

University of New Mexico

UNM Digital Repository

Posters and Presentations

Research and Scholarship

5-4-2022

Continuing to Build Consensus Around the Future of Remote Work: One Library's Study

Sally Bowler-Hill

Follow this and additional works at: <https://digitalrepository.unm.edu/hslic-posters-presentations>

OBJECTIVE

The purpose of this study is to explore and understand employee perceptions of remote work as a potential option for normal operations, based on experiences from the COVID-19 pandemic.

METHODS

Two web-based surveys sent to all library faculty and staff: [Survey 1](#) in April 2021 and a follow-up [Survey 2](#) in March 2022. Feedback from Survey 1 was used to develop remote work and telecommuting guidelines. Both studies were declared minimal risk by the UNM HSC IRB.

RESULTS

Survey 1	N=
Response Rate	85%
Responses	17
% Wanting to continue remote work part time after pandemic	100%
Survey 2	N=
Response Rate	86%
Responses	19
% "Very satisfied" with how telecommuting schedules were implemented	100%
% Reporting telecommuting time was equitably allocated within their units	100%

Table 1: Response summary.

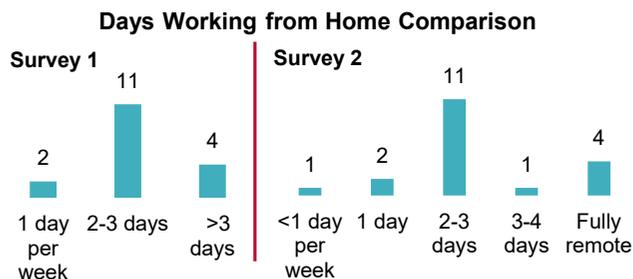


Figure 1: How much time faculty and staff wanted to spend working from home (April 2021), and how much time they currently spend working from home in an average week (March 2022).

In Survey 2, respondents were also asked what worked **better** than expected as an open text field. Comments were categorized in the following themes:

- Collaboration (3 comments)
- Meetings (3)
- Balancing Workload (3)
- Overall Work Environment (3)
- MS Teams (3)
- Other tools (3)

Sample comment: "Collaboration has worked surprisingly smooth since the hybrid model began. I've found effective methods in order to work with folks in different units and in my own department. I don't feel that I [sic] missing an [sic] opportunities to work with my colleagues when I'm not in the building. I also think meetings have worked fairly well as we continue to use Zoom or Teams."

Challenges of Hybrid Work Environment

Survey 1		Survey 2	
Staffing the building & schedules	12	Having the right tools where working	3
Demand for in-person services	8	Communication / finding people	3
Difficulties hosting hybrid meetings	5	IT issues	3
IT issues	5	Sense of connection	2
Equity/fairness between employees on campus & remote	5	Hybrid meetings/teaching	2
Difficulties working with team on-site & remote	2	Schedule variability	2

Table 2: Comparison of challenges of hybrid work environment, free text comments categorized by theme identified in each survey. Only themes with more than 1 response are listed above.

CONCLUSION

Survey 2 demonstrated continued satisfaction with the hybrid work environment. Respondents had moved on from concerns about staffing the building and schedules. While few commented specifically about connectedness, the majority, 63%, reported they felt only somewhat connected to co-workers in their units and in the library overall. Even with an equitable implementation, time and further adjustments to norms and processes may be needed to adjust to a hybrid work environment.