Survey offered to staff from Jan 16th through Jan 29th, 2018
Total number of staff sent survey: 140
Total number of respondents: 59
Response rate: 42%

Q #1: The FlexWork Pilot impacted my own ability to accomplish work with these colleagues:
1=not at all; 5=to a great degree
Average response: 1.39
1=41 out of 59 (69.5%)
2=13 out of 59 (22.0%)
3=5 out of 59 (8.5%)

Q #2: It was no problem to find ways to work with colleagues who were off campus:
1=not at all; 5=to a great degree
Unfortunately, these results were invalid due to the poorly designed question and subsequent flawed results.

COMMENTS
1. I love flexwork! My supervisee works at home two days a week, and this has worked very well for her and me.
2. Determining via Outlook calendar if someone is working offsite or is Out of Office (not working) is difficult. When in a meeting using WebEx with colleagues, I would like it if ALL participants were able to be visible on Video which would replicate the experience of being in-person. Only having the voice of the remote persons has not been successful in having a sense of collaboration and seems like not everyone is engaged, even if they may be so because of the lack of an obvious presence.
3. To clarify - 2nd question answer is that “To a great degree it was no problem ...." That said, my interaction with the tech folks would mainly happen when I send in a fix-lib request. Under the current out-sourcing to IST, I never know who will be answering a fix-lib request, so I really have no way of knowing if there was any impact. Problems got solved a reasonable time for the most part.
4. The technology to support people working away from the office has not (in the meetings I've attended) been entirely successful, (e.g., the person couldn't hear, couldn't see, couldn't get a word in edgewise, people tried to come in via phone while on a train -- terrible idea, very distracting, etc.). Second, there are some cases where in-person meetings are necessary for the right sense of openness and confidentiality, but people are now expecting all meetings to be webex-able.
5. The technology to teleconference has come a long way, but I still find it can be difficult to have a group conversation without the risk of talking over each other. There are some technology staff who are not great with email or calendaring, so their communication and availability were spotty. I think this is particular to individuals as opposed to being a repercussion of the pilot.
6. Rarely knew colleagues were off campus as most interactions I had were by email or slack. One thing that did come up in the beginning of the pilot, was how support staff who were scheduled to work off campus should report time if the Institute was closed due to inclement weather. It should be
made clear that unless business needs require a staff member to work to maintain library services during a closure, that working remotely is not expected to be done when the Institute is closed.

7. The pilot was invisible to me as it did not impact how I related to those who participated in the pilot.

8. I am not completely certain that the individuals who were working remotely were part of the FlexWork pilot. For that reason, I'm not sure if my responses are valid.

9. The only problem was for one meeting when the person running the meeting forgot that someone was supposed to be remote and we had a hard time setting up a different laptop. In retrospect we could have conference called in but we all forgot that! Otherwise, all fine!

10. I don't have to work with the folks in the pilot much on a daily basis, but it does seem like awareness and communication are slightly improved (this will be a multi-year, cultural adjustment so I want to be realistic). As far as using the technology for remote work, I think the pilot group are already expert users and this will be a training area for other staff groups as flexwork is rolled out more widely.

11. I'm not sure who specifically participated in this program. I had communication complications with a couple people in TS3 that were typical of my usual communication problems with some people this group that I couldn't tell where amplified by whether or not they were at home

12. I'm not sure if I qualify as a pilot participant or not, please disallow my responses as appropriate. My responses were made with the assumption that the scale = Disagree 1 -> 5 Agree

13. I work on a team with someone that was part of this pilot and they were always available for webex or calling in and it never impacted the work of the group negatively

14. More workshops or instructions for running webinars and connecting video cameras would be helpful.

15. I don't know any coworkers who were involved in the pilot.

16. I did not experience a decrease in accessibility to the technology staff who were involved in the Flexwork pilot, although I do not usually have regular contact with them, so in a way, things continued as normal.

17. I hope our organization will continue to support flexwork and make it more widely available.

18. The wording of the last question confused me - basically what I'm trying to say is that there weren't any problems. Flexwork is a great idea and I'm really glad we're pursuing it.

19. Flex schedules make sense for many MIT Libraries staff - whether it be that people have different work styles or expensive commutes, flexibility from mgmt is a plus. This organization is not so large that individual needs cannot be addressed.

20. I work regularly with [a specific staff member] remotely and find the process to be easy. If anything, [this person] is even more available with flex and communication between us remains excellent.

21. The only issues that arose had to do with telling in some cases if people planned to attend virtually and sometimes that's an issue with Outlook. It's wonderful to have updated equipment for meeting rooms!

22. Part of my work can be done online. It will be greatly helpful if to complete that part of the "online" work from home if encountered bad weather and or other situation if unable to come in to work.

23. I support flexwork for all employees but for those of us who are not eligible (because our duties require us onsite), this is yet another instance that highlights the gap between librarians and support staff. The lack of upward mobility is really starting to grate as the inequalities grow, and it makes me dislike my job.

24. It made it hard to set up meetings. WebEx exists but it's an impediment and not very reliable
25. My need to work directly with people participating in the FlexWork project was limited during the Pilot. I did have a large number of interactions with other staff in the Libraries who were working offsite. Our ability to work with groups and in meeting rooms is evolving. Early efforts suffered from room capabilities, experience of participants, and a variety of technical mishaps. It has gotten better, but audio and video interactions in group settings are not ideal yet and we're still learning about meeting dynamics that are more dependent on in-person interaction. One:One meetings or even three-way meetings via WebEx are much easier and the flexibility they offer are a plus.

26. I personally didn't run into any difficulty working with technology staff during the pilot. I have, however, sometimes struggled with other staff's flex time arrangements within the Libraries, particularly if someone is working from home regularly 1x per week. I'm not opposed to anyone working from home, but a regular setup like this can be difficult to schedule meetings around and sometimes it's just easier having a staff person in a meeting rather than having them call into a meeting. I find that less is lost in translation when staff are physically present. Where applicable, staff should have the option to work from home, but if someone is involved in a lot of projects I'm unsure if it's best practice to allow them this on a weekly basis.

27. Working with colleagues off campus is simple. You have noted that the technology needs improvement and I would like to echo that. As someone running a meeting and trying to have the technology working it is distracting and difficult to do both (hosting and leading).

28. I found that staff working from home on the phone with us tended to not talk at all. In few cases I was surprised at the end of the hour that they were even still there. As a result they did not volunteer for any tasks or give any input. I think it is very easy to "check out" during these calls. Short of me calling the person out, which I was not comfortable doing, they were able to escape any responsibility for work.

29. I do not collaborate too often with colleagues outside of my department (ID&LA) or LIRS. However, there were a few instances when I went to schedule a meeting with a colleague and was not able to on the day(s) or times that worked for me (I want to note that I work a 'normal' M-F 9 to 5 schedule) because they had decided to work from home that day. Not a big deal, as sometimes they were still willing to come in to meet, but definitely inconvenient and caused some postponements of meetings.

30. I think the only issue is one of morale and equity: why a segment of the staff gets to avoid ever nastier commutes (including in bad weather) and potentially not use sick days if they are able to work while sick when they would not otherwise come in to work. I understand this is a pilot involving only a segment of staff but something to think about going forward.

31. I don't actually know anyone who was on Flexwork