

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