

APPENDIX D

Summary of Comments from Student Employee Questionnaire

The following were taken from student employee questionnaires distributed at the during an annual appreciation party at Marston Science Library.

- Twenty-seven out of thirty three replied “yes” when asked, “Do you enjoy your job at the library?”
- Close to half of the students report that they would like more knowledge and training.
- Students use the term “customer service” and suggest that expectations for good customer service should be clearly communicated in training and reinforced afterward.
- One student suggests that student employees should be trained “to know reference as well; then we wouldn’t have to make [the patrons] flip flop across the desk.”
- One student commented, “Adequate training and reinforcement of what was learned in training helps a lot.”
- Some students suggest service aids such as quick reference FAQs and also training on equipment (computers, printers, copiers, microfiche) that patrons use. Another suggests a library pamphlet: “I hate not being able to answer the simplest questions that don’t pertain to discharging.”
- One student feels anonymous because, after four years, librarians still don’t know her name.
- One student asks for chance to move up and take on more responsibility, without a pay increase!
- One student suggests READ posters featuring student employees.
- One student asks that the library “treat us like equals. Rules should apply to ALL.”
- One student wants more variety: “Good idea to switch up jobs to keep people from getting burned out. If you are doing the same mindless thing over and over and over every day it gets really tedious. I personally enjoy a little variety and being able to think a bit.”
- Students suggested the following incentives to make them feel valued:
 - More pay
 - Parties
 - Hugs
 - Cookies
 - Recognition (invitations to meetings and functions)
- “A senior LTA position for training students ... they could probably offer better hands-on training than a supervisor who has to deal with other tasks.”

- "Monthly meeting to discuss policies and whatnot."
- "Concerning instruction, it is difficult for me to do my job when the librarian doesn't acknowledge me or explain to the class that I'm there to answer questions, too."
- "A staff restroom would be very helpful."
- "A water cooler would be very appreciated in the workstation office."
- "The weekend needs more staffing."
- "Monetary rewards or increases are always a plus."
- "Refresher training."
- "Cheat Sheets with helpful searching hints."
- "Patron survey to help identify problems."