EXECUTIVE SUMMARY

Culture & Engagement Insights

Illinois Heartland Library System, March 23, 2022

The March 2022 employee survey conducted at Illinois Heartland Library System had a response rate of 65.6%.

96 employees were invited and 63 responded (65.6%).

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This culture cloud displays words Illinois Heartland Library System employees used to describe their company's culture.
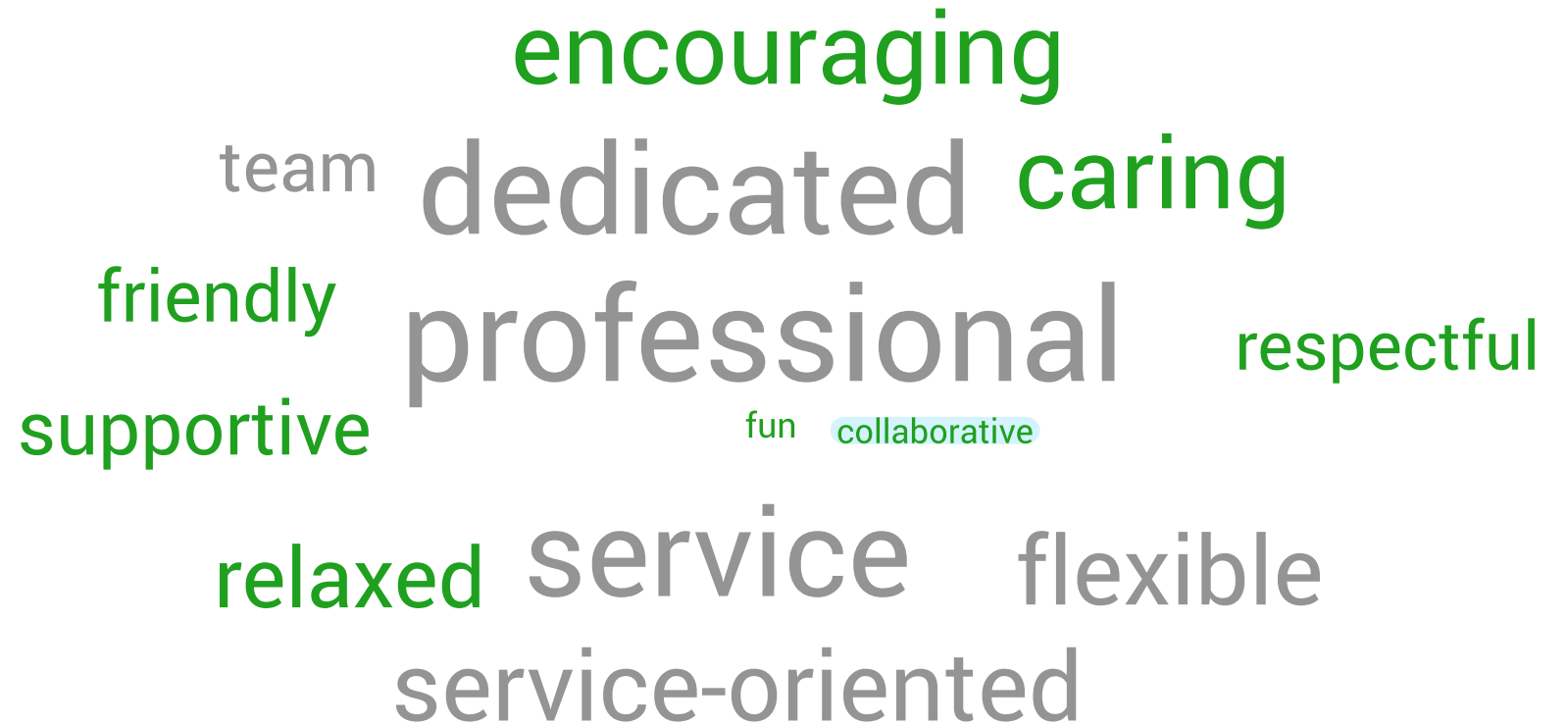
Employees were asked to **describe the culture at Illinois Heartland Library System in three words**. Our text analysis tools identified these words as the most common.

Helpful Hints

Green words were used by Illinois Heartland Library System employees who are engaged.

Red words were used by Illinois Heartland Library System employees who are disengaged.

Highlighted words are your company values.

encouraging

team

dedicated

caring

friendly

professional

respectful

supportive

fun   collaborative

relaxed   service   flexible

service-oriented

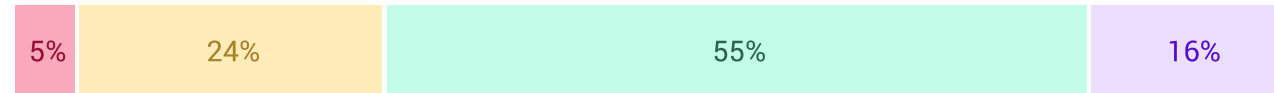energage

What is Engagement?

The percentage of employees who are:

- **Highly Motivated** - This company motivates me to give my very best at work

- **Committed to staying** - I have not considered searching for a better job in the past month

- **Willing to recruit others** - I would highly recommend working at this company to others

Illinois Heartland Library System overall employee engagement: 71%

5%	24%	55%	16%

This chart shows the employee engagement levels for Illinois Heartland Library System and for top-level Departments.

To protect confidentiality, only Departments with 30 or more responders are shown.

Deeply disengaged employees answered strongly negatively to at least one of the engagement statements

Disengaged employees answered neutral or lower on at least one of the engagement statements (% excludes deeply disengaged)
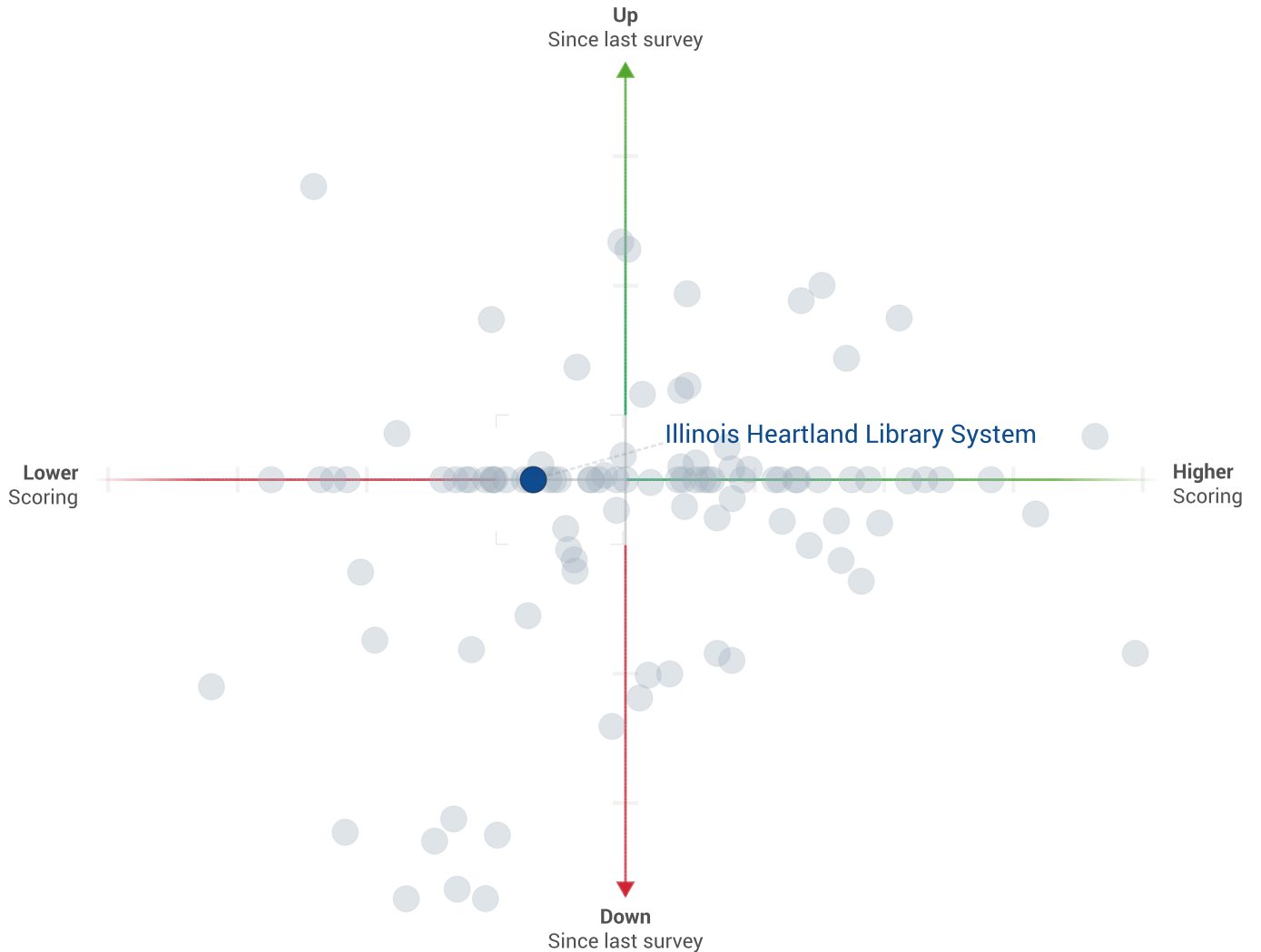
Engaged employees answered slightly positively or higher to all three engagement statements (% excludes enthusiastically engaged).

Enthusiastically engaged employees answered strongly positively to all three engagement statements.

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Overall, Illinois Heartland Library System scored at the 31st percentile compared to similar non-profits.

The **Big Picture** for an organization is an average score calculated by how organizations similar to yours responded to the culture driver statements.
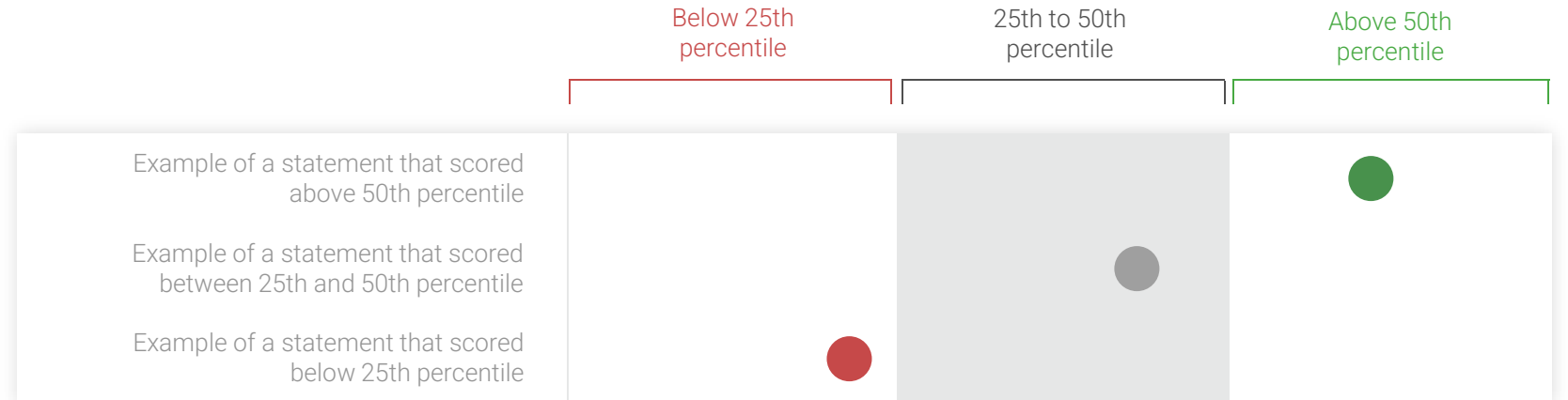
Up
Since last survey

Lower
Scoring

Illinois Heartland Library System

Higher
Scoring

Down
Since last survey

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Response scores to individual statements are represented by dots placed horizontally.

Scores are calculated in percentiles based on overall scores of other non-profits similar to yours.

Scores that fall below the 25th percentile are emphasized in **red**, and those above the 50th percentile are emphasized in **green**.

Those that fall between the 25th and 50th percentile are grey.

Below 25th percentile
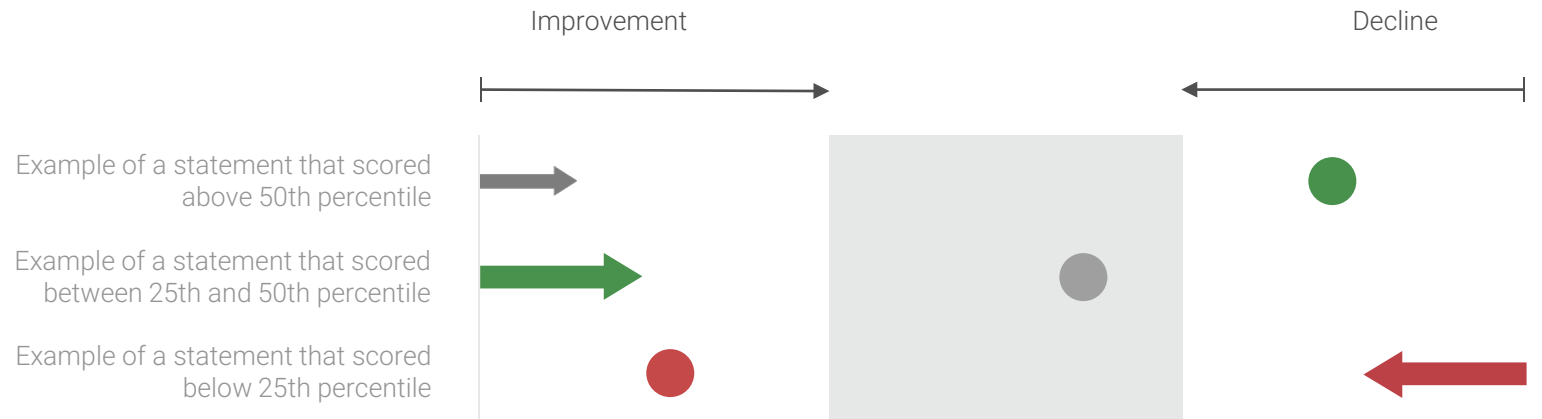
25th to 50th percentile

Above 50th percentile

Example of a statement that scored above 50th percentile

Example of a statement that scored between 25th and 50th percentile

Example of a statement that scored below 25th percentile

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A change in score from your previous survey is represented by an arrow.

Arrows that point to the right indicate an area of **improvement** for that statement. Arrows that point to the left indicate a **decline**. The larger the arrow, the more impactful the change.

The most significant increases are colored **green**, while the most significant declines are colored **red**.

Improvement

Decline

Example of a statement that scored above 50th percentile

Example of a statement that scored between 25th and 50th percentile

Example of a statement that scored below 25th percentile

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The size of a dot has different meanings, depending on the chart you are viewing.

When looking at overall scores for **statements**, dot size represents a statement's impact on employee engagement. When viewing **group scores**, the size of the dot corresponds to the number of people who responded.

Statements Larger dots represent the importance of this statement as it relates to employee engagement.
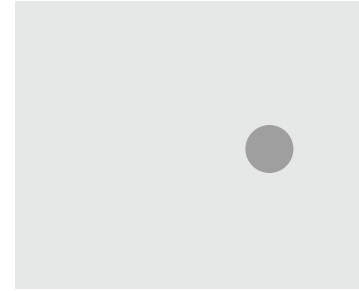
Example of a statement that scored above 50th percentile

Example of a statement that scored between 25th and 50th percentile

Example of a statement that scored below 25th percentile

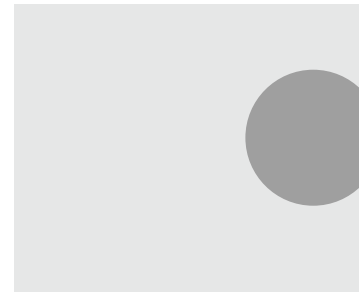**Group Scores** Large dot represents a group that had a higher number of responders

Department A

Department B

Department C

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These are Illinois Heartland Library System's company level results for the survey.

Scores are sorted vertically from **positive to negative**, starting from the top of the chart.

Helpful Hints

Green circles represent scores above the 50th percentile.

Red circles represent scores below the 25th percentile.

Arrows (if present) represent change from previous survey

Dot size represents impact on engagement

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I feel genuinely appreciated at Illinois Heartland Library System

My manager cares about my concerns

New ideas are encouraged at Illinois Heartland Library System

Illinois Heartland Library System enables me to work at my full potential

My manager helps me learn and grow

At Illinois Heartland Library System, we do things efficiently and well

There is good interdepartmental cooperation at Illinois Heartland Library System

I feel well-informed about important decisions at Illinois Heartland Library System

I feel included at Illinois Heartland Library System

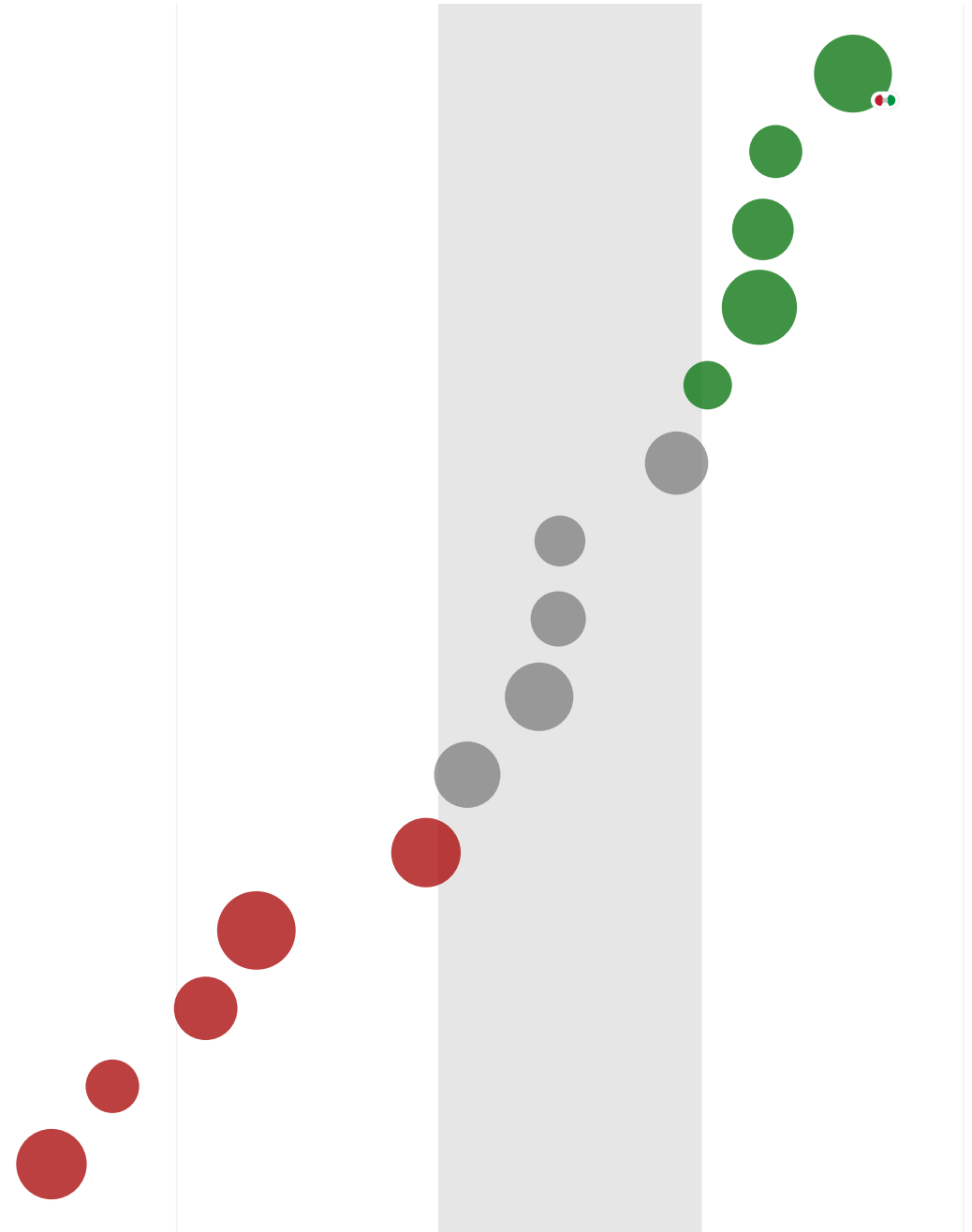My job makes me feel like I am part of something meaningful

Senior managers understand what is really happening at Illinois Heartland Library System

I believe Illinois Heartland Library System is going in the right direction

Illinois Heartland Library System encourages different points of view

Meetings at Illinois Heartland Library System make good use of my time

Illinois Heartland Library System operates by strong values

This chart shows salary bands sorted from highest salary bands to lowest salary bands.

Helpful Hints

Green circles represent scores above the 50th percentile.

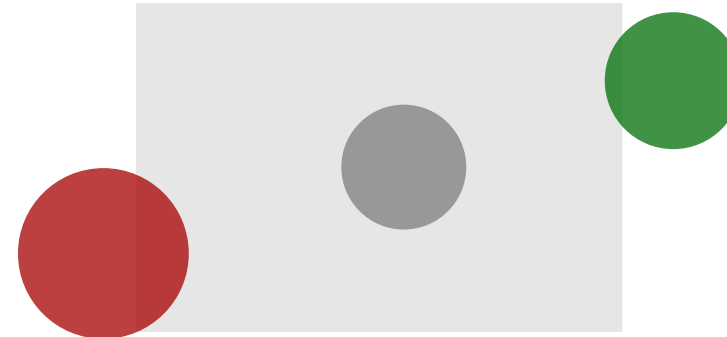**Red** circles represent scores below the 25th percentile.

Arrows (if present) represent change from previous survey

Dot size represents number of responders by group

More than $50,000

$30,000 - $50,000

Less than $30,000

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This chart shows remotes sorted by score from most positive on the top to most negative on the bottom.

Helpful Hints

Green circles represent scores above the 50th percentile.

Red circles represent scores below the 25th percentile.

Arrows (if present) represent change from previous survey

Dot size represents number of responders by group

Fully remote

Mostly remote

Mostly on-site

Fully on-site

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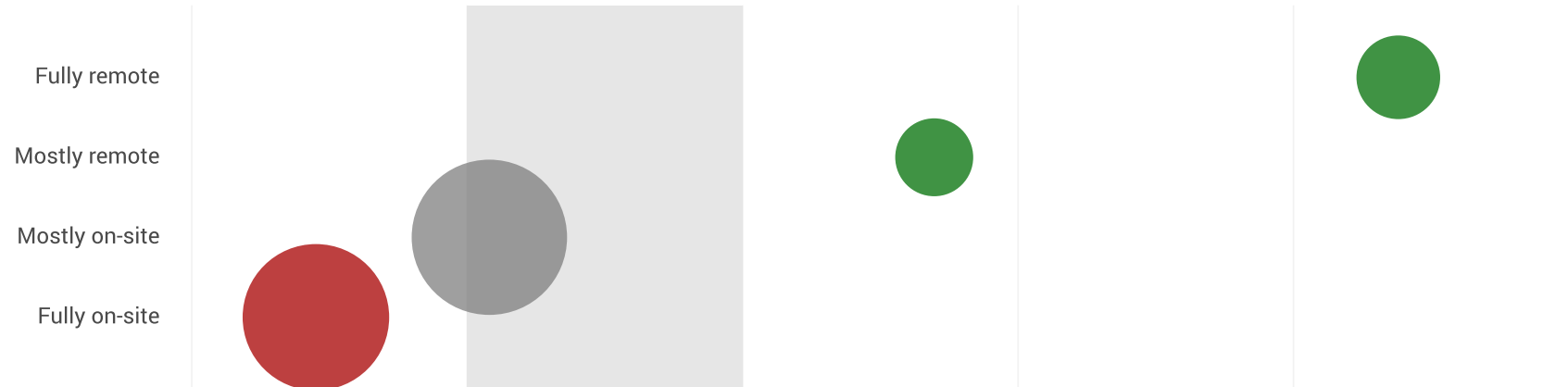# This chart shows tenures sorted from highest tenure to lowest tenure.

Helpful Hints

Green circles represent scores above the 50th percentile.

Red circles represent scores below the 25th percentile.

Arrows (if present) represent change from previous survey

Dot size represents number of responders by group
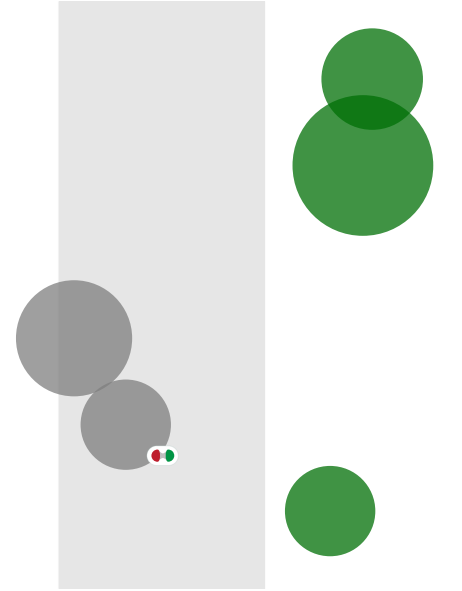
More than 10 years

5 to 10 years

3 to 5 years

1 to 3 years

6 to 12 months

Less than 6 months

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STRENGTHS

These 6 areas stood out as the strengths that Illinois Heartland Library System should celebrate.

Employees hired under 6 months ago

Employees hired more than 10 years ago

Fully remote employees

Employees making more than $50k

Illinois Heartland Library System enables me to work at my full potential

New ideas are encouraged at Illinois Heartland Library System

Average of middle and bottom scores

We calculate **strengths** according to how a given statement's score, importance and change may be impacting your organization.

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Analysis of the survey data indicates you should focus your efforts on these 6 areas.

Average of top and middle scores

Employees hired 3-5 years ago

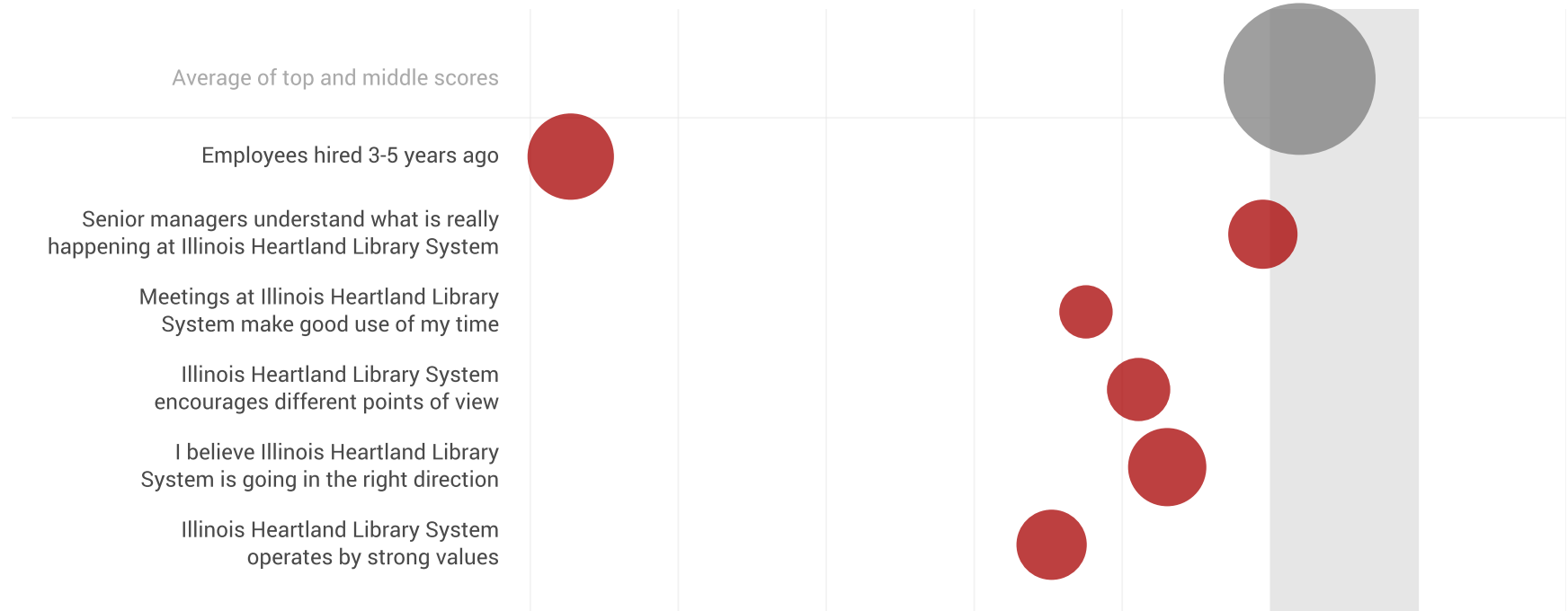Senior managers understand what is really happening at Illinois Heartland Library System

Meetings at Illinois Heartland Library System make good use of my time

Illinois Heartland Library System encourages different points of view

I believe Illinois Heartland Library System is going in the right direction

Illinois Heartland Library System operates by strong values

We make recommendations according to how a given statement's score, importance and change may be impacting your organization.

The next page will show you a level deeper on each of these focus areas.

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These are the areas contributing to Illinois Heartland Library System's focus areas.

The bulleted items under each headline are the top opportunities that emerged as **Focus Areas** for Illinois Heartland Library System.

Not operating by strong values

Low scores are widespread and not isolated to a few groups

Not believing in Illinois Heartland Library System's direction

- Management
- Fully on-site employees
- Employees hired under 6 months ago

Different points of view not encouraged

- Fully on-site employees
- Employees hired 1 - 5 years ago
- Full-time Employee

Meetings not providing value

Low scores are widespread and not isolated to a few groups

Senior managers not understanding what's really happening

- Part-time Employee
- Employees hired 3-5 years ago
- Employees hired 6-12 months ago

3 to 5 years

- Not believing in Illinois Heartland Library System's direction
- Not operating by strong values
- Senior managers not understanding what's really happening

We realize you might already have a plan in mind. We can help.

There are a few key things that we recommend for every organization:

- **Thank your employees.** They put time into providing thoughtful feedback.

- **Discuss your survey results.** This step is best done at the department level. This helps employees know and feel that they were heard.

- **Take action.** Identify tangible, visible actions you can take that will have impact on your organization

Energage can help. Energage has helped thousands of organizations build intentional cultures. From action tracking to consulting, we can discuss the best methods for implementing a plan that uncovers the most important and actionable sections of your survey results.

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This report uses the most advanced employee survey analytics available.

Our patented analytics system studies your results to find out what really matters — and where you can make the most impact. This report is designed to start impactful conversations, making it easier to accomplish your organization's goals, mission and purpose.

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What is individualized benchmarking?

Individualized benchmarking is when employee responses from one organization are compared individually to those of another. This comparison between allows us to accurately determine if the response is notable.

For example, a newly hired part-time employee may slightly agree that they believe their organization is going in the right direction. Her interpretation of "slightly agree" might be very different from a long-tenured executive also slightly agreeing.

Energage uses individualized benchmarking to capture nuances between similar types of employees in comparable organizations.

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14 years of culture research

8 patents granted

60,000 organizations surveyed

20,000,000 employee voices

450,000,000 data points

Making the world a better place to work together.

Our passion and purpose is to make the world a better place to work together. Founded in 2006, Energage™ is the fastest growing major employee survey company in the country. This year alone, more than three million employees in over 8,000 organizations will participate in the Top Workplaces™ campaign – a program we conduct in partnership with more than 50 prestigious media partners across the United States.

This report was generated using a survey insight reporting system and method covered by U.S. patent #10,055,701 as well as one or more pending U.S. and global patent applications.

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Energage is a founding B Corporation member, a coalition of organizations that are leading a global movement to redefine success in business by offering a positive vision of a better way to do business.

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