

Staff Intranet Survey Results

Responses collected from 1/26/16-2/1/16

1. Of the 90 responses:

- **74 use intranet.lib.unc.edu most often**
- **16 use hsl-intranet.lib.unc.edu most often**

2. What are the top 5 things that you look for on the library intranet(s) (whether or not you find them?)

Coded responses:

Response	Count
IT Support	62
procedures & other wiki use	46
Staff Directory / Photos	37
Travel info/ Travel forms	28
Other	21
Tech Services documentation & forms	20
Security Blog	20
Library Line	18
All-Staff & other Meeting Reports	15
Committee Info	14
Room & other booking systems	12
Schedule Me	12
Retirement / featured stories	11
Personnel info	8
Staff Calendar - meeting dates, etc	8
Library Staff Building Hours	7
Gift in Kind form	7
Web admin tools	6
Publicity Toolkit / Style Guide	6
Schedule Me	5
Student Jobs (post, request forms, etc)	5
Purchasing app	4
In/out Board	3
Listserv info	2
IP Ranges	2
CAP info	2

Responses coded as "Other":

Book Titles
Link to Reporting
Statistics Entry Form
Catalog
USC Desk Page
LibAnalytics
Reference Blog
OCLC Permissions
Forms
Employee Forms
HSL facts & statistics
UnL Intranet
Emergency contact lists
borrower's app
Departmental information pages
innovation grant info
Weather
Resources for your job items
Forms
Look here when do not know where else to find the info and usually find it
University Library intranet

The top five responses (excluding “Other”) are:

- IT Support
- Procedures & Other Wiki Use
- Staff Directory / Photos
- Travel Info / Travel Forms
- Tech Services Documentation & Forms

Notable specific responses to this question:

- access staff wiki (which I hate - that wiki must die)
- outdated documentation
- Look here when do not know where else to find the info and usually find it

3. What one type of content do you most wish were on the library intranet(s)?

Notable responses:

- A calendar of events that is actually updated
- just wish it was a bit easier to find things
- What's on there now seems appropriate, I just wish it were all updated regularly
- a reliable internal calendar
- better interactive calendar (6 total requests for a better calendar)
- It's all there. There is just a lot there I don't use regularly, so weeding through it is the thing. So, a better search feature?
- Meeting Minutes (7 total requests)
- Everything I need is there, it seems. If not, I add it to the wiki
- Staff in/out board would be great, but it's been broken for years.
- Who does what
- It seems like a lot of what I find is pretty old. I don't know where current content is a lot of times
- Library HR forms, unless it is best for unit to disseminate in context (which is helpful!! to ensure we submit the correct form to LPO when needed) but there are times when searchin on the Univ. HR form site is spiralling...
- the only thing missing is cute baby animals. seriously.
- desk announcements. We keep them on a clipboard on the desk, but it would be nice to have a central place to put them

Requests related to a better calendar and meeting minutes were most common.

4. Are there tools or content on the library intranet(s) that you use but wish were easier to get to?

Notable responses:

- no, i have everything I need to use bookmarked. I don't even look at the intranet home page.
- Search seems pretty useless, although that might be more bc the content I hope to find isn't there. It's generally difficult to find things on the intranet.
- I wish it were possible to find info on the wiki (if that counts as part of the intranet)--when I do a search, I *never* find what I'm looking for, even if it's a page I've looked at before and know should be there. This is very frustrating, since it means I need to email someone when I'd rather find the information on my own and not have to bother anyone. This has partly to do with being a cataloger in Wilson and somewhat out of the loop about where cataloging documentation is stored.
- I don't know how feasible this is, but it would be FANTASTIC if there could be some kind of customizable side bar where you could pin your most frequently used links. 90% of the time that I go on the intranet, I'm either opening an ITS ticket or a Gift in Kind form.
- Most everything in the staff wiki - specifically the instructions for processes I occasionally do like withdrawing/discarding items, dealing with billed and lost items, etc.
- Search, which scan all information with one search instead of separate searches on the Joomla, wiki, static html and networked drives. Would like to be able to access all non-personnel info, because sometimes folks are left out of the loops on projects. If I hear of a project that might impact my job - or should go through my unit- I would like to do a scan instead of spending a week on various phone calls and emails trying to track something down. This just happened and it was a real time waster.
- No, I feel its just as easy as anything else I've used. Having used both Intranet and OneDrive for some time now, I feel the Intranet is more efficient and effective for me to use than OneDrive. The ease of access is more efficient for me. I do realize overall that these are used for 2 separate purposes but I have

found access to OneDrive to be more clunky for me personally.

- I get frustrated by having to look in so many different places for info (shared drives, intranet, library website, HR website, department-specific things). I want one big place with a good search box.
- Anything to replace the wiki medium. The search function, in particular, is next to useless.
- The wiki--All those links are too small. / / I wish more content was pushed out. The blog style bit is kind of depressing (just retirement info). When there are new department head minutes, all staff reports etc posted, it would good if it were pushed out in that blog area. Or to notify when information has been updated...things like that.
- I have no idea how to get to the Wilson specific portion of the staff wiki, aside from direct links.
- LibAnalytics -- I use it but not as frequently as many other librarians, so once I find it on the Intranet (which is now much easier...thanks!), I have to remember my login credentials and it would be fantastic if there were a way to make it so I didn't have to enter them. Not sure there's a way to make that happen, but since we're wishing...

5. Is there anything else you'd like to tell us about how you use the library intranet(s)?

Notable responses:

- Put photos of everyone in the photo directory, or abandon the project. Half ass sucks.
- We need a centralized location for documentation so that folks can stay in sync with their procedures. Otherwise you get outliers that don't mesh and can cause problems in both the short and the long term. A last updated date and a contact for each page is great so you get a feel for how current something is or if you should contact that person to verify the current practice. We need Sharepoint NOW for collaborative work. OneDrive wasn't meant to do this and folks are having issues with it and its syncing. As a result, people do not have a

good impression of OneDrive and the upcoming intranet. We really need to get Office 365 up as much as possible. Hitting deadends and errors because a segment is not yet implemented is a pain and further annoying staff.

- I rarely use the current intranet, but am excited about the possibility of a SharePoint intranet where we can have centralized, searchable minutes and other content, group discussion boards, and blogs for more timely opt-in info sharing.
- I think most of the problems with the current intranet are not due to the platform or the layout but to our own laziness in keeping it up (removing/updating old links, keeping information current, etc.)
- It would be nice if I didn't have to authenticate every time I need to get to it [since I authenticate every time I log on to my computer...].
- There are many links for outdated pages that could be updated, consolidated, or possibly retired. Examples: Messages from Sarah (last updated 2012), Research Commons report (a download link for a Word file from 2013), Staff Vacancies (last updated March 2015), Web Publishing Process/Review (last updated 2009), Staff In/Out board. / / I'm curious about the events calendar in the right sidebar. I notice that no events are listed on it. Is it for personal use, or could the library events blog feed into it? I think it might be nice to have a centralized calendar on the new Intranet. / / I wonder if the Intranet could also be a place to post resources for new employees. There could be links to benefits info, safety training modules, hr policies/procedures, the Intro to TIM module, links to other benefits like the tuition waiver, gym membership, etc. I don't believe any of this is centralized elsewhere.
- The entire hsl intranet--need to use vpn outside hsl (som and hospital; off campus) makes it virtually useless for me most of the time. Please make this and JIRA (if we have to keep using that horrible tool, which is really meant as a project management tool for the staff, not a problem reporting tool for the users) onyen/pw authentication vs. need for vpn. Many of us have vpn problems that nobody at libraries or ITS has been able to solve. The vpn works, but slows down the computer to almost unusable, and then when you disconnect it, you spend the next week having to restart multiple times a day (talking hourly...). This kind of stuff drives us wild and wastes time. I avoid using JIRA or hsl intranet at all costs, now, as a result, and I know others who feel the same way. Many of us have days so busy that we can't get to reporting things and going to intranet until evening (at home) or when we have a few extra minutes before a meeting when we are out and about, so that's when vpn

comes into play.

- I've gotten to where it's my last resort, because it's so clunky and has been that way forever. For instance, committee rosters are many years out of date, and I'm not confident that anything beyond the wiki is being updated. But I still have the intranet pinned on my task bar--I would use it a LOT if it were fixed.
- I would love for the travel request form to be a web form instead of a print one.
- I really like the HSL intranet redesign. Thus far it has proved much easier to use than the previous version.