

STUDENT QUESTIONNAIRE

1. Do you enjoy your job at the library? What do you like/dislike?

Yes-27

I like the flexibility of my work schedule. It is a relaxed, non-stressful job.

Yes, I liked my times that I work. I don't like being idle.

Yes. Like: Books, Dislikes: Books

Yes, [I like] the flexibility to work when most convenient.

A+ Times. I like the hours. I dislike the laziness of some patrons.

Yes. [I like} the nice bosses. We love you [supervisors name here]!

Yes- I love it!

Yes, but at times it can be a bit boring. The work environment is wonderful though. Friendly.

Yes. I like the people and the free environment.

At times it's hard to get books processed when there is a surge of people. It would be easier if at such times one person became responsible for patrons and the other, books.

Yes. Easy access to library west books=good. My chair was really uncomfortable at my computer (behind circ counter, next to shelves).

Yes. I love that I get study time at the desk.

Not bad. Awesome supervisor! Flexibility.

I like that I can set my own schedule and that its so flexible. I really like how understanding my boss is of my schedule.

Yes. I enjoy the people I work with and the easy-going environment. However, there is a level of tedium that is unfortunate.

Yes. I like the people. I dislike the computer system.

Yes, I like the people and seeing new and interesting books.

It is easy, but boring. Like- fair job, co-workers, boss. Dislike- same thing everyday.

Sometimes it can become monotonous.

Yes. I like the people. I don't like the office environment, as in mainly the fact that it is not always clean (dust) and the temperatures are varied.

Yes. I love it.

The people who work here are generally nice; I appreciate that. Not a stressful job, so it is not too much a burden along with school.

Yes. I like the flexibility.

I really enjoy my job at the library. I enjoy the company of my co-workers.

Yes. My job is not stressful. It works well with my class.

I never plan on leaving. Flexible hours and friendly coworkers make it great.

Yes. Peaceful atmosphere. Kind staff members. Flexible with schedules.

Yes. I like the people I work with.

2. Would you like more training on the job, or do you feel that your knowledge is adequate?

Yes. I don't think I know enough.

I've had sufficient training. I know the place like the back of my hand.

My knowledge is adequate.

I'm okay.

Pretty good.

My knowledge is adequate.

It wouldn't hurt to get more training on the job, but I feel I have adequate knowledge.

No more training.

More general training

Yes I would like more training.

More training at hiring.

I'm good.

Yes, I find I do not know much about thing not related to my main job.

No need.

Adequate most times.

Adequate for what I am doing.

My knowledge is adequate.

I would have liked more organized training at the beginning or something like a folder with how to do things as a reference.

I think that I am pretty up to date however there are many who aren't because there is no time to train and so we have all learned by doing.

Adequate

More training would have been nice in the beginning, now though I feel fine.

Additional training is always welcomed.

There are things that some know and others do not. So, training is still needed for some.

I would like more training on the different aspects of not just my job but those around me as well.

My knowledge is adequate.

Yes, I have been here for a while and still don't feel that I know how to do some things that others have been taught.

It's good.

I feel like I know enough to help the patrons out.

Maybe a little more training concerning ALEPH.

I already know a lot but more training never hurts.

No, I am good thanks.

I received and still do get the guidance and training I need.

I would like more training. There are aspects I still do not know.

3. How can we improve the service we provide to patrons?

Use less library lingo when explaining resources. Explain full text in laymen's terms.

Maybe more information on hoe the retrieval services work.

Map Library patrons seem satisfied with the service.

Smile more, wear distinctive vests or sashes so they can find us.

Work on customer service training.

Smile more.

I believe that everyone does a good job helping out the patrons.

[Open] more hours.

Its perfect.

I think this question should be directed to the patrons.

Easy accessibility

Lose fewer books.

e-mail the patrons automatically.

I wish that instead of letters there was an automatic email system or otherwise no form of notification in order to force patrons to look at their accounts.

I don't work with the patrons.

Send e-mails that don't freak people out about being blocked; be more specific on website about West material recalling.

Put up a sign [on the security gates] that reads: "If you hear loud beeping, back up and talk to circulation."

Keep them better informed, many do not know how long the book is kept before being discharged, maybe send a reminder e-mail on day 5 that they have two days to pick up. Discourage patrons from routinely requesting books that they do not pick up. By reducing the amount of books that never get picked up we can increase the speed of processing the books that do get picked up. Also it would reduce the amount of books on the [retrieval] shelves making it easier to find misplaced books. Also it would reduce the work of the one discharging allowing him/her to help with the first shipment.

If we could train the student aids to know reference as well then we wouldn't have to make them [the patrons] flip flop across the desk.

We treat them too kindly anyway.

Provide a more welcoming atmosphere.

We got the best service. No improvement necessary.

Maybe a study room

Its fine the way it is.

By not yelling at them and by not beating them with aluminum baseball bats.

I don't know.

The service is excellent!

By training the circ desk people!

4. How can we make you feel like a valued member of our library organization?

Know my name! I've worked here for 4 years and librarians still think I am a patron- even after we've met on several occasions. Maybe more luncheons would help. There's this librarian over at library East, who has introduced himself to me- like 6 times- and I work in the same office (in H+SSS) with him. It's a little dehumanizing.

By having more events where I feel like something more than a cog in the giant university wheel.

Chance to move up- not pay (I know its not possible) but responsibility. Maybe create tiers- higher tiers can train lower ones or double check their work.

I feel valued

You already make me feel appreciated more than my previous employers.

I already feel like a valued member.

READ! Posters featuring students.

Hugs.

Be kind.

I already feel like one!

Appreciation, its pretty good here.

I just like the free food. Always works for us college students.

Hug us!!- J/K. More specialized tasks sometimes.

You already have.

I would like a cookie every now and then.

Raises

Pay my rent for me

Feed me every now and then.

More parties. More incentives.

Treat us like equals. Rules should apply to ALL.

More recognition. Not just like a party but different opportunities, meetings and functions for the workers.

Higher pay.

By treating everyone who works here with the same guidelines and rules. Also, Higher pay.

I always feel like a valued member always.

Have more of these parties.

Just keep having parties.

Parties like this work.

I feel valued already. (Pay [student's name] rent)

If trained monkeys could bring us food upon the ringing of a bell, that would be swell.

5. Please use this as an opportunity to give us any more suggestions:

A senior LTA position for training students might be nice. This person would be in charge of training for circ, stacks, etc. within the library. They could probably offer better hands on training than a supervisor who has to deal with other tasks. They could also serve as a middle man between students and supervisors if there is a conflict. Also, there could be something like a monthly meeting for all of the LTAs to discuss policies and what not. Or It could just be one person who goes to all of the libraries. Oh, and nametags might be nice.

It would be nice to have easier access to the break room. I know most students don't have "fobs" to open doors. (Mine doesn't work for the break room). Sometimes I bring lunch, so I would like to have access to the space and the refrigerator. 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. Too often, I've walked around looking like some sort of creep, because I look just like a student (like them) being nosy and looking over their shoulder.

Maintenance does a great job in this library but many things are missed when they provide the care of this library. A staff restroom would be very helpful as well as fixing the upstairs second floor water fountain. A water cooler would be very appreciated in the workstation office, not only by the staff but by the student assistants also.

There are books on shelves that have been there for months, never picked up and never returned. Also, the weekend needs more staffing as do the more hectic times of day. But since I know all this takes time and money it probably isn't worth worrying about it since UF politics will never provide the library with sufficient funds anyway. All in All everyone here does good and hard work and Im glad to work with the people that I do.

Yeah for books and pizza.

Keep up the good work [supervisor's name]!

We rock!!

I enjoy my job and availability to work.