will trigger you most to quit your job? (choose only one answer)
   ___ the job is too boring
   ___ the job is too tiring
   ___ I am not treated well
   ___ the pay is too low
   ___ the working atmosphere is not good
   ___ the work distribution is not fair
   ___ I don’t get along with my supervisor
   ___ I don’t like the people

33. Would you recommend a friend to work here if there were a vacancy?
   ___ Yes  ___ No

34. Would you be interested in working in the library after graduation?
   ___ Yes  ___ No  ___ Maybe

35. Do you have any suggestion, comments or wish list that would help improve the workflow of ILS?

_________________________________________________________________________________

Thank you for your time, please drop it in Lan’s mail box!