

NLM: Future of Work

Start of Block: Disclaimer & Intro

Q35 The NLM Future of Work (FoW) Working Group was formed to re-envision how NLM does its work in the future. The working group will think about where we work, how we work, and why and what NLM does in considering the future of work, with a focus on five key themes:

Envisioning a new model for work Meeting the NLM mission in the future Being an attractive employer of choice Defining the physical workplace of the future

Fostering a culture of innovation To develop our recommendations, we want to hear from YOU! Please complete the below survey to share your thoughts with the working group.

Disclaimer Generic Clearance for the Collection of Qualitative Feedback on Agency Service Delivery

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End of Block: Disclaimer & Intro

Start of Block: Defining the Future of Physical Workspace

Q1 What is your preference for working remotely versus in-office?

- Prefer fully remote
 - Prefer a hybrid work environment (some days in the office, some days virtual)
 - Prefer to be in the office every day
 - Other: _____
-

Q2 What do you see as the most important benefit(s) of having a physical workspace at NLM?
(Check all that apply)

- Holding in-person meetings
 - Creative collaboration
 - Spontaneous discussions with colleagues
 - Access to resources that aren't available remotely (such as equipment, physical library materials, etc.)
 - Prefer to have a workspace outside of my home
 - No benefit
 - Other: _____
-

Q3 What activities would help you in building connections with colleagues in a remote and/or hybrid environment? (Check all that apply)

- In-person team building activities/retreats
 - Virtual team-building activities/retreats
 - Social activities (e.g., staff picnic, running club, etc.) outside of work hours
 - Virtual lunch groups
 - Other: _____
-

Q4 What types of workplace flexibilities would you like to use? (Check all that apply)

- Routine telework (regular telework with at least two days per pay period in the office)
 - Ad hoc/situational telework (telework on an irregular basis)
 - Remote work within the local commuting area
 - Non-local remote work
 - Flexibility to decide which days you come to the office
 - Flexible work schedule with core working hours
 - Alternative work schedules
 - Off-campus coworking location
 - Other: _____
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Q5 How comfortable are you with being in a hoteling space?. (“Hoteling is an alternative work arrangement in which employees work in one primary facility part of the time and at one or more alternative worksites the rest of the time. When working at the primary facility, employees use non-dedicated, non-permanent workspaces assigned for use by reservation on an as-needed basis.”)(Hoteling | Office of Human Resources (nih.gov) <https://hr.nih.gov/working-nih/workplace-flexibilities/telework/hoteling>)

- Totally comfortable
 - Somewhat comfortable
 - Neutral
 - Somewhat uncomfortable
 - Totally uncomfortable
-

Q6 If NLM decides to implement hoteling, what is important to you for it to be successful?
(Check all that apply)

- Dedicated work areas for staff by IC, Division, or Section
 - Dedicated spaces to lock up work and personal materials
 - Assurance that you will get the type of space you desire (e.g., office vs. cubicle, docking station for a laptop vs. desktop, stand up desk option, etc.)
 - Consistent technology at every workstation
 - Ergonomic accommodations (such as special chairs, keyboards, computer mouse, etc.)
 - Implementation of regular cleaning protocol
 - Other: _____
-

Q7 What technology challenges are most important for NLM to tackle to help you successfully perform your work? (Check all that apply)

- Better collaboration tools
- Consistency in the use of technology tools across all of NLM (e.g., everybody use the same collaboration tool (Teams, Skype, SharePoint, etc.))
- Access to appropriate equipment to conduct job in hybrid work environment.
- Productivity tracking tools
- Additional accessibility accommodations/tools
- Other: _____

End of Block: Defining the Future of Physical Workspace

Start of Block: Meeting the Mission

Q8 What challenges do you experience in meeting the NLM mission? (Check all that apply)

- Unable to collaborate with colleagues across NLM, NIH, etc.
 - Unable to collaborate with colleagues outside of NLM/NIH
 - Lack of staffing and current staff overloaded and overworked
 - Lack of consistent performance standards
 - Insufficient time spent together in-person with colleagues
 - Lack of technology and other resources
 - Lack of work-life balance flexibilities
 - Lack of understanding of strategic direction/goals
 - Other: _____
-

Q9 What are some ways that you feel are important for staff to keep pace with trends in the field? (Check all that apply)

- Continuing education (e.g. classes, training, etc.)
- Trade events, conventions
- Professional development workshops
- Other: _____

End of Block: Meeting the Mission

Start of Block: Fostering Innovation

Q10 What are some ways to better foster innovation? (Check all that apply)

- Detail opportunities
 - Activities that enable collaboration across NLM, such as serving on working groups, special projects, etc.
 - Professional development/continuing education
 - Centralized Innovation Hub
 - Incentives for Individual Innovation Activities
 - Better tools and resources
 - Other: _____
-

Q11 What do you see as the challenges to innovation at NLM? (Check all that apply)

- Management/leadership culture
- Organizational structure
- Cumbersome approval processes
- Staff workload and bandwidth
- Lack of skills to contribute to innovation
- Other: _____

End of Block: Fostering Innovation

Start of Block: Being an Attractive Employer

Q12 How can NLM remain and become a more attractive employer? (Check all that apply)

- Provide more opportunities for people to interact in person
 - Consider engagement/team bonding activities for staff outside of work
 - Encourage collaboration between ICs, Divisions, Sections, etc.
 - More relevant professional development opportunities
 - Award recognition
 - Increased attention to Diversity, Equity, Inclusion and Accessibility (DEIA)
 - Increased support for workplace flexibilities
 - Other: _____
-

Q13 How can NLM better support your career development? (Check all that apply)

- Job rotations or detail assignments
 - Career path/management activities with supervisors
 - Internal job boards
 - Structured leadership programs
 - Cohort styled development programs
 - Other: _____
-

Q14 How likely are you to leave your current job in the next 12 months?

Extremely unlikely

Unlikely

Neutral

Likely

Extremely likely

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Q15 If you were to leave your current job, where would you be most likely to take another position?

- Take a different job at the NLM
 - Work at a different Institute at the NIH
 - Work elsewhere in the Federal Government
 - Work in a commercial biomedical organization
 - Work in a corporate/commercial setting
 - Retire
 - Other: _____
-

Q16 What types of activities would be likely to encourage you to stay in your current position?
(Check all that apply)

- Opportunity to explore new work assignments
 - More autonomy and flexibility to try new products and innovate
 - Career-path opportunities
 - Leadership opportunities
 - Professional development opportunities in other ICs, Divisions, Sections, etc.
 - Other: _____
-

Q17 What concerns you most about NLM's ability to retain staff? (Check all that apply)

- Staff burn-out
- Lack of engagement on career opportunities
- No time for innovation
- Being asked to do more for no reward
- Other: _____

End of Block: Being an Attractive Employer

Start of Block: New Work Model

Q18 Thinking about the next 1-5 years, what do you think is the most important in the work environment? (Check all that apply)

- Leveraging advanced technologies
 - Greater flexibility and opportunities to innovate
 - Non-traditional benefits
 - Distributed work pods instead of a central office
 - More collaboration and engagement opportunities
 - Staff development
 - Empower teams to make decisions that benefit customers
 - Other: _____
-

Q19 In an ideal work environment, what does that future of work look like to you?

End of Block: New Work Model

Start of Block: Demographic Questions

Q21 Gender

- Male
- Female
- Other: _____
- Prefer not to answer

Q22 Are you of Hispanic, Latino, or Spanish Origin?

- Yes
- No
- Prefer not to answer

Q23 Please select the racial category or categories you closely identify with

- American Indian or Alaska Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific islander
- White
- Prefer not to answer

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Q24 What best describes your primary work function?

- Administrative
 - Archivist/Historian
 - Curator/ Subject Matter Expert
 - Software Developer
 - Information Technology/Systems
 - Fellow
 - Librarian
 - Policy
 - Program/Project Manager
 - Researcher
 - Scientific Administration
 - Technical Information Specialist
 - Other: _____
 - Prefer not to answer
-

Q25 Are you in a supervisory role (i.e., Leader/Division Chief/Manager/Supervisor)?

- Yes
 - No
 - Prefer not to answer
-

Q26 How long have you been at NLM?

- 0-5 years
- 6-10 years
- 11-15 years
- 16 – 20 years
- 21 – 25 years
- 26 – 30 years
- 30 + years
- Prefer not to answer

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Q27 Which of the following current workplace flexibilities do you use?

- Routine telework (regular telework with at least two days per pay period in the office)
 - Ad hoc/situational telework (telework on an irregular basis)
 - Remote work within the local commuting area
 - Non-local remote work
 - None of the above
 - Prefer not to answer
-

Q28 Current Office Location (when not teleworking)

- Off-Campus (Democracy, Democracy 2, Rockledge, etc.)
 - Building 45
 - Building 38 or 38A
 - Remote (no in-person office location)
 - Other: _____
 - Prefer not to answer
-

Q29 Are you a:

- Contractor
- Federal Employee
- Special Volunteer
- Other: _____
- Prefer not to answer

End of Block: Demographic Questions
