

Satellite Librarian Pilot Program Evaluation Results

Introduction

The Satellite Librarian (SL) Pilot Project placed an Eliot D. Pratt Librarian in the Community Center Student Lounge for two hours a day, Monday through Thursday, during the F13 residencies. SL was new in addition to regular library services and designed to provide students with additional access to library staff while at the same time improving efficiency and efficacy of library services as a whole. Program directors were consulted to help tailor the SL schedule to the needs of their residency. In order to try SL, the main library closed at 8:00 pm instead of 10:00 pm during weekdays. SL hours and locations were announced on the Library & Information Technology website, at each opening session, and via flyers on the bulletin boards in the community center.

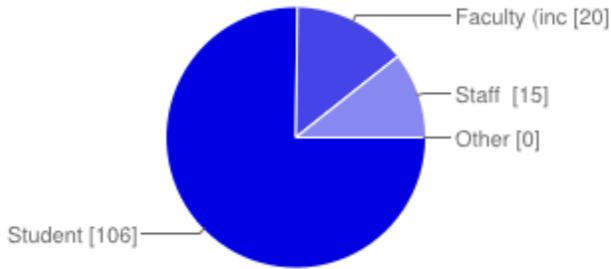
This document includes the Satellite Librarian Pilot Project Evaluation Survey responses collected from 141 voluntary respondents recruited from the Goddard College Plainfield Campus students, faculty, and staff. Three notifications of the evaluation period were sent to the student & faculty email lists for each of the Plainfield academic programs and the Goddard College all staff list (with instructions that only Plainfield staff should fill it out). There was a drawing for two \$25 Amazon Gift Cards as our thanks to those who participated. The winners were selected at random.

Satellite Librarian Pilot Program Evaluation Results

Summary

College Role

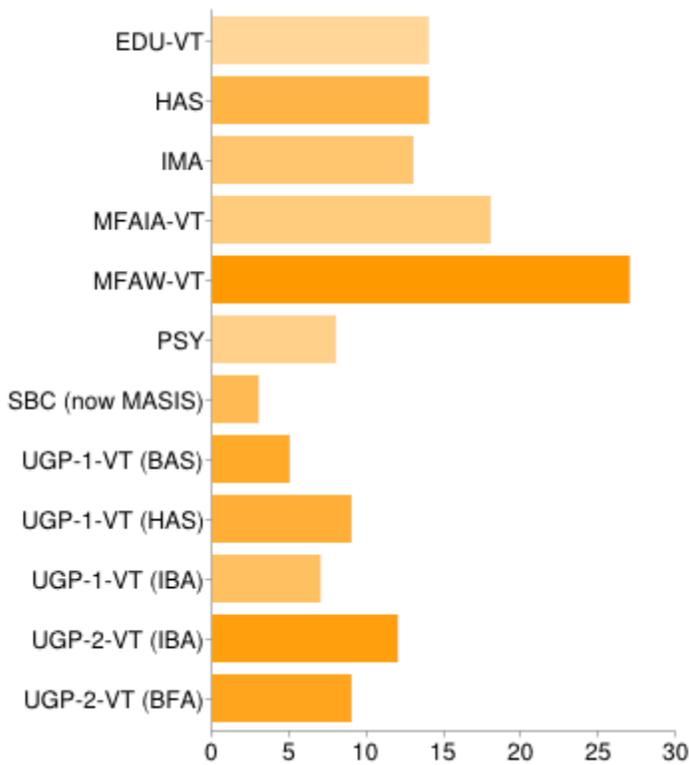
What is your primary role at the college?



Student	106	75%
Faculty (including Program Directors)	20	14%
Staff	15	11%
Other	0	0%

Program Affiliation

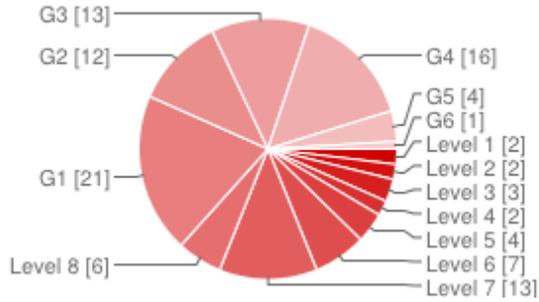
What program(s) are you currently affiliated with?



EDU-VT	14	10%
HAS	14	10%
IMA	13	9%
MFAIA-VT	18	13%
MFAW-VT	27	19%
PSY	8	6%
SBC (now MASIS)	3	2%
UGP-1-VT (BAS)	5	4%
UGP-1-VT (HAS)	9	6%
UGP-1-VT (IBA)	7	5%
UGP-2-VT (IBA)	12	9%
UGP-2-VT (BFA)	9	6%

Satellite Librarian Pilot Program Evaluation Results

What semester of study were you in during Fall 2013?



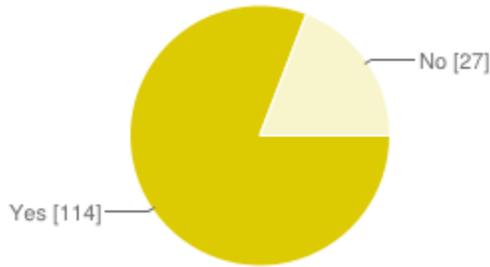
Level 1	2	2%
Level 2	2	2%
Level 3	3	3%
Level 4	2	2%
Level 5	4	4%
Level 6	7	7%
Level 7	13	12%
Level 8	6	6%

G1	21	20%
G2	12	11%
G3	13	12%
G4	16	15%
G5	4	4%
G6	1	1%

Satellite Librarian Pilot Program Evaluation Results

Project Awareness

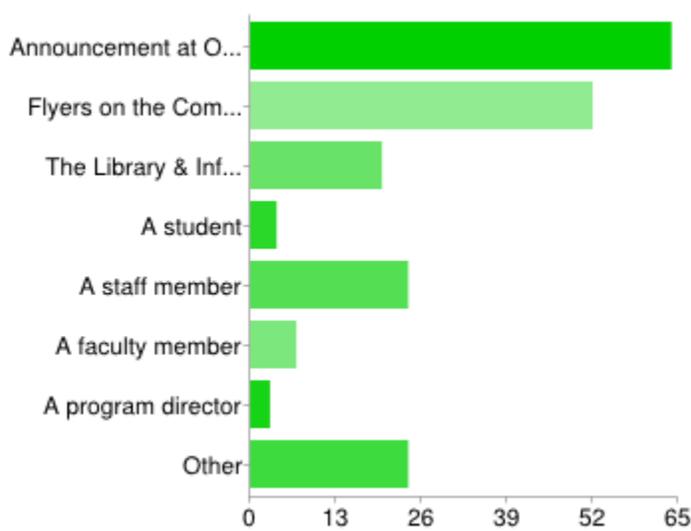
Were you aware of this project while you were on campus?



Yes	114	81%
No	27	19%

You Were Aware of the Project

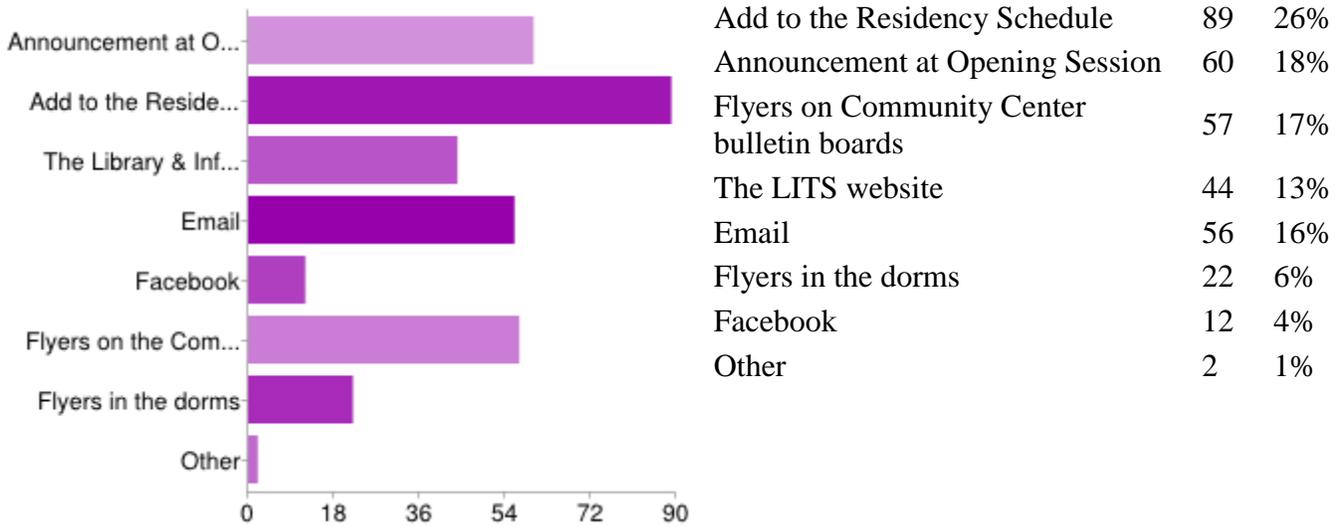
How did you find out about the project?



Announcement at Opening Session	64	32%
Flyers on Community Center bulletin boards	52	26%
A staff member	24	12%
Other	24	12%
A faculty member	7	4%
A student	4	2%
A program director	3	2%

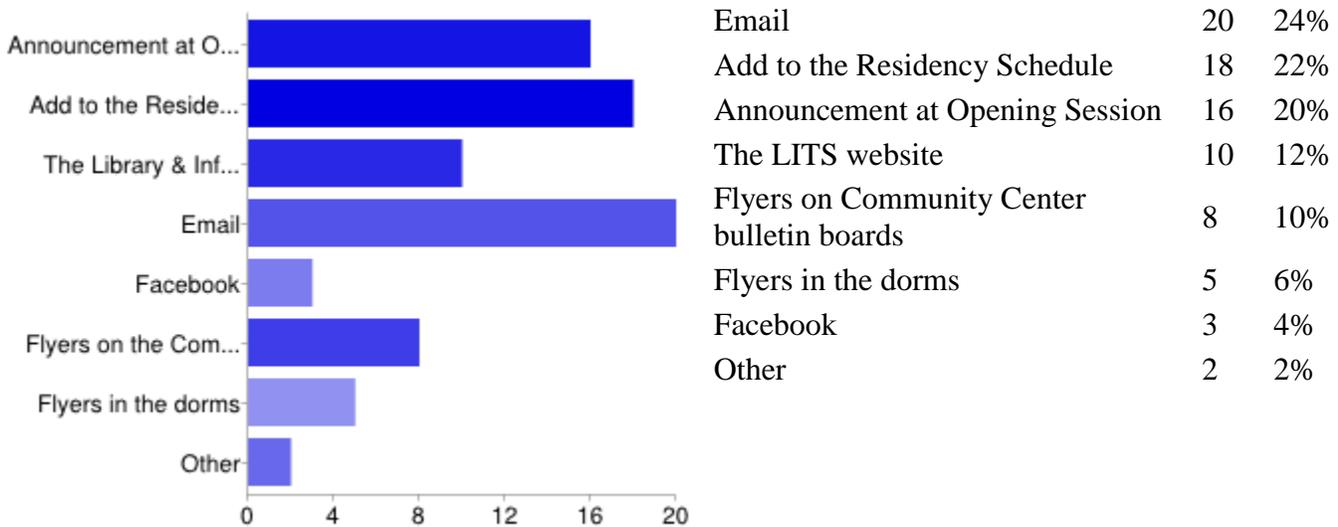
Satellite Librarian Pilot Program Evaluation Results

If we make this a permanent offering, how would you like to be notified of the schedule?



You Didn't Hear about the Project

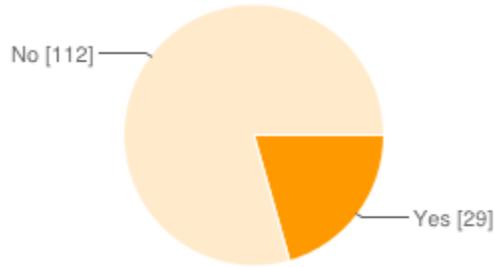
If we make this a permanent offering, how would you like to be notified of the schedule?



Satellite Librarian Pilot Program Evaluation Results

Project Trial

Did you try out the Satellite Librarian?

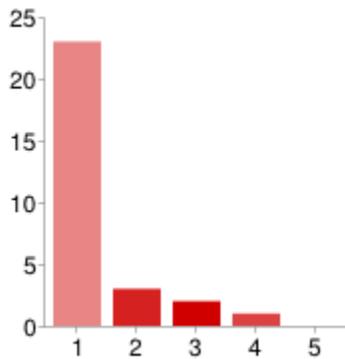


Yes	29	21%
No	112	79%

You Tried It

Did you like having this new service available to you?

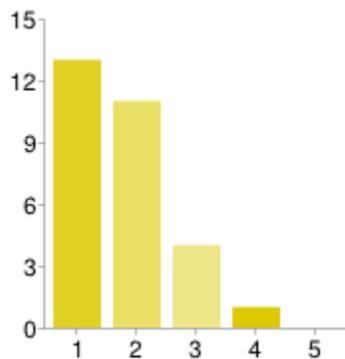
(On a scale of 1 to 5, where 1 is "Loved It" and 5 is "Really Disliked It")



1	23	79%
2	3	10%
3	2	7%
4	1	3%
5	0	0%

Did you find the service useful?

(On a scale of 1 to 5, where 1 is "Invaluable" and 5 is "No Help")



1	13	45%
2	11	38%
3	4	14%
4	1	3%
5	0	0%

Satellite Librarian Pilot Program Evaluation Results

Do you have anything else to add about the service generally?

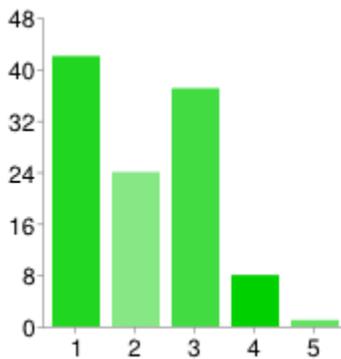
- It was very useful to have a person physically near the main campus, and computer lab. Walking by, I saw the Librarian was there, and went over and began talking about a book and subject I was interested in. She was able to help me find the book, and we discussed how ordering books through ILL works. I think during the Winter residency it will be especially nice.
- Meeting Helen in the lounge while she was on duty was a great experience. She was helpful with information about library services. As a first semester student I appreciated the opportunity to talk to her informally. As this was my first time in Vermont, she also told me about local culture and history. I think having a satellite librarian makes great sense--it connects the library to the heart of campus.
- The librarian was really nice and helped me figure out the ILL system step by step!
- The woman who was ours was informative and helpful. Having her in the midst of things allowed her to hear our questions before we thought to ask and she interjected numerous times with helpful information about resources for myself and my classmates. I thought it was a great idea and some folks aren't able to hike up to the library and they were able to locate resources more easily with her help and then order them via internet. I am graduating but hope you all plan to continue this program in the future.
- I referred several students who were immensely pleased. They might not have made it to the library otherwise and for at least 2 of them it truly "made" their study plans. I also used it for my own work and I too was immensely pleased
- I found students who were shy about going up to the library went and got help. I also got help - very quickly - because someone was there and I didn't (myself) have to find time to run up to the library.
- I think it is a really great idea to help bridge the physical distance between campus and the library, and also because an active dialogue with a library representative has the ability to inform us in so many ways about how the library can continue to be a valuable resource. It was edifying, to be honest.
- I learned more from the one on one instruction. Having the librarian conveniently located in the hall allowed for more time with librarian and less time getting to and from the library. Special note to Helen Linda for her patience and approachability. She made learning LITS for the first time less stressful.
- thanks for the cool new service!!!
- I have a hunch that this will be a more useful service during the WINTER residency when schlepping out to the library will be more of a chore.
- it was great to have Helen, who is very approachable, doing this during most of my residency.
- I think it's invaluable for students, especially during winter rez. Longer hours may be very helpful.
- Since it was my first residency, I had nothing to evaluate the experience by, but it was great having someone in the student center to ask questions of, and not have to go all the way up to the library, especially as a newbie, because I was struggling to make sure I got everywhere I needed to be on time as it was.
- With more discussion and example of how a librarian and databases can help research (i.e. - different than Google) I think more folks would use it.
- Please continue this program! It was a great way to get my questions answered.
- It's great to be able to have a conversation in person and get some questions answered without having to travel to the library!
- Why not bring a selection of new titles to give the feel of a browsing library. Also, if there was a list of what was possible- like learning about ILL, resource help, or how to use the system more effectively, this would be a very useful space. The demo we participated in at the library itself was poorly executed since it was not geared to be hands on. I think incoming students should be given a brief one-on-one sign up time to familiarize themselves with the library. Interested students could get advanced training as helpers when librarians are not available. I volunteer.

Satellite Librarian Pilot Program Evaluation Results

- I think this was especially helpful during the winter residency so that I didn't have to go all the way to the library to have a question answered. P.S. I just found this survey confusing because "1" is good and "5" is poor... I almost put in a negative response!
- Please continue this program as it helps new students navigate the Goddard landscape.
- It was great to have Helen in the Community Center -- available for questions from everyone. As a faculty person, I knew I could send my students "right downstairs" from my office to get their questions about the library answered. Too, it actually added a nice, new dimension to that space between the Help Desk and the rest of the Community Center -- which (it seemed like to me), became a much more "live" space, utilized more frequently by students and considered a place connected to the social life of the residency but also to their studies. A really great idea!
- The satellite librarian worked well for quick questions that I had and checking books that my adviser suggested. The location (next to the Help Desk) was very convenient. I have found that during the day at residency, I am so busy with workshops that I don't have much time to go to the library for books. When I do go to the library, it's usually after 5pm...

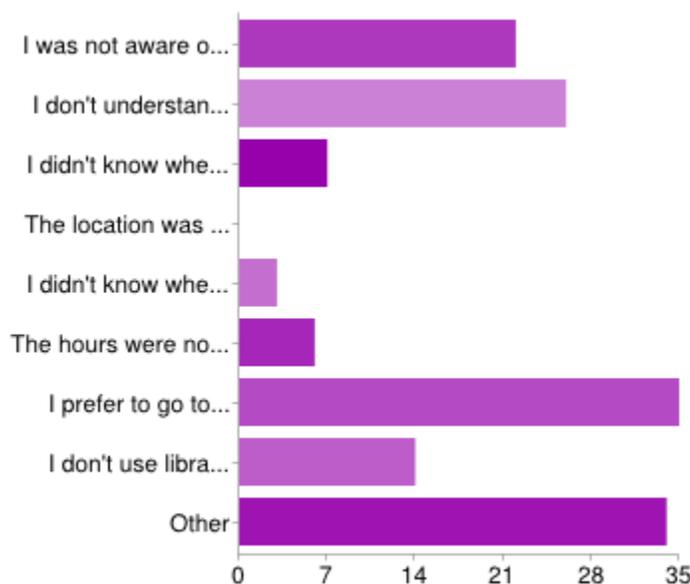
You Didn't Try It

Did you like the idea of having this service available to you?
(On a scale of 1 to 5, where 1 is "Loved It" and 5 is "Really Disliked It")



1	42	38%
2	24	21%
3	37	33%
4	8	7%
5	1	1%

Why didn't you try it?



Satellite Librarian Pilot Program Evaluation Results

Do you have anything else to add about the service generally?

- Great idea, not really sure how it works, so i don't have any suggestions.
- Can there be a workshop on its uses?
- I wish I had read more about it but think that while I am at Goddard the walk to the library is a necessary break from sitting!
- Limited hours and felt like it offered limited help in terms of getting books/returning books
- I appreciate the library making an effort to make your services more available.
- I so much appreciate you thinking about what would work better for our students and the residencies.
- I like the idea. I tried to use the satellite librarian too late in the week and the times didn't work so I ended up going to the library. I will try to use the satellite librarian next time- if available. Thanks
- I thought this was a great idea, and want to give props for Helen for making this happen. I think it's a new and even better way to connect people to the Pratt Center.
- Adding some more information about how a SL can be of assistance would be helpful. For example, is a SL there to help you manage reference searching? To give advice on searching? Once a resource is located, wouldn't the student need to go to the library to pick it up anyway? Why not search at the actual library?
- i love the idea, the name, the way this integrates itself into activities in cc; also like the thinking of bringing a service to folks rather than requiring them to go to the service (mobile health centers, libraries, restos--wonderful, wonderful)
- I was actually really disappointed the library wasn't open until 10pm. Honestly, I wish it were open later than that during the residency too.
- Librarians are extremely helpful and having them in close proximity is a real service. Do it again.
- GREAT idea, it should be a model adopted by all other departments on campus that students interface with. The majority of students spend the majority of their time in the Community Center (other than their dorms) so I think all other departments could develop a similar approach to providing service to students. Good luck!
- Although I didn't use the service, I don't know if my students used the service.
- nope, it's a great idea. As a faculty member, our time is so tightly scheduled that I wasn't able to make use of it, but I hope you continue it.
- Students expressed gratitude for this program. They want the hours extended if possible.
- The residency is so packed, it is difficult to have the library offerings constrained by time. The students already complain about having so much overlap and options in one time slot.
- I think it's a great idea and I hope the service continues.
- It sounds like a great idea!
- I thought the service was handy but I do love the library and so enjoy the walk up (particularly in July).
- I think that this service is fantastic for people who really don't understand research libraries. It would be really great to also emphasize how this service can be used in the first semester intro to the library session.
- I just really enjoy the hike to the library...but I think it's a great idea for students who don't feel that way, especially during winter.
- I thought it was a good idea, even though I did not use the service. It may have been helpful to be able to sign up for a time slot - not sure about that though
- Sounds like a really creative way to support the community!
- I think this is a great service, particularly for the newer students who may need more assistance navigating the site (it isn't the most intuitive site ever) or understanding how to use some of the catalogs for research. I may not have needed it last time, but I may have need of this service in the future. Thanks
- I think this was a fabulous idea. It seemed to make a lot of sense to go to the people!

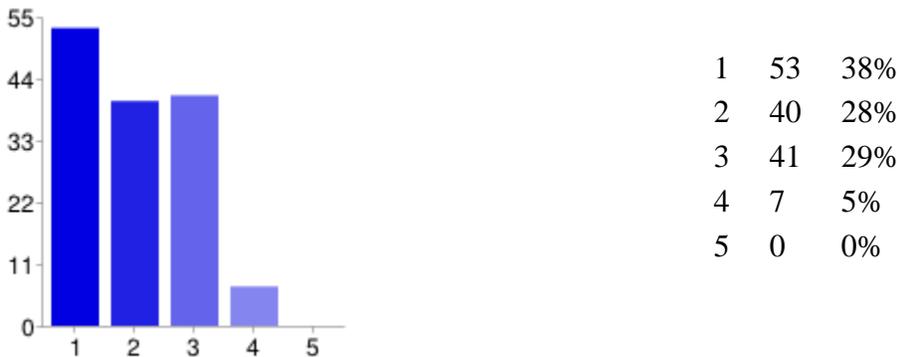
Satellite Librarian Pilot Program Evaluation Results

- Everything I heard from students and faculty was extremely positive about this new service, and that's music to a PD's ears! Keep up the good work! Thank you!
- I think that I may have seen the physical structure of the program but had no awareness of what it was about, its purpose or how it may help me and other students. I think if that could be spelled out in some way then I may use it in the future.
- I feel that this will be utilized more in my second session now that I have a better idea of my thesis and the type of research that I need to complete.
- I didn't really understand the point. Might have appreciated it a little bit more during winter, if it had saved me a walk to the library for any reason.
- Excellent idea. I could have used it but just like being with all those books!
- It seems like a great idea!
- hearsay: i heard students mention that the physical library being closed earlier to accommodate SL was unfortunate

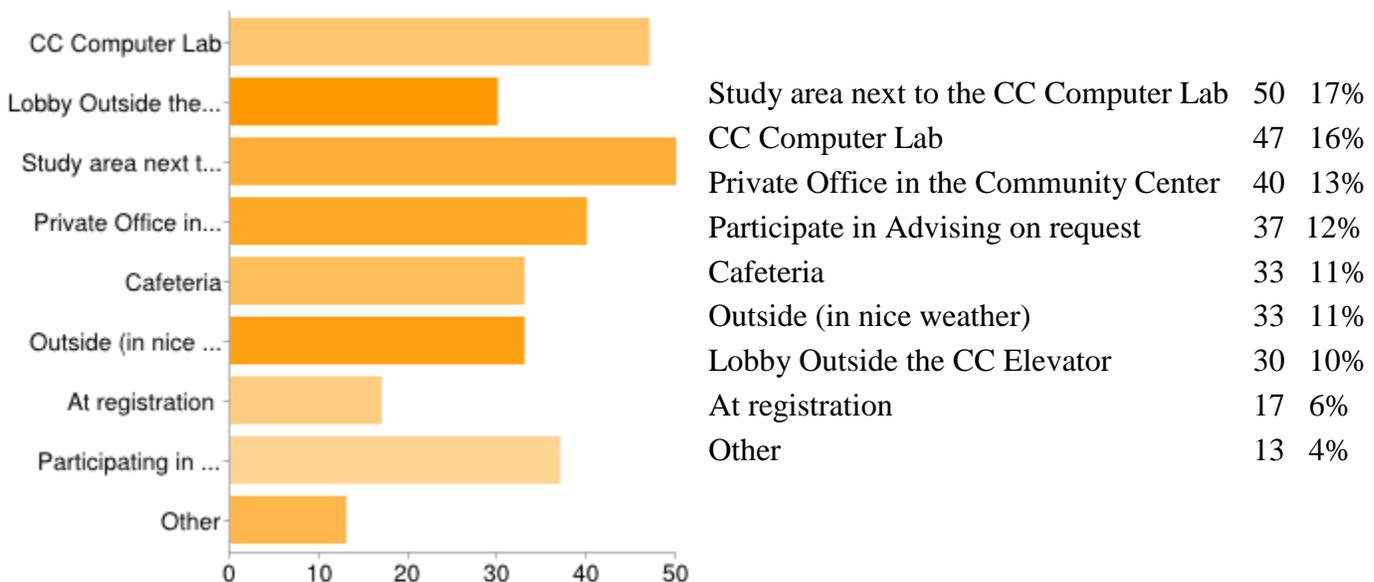
Location

How well did you like the location of the Satellite Librarian?

(On a scale of 1 to 5, where 1 is "Perfect Location" and 5 is "Terrible Location")

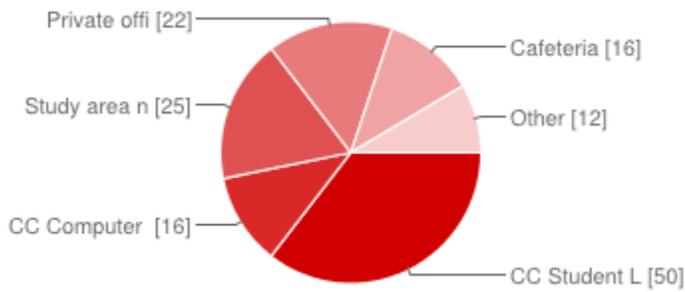


If we make this a permanent offering, what additional locations would you like us to consider?



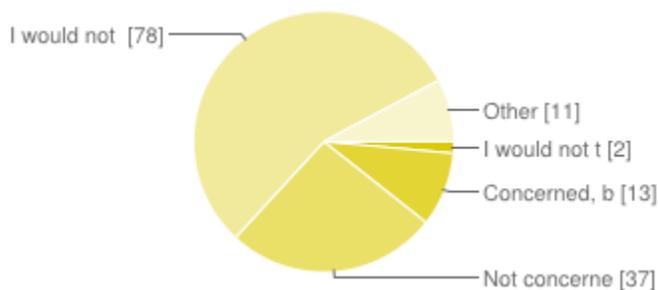
Satellite Librarian Pilot Program Evaluation Results

What do you think would be the best location for the Satellite Librarian overall



CC Student Lounge	50	35%
Study area next to the CC Computer Lab	25	18%
Private office in the Community Center	22	16%
CC Computer Lab	16	11%
Cafeteria	16	11%
Other	12	9%

The program ran in a public place. How concerned are you about privacy and the program?



I would not be concerned about my privacy	78	55%
Not concerned, but now that you mention it...	37	26%
Concerned, but wouldn't prevent me from trying it	13	9%
Other	11	8%
I would not try it because of privacy concerns	2	1%

Is there anything else you'd like to add about the location of Satellite Librarian?

- I still like the physical library best.
- Good survey
- I felt like the librarian was in a lonely spot - in the computer lab or the cafeteria they could enjoy some camaraderie. Outside the elevator is nice too because so many people pass through there but if there are those concerned with privacy, it might be too public.
- I think it would be a great idea to have them participate in advising groups. The librarian could know ahead of time a general list of what each student is studying and have available resources to offer.
- I felt like Helen should have had more than just a card table and chair. Having it in the lounge could detract from the ability of students to just relax in the lounge. And it is kind of public, so I might be less likely to go in depth about my library questions. The study area seems like a more private and underutilized space that could be just right for serious discussion or general information.
- Make sure it is a positive place for the librarian herself!
- I liked it!
- Nice to see an innovative program like this coming from the library.
- Helen Linda was exceptionally helpful!
- re: @ registration -- absent of compelling argument to the contrary, i think registration is busy enough without adding any additional stimuli
- The busy location is critical. I think the position merits a dedicated office, but had she not been set up as I was walking by I likely would not have stopped. Bit of a catch-22.
- I think adding a few chairs for folks to sit in, and wait for the librarian to be done with another student, (not that this was a problem) might be a nice touch.
- Incoming students should be required to sign up for a time to meet with a librarian. Many incomings were completely confused, and I believe as a result the services are grossly underutilized by my incoming class.

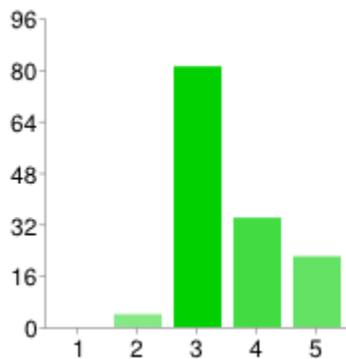
Satellite Librarian Pilot Program Evaluation Results

- It was too loud in the main pathway- hard to really focus
- I like the idea of it being in or near the computer lab because when I am working in the lab, I am most likely to think of things I might want to ask a librarian.
- Methinks a tip jar would accent the space nicely
- Taking up the lounge areas makes it awkward to get some alone time during residency for reading or relaxing.
- I thought it was fine.
- As I said above, I think it worked really well where it was. I guess the other potentially-optimal place to try it would be in that VERY underused area next to the computer lab -- but, if you did that, I think you need to feng shui that space -- and actually try to incorporate the satellite concept into something that worked. It might actually be a way to re-use and re-vision that space and make it something people want to use, and have a reason for using. It needs good lighting (but not fluorescent!) -- and some other furniture thing going on (that includes study-inducible stuff, like nice wooden desks, etc. -- but NOT chrome and also NOT rocking chairs).
- I think that having it in a public"ish" space is great as it catches people's eye, and is a visual reminder, but also understand privacy. Maybe there could be an alternate place if needed.
- It's difficult for students to find a quiet, semi-private area for working, so it would be nice to be able to preserve those areas that students have been using for that purpose. That's why I think an office upstairs in the Community Center would be great -- students would still retain the areas traditionally used for their quiet work while still having access to the Satellite Librarian in a quiet space upstairs.

Hours

Do you think two hours a day is the right amount of time for Satellite Librarian to be available?

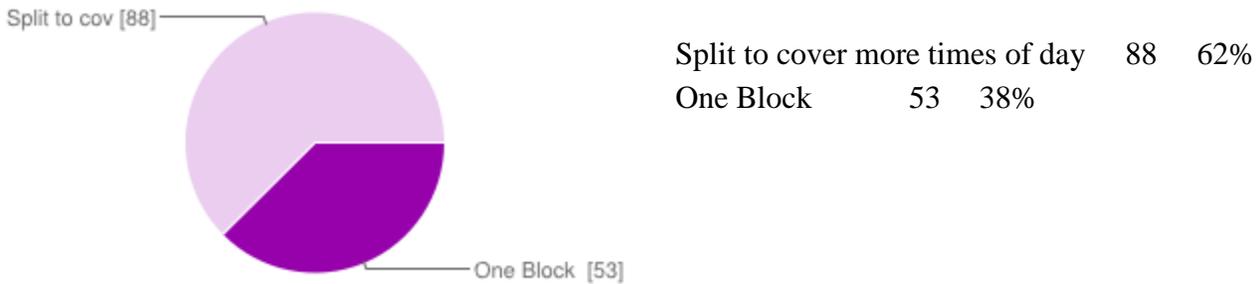
(On a scale of 1 to 5, where 1 is "Too Long" and 5 is "Too Short")



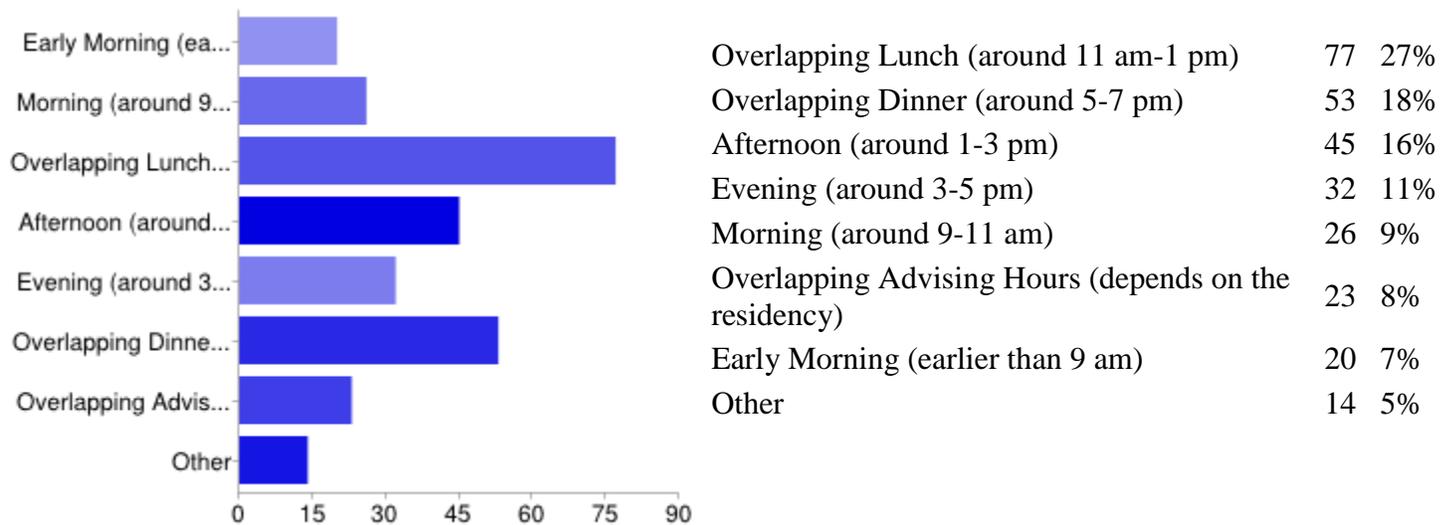
1	0	0%
2	4	3%
3	81	57%
4	34	24%
5	22	16%

Satellite Librarian Pilot Program Evaluation Results

Should hours be a block of time or split to cover different times of day?



What are the best times of day for the program to be available? (Please answer only for the program hours, not the general library hours)



Do you think four days is the right number of days for the program?

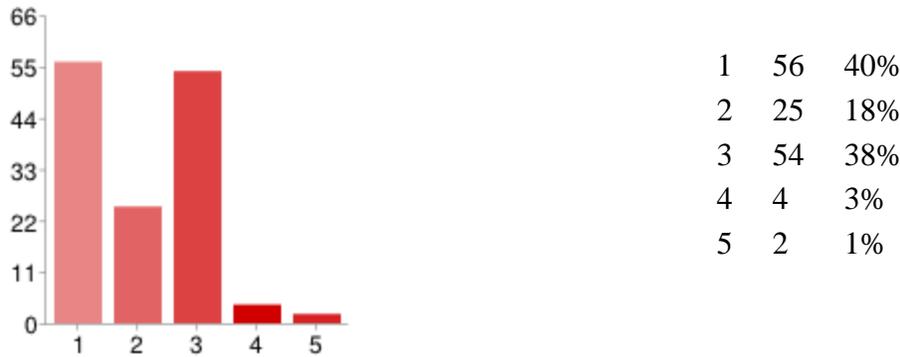
(On a scale of 1 to 5, where 1 is "Too Few" and 5 is "Too Many")



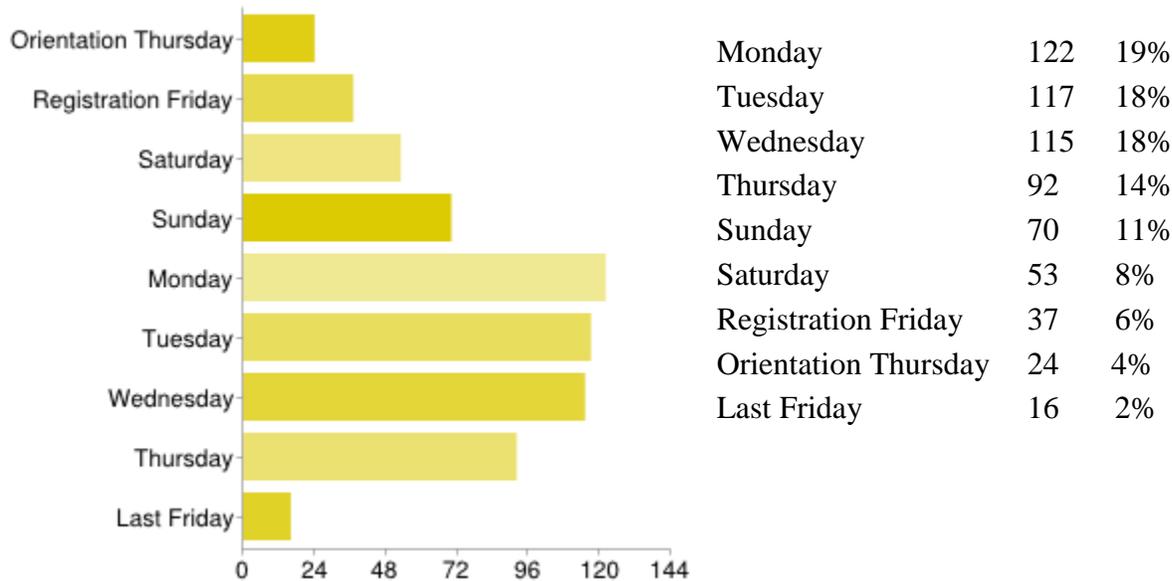
Satellite Librarian Pilot Program Evaluation Results

Do you think Monday through Thursday of the residency are the right days for the program to be available?

(On a scale of 1 to 5, where 1 is "All Right" and 5 is "All Wrong")

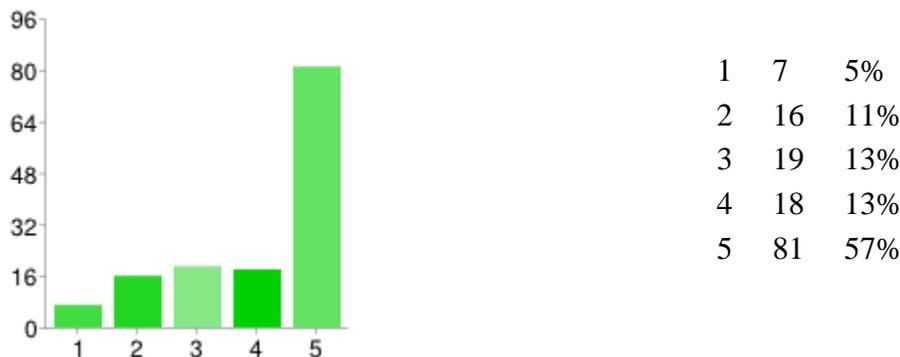


On what days would you like the program available?



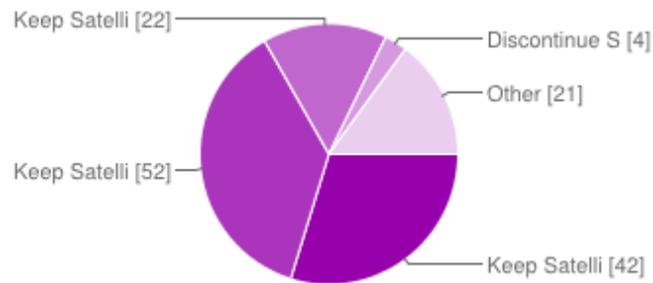
Were you impacted by the change in the physical library hours?

(On a scale of 1 to 5, where 1 is "Huge Impact" and 5 is "No Impact")



Satellite Librarian Pilot Program Evaluation Results

What would be the best mix of hours for the library programs?



Keep Satellite Librarian and add some nights later than 8 pm to the physical library schedule.	52	37%
Keep Satellite Librarian and current physical library schedule (9 am - 8 pm).	42	30%
Keep Satellite Librarian and shift physical library hours to open & close later than 9 am - 8 pm consistently.	22	16%
Other	21	15%
Discontinue Satellite Librarian and keep the physical library open later than 8 pm.	4	3%

Is there anything else you would like to add about library hours?

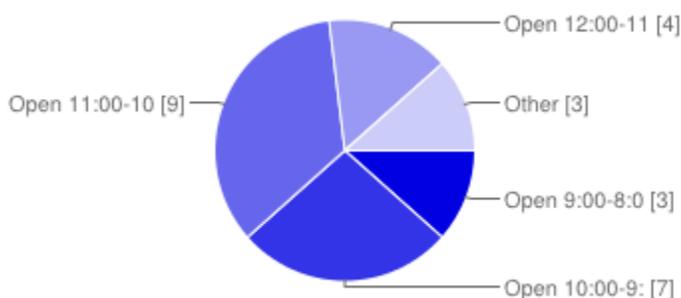
- I would LOVE to have the library open late during residencies.. I'm talking 10 or 11 p.m.
- Since sessions and advisee time start close to 9am, I can't get to the library without skipping sessions or going after a busy day. I'm not sure how feasible it is for staff, but I'd love to be able to go to the library anytime between 6-8am.
- Anything you do that makes library skills more available is most gratefully received. Thanks.
- Yes, some later night hours at the physical library -- very important! I think that to have late nights on (at least)Tuesday and Wednesday would be really helpful and useful. Those are usually the two nights when students are most freaking out about study plans and bibliographies, etc. -- (if Monday was a possibility, that would be good, too).
- a mix of hours available would be great for Pratt.
- Like I said before, I find it hard to get to the library when workshops are running so I typically have used it early morning & later in the evening. I like going to the library because it is quiet with comfy couches and people won't disturb me.
- Maybe one or two early openings of the physical library (potentially at the start of residency) for people that need/want to go early, along with a couple late closures during the week.
- I rarely use the library after dinner.
- I don't understand what a satellite librarian does
- My response to the question, "Do you think two hours a day is the right amount of time for Satellite Librarian to be available" as "3" is meant to indicate I would like to see the hours increase, but not necessarily at the expense of decreasing other library hours or services.
- What if you were open until 10pm on ONE night during residency? I was unable to go shop at the library because I was in workshops or meals until 7 which only leaves an hour to shop and I still had to hike to the library. That leaves about 45 minutes to find an entire semester's books. Not much time. If hours are a concern maybe you could open a bit later during residency? Why waste the morning hours? We are at breakfast and then required advising group meetings until 10am. Why be open when we cannot be in there?
- As I find the library to be a great location to study and work on my study plan, I would like some later night hours.

Satellite Librarian Pilot Program Evaluation Results

- Sometimes I didn't answer because as i said I don't use the library during residency and I just don't know. I think student responses would be more useful for a lot of the above questions but since I had to answer them I did.
- most needed the hours opened later when we where doing our study plans, like till 10pm.
- I liked the library when it was open later than 8. If you stay at dinner until 7 and then go to the library - it doesn't give you much time.
- Didn't affect me, I generally went during lunch or a break in the day's schedule.
- it would be okay with me if you did something like 10-10. or 11-10. by the time break is over, then advising, and i get settled and ready for the day/my brain wakes up...its like 11 anyway. in fact, i don't think i have ever been to the library prior to noon.
- Students study all night and I think it would be great if someone was here to help them 24/7.
- Schedule at least two events that take place in the library to encourage visiting the building, and using the resources. Make rooms available for meetings and study groups. Why not have registration there and tag a brief visit with a librarian onto the registration? I think students should know their librarians on a first name basis, and feel comfortable coming to them when they are at a loss for materials.
- So much of the collection of the library is available on-line that I think very late hours would be a mistake.
- This is the only time students can access the physical library in the entire semester. It is essential that we have time early and late in the day (when not in advising groups, or workshops). Close in the middle of the day for three hours and stay open until 11pm. important!
- I hardly ever saw anybody in the library when I went there.
- Our students need weekend and evening access to the library.
- I am so involved in residency that I don't go to the library at all. I've thought about going up, but it's always been in the late evening. Also, I'm not sure about the satellite librarian, but I think in winter she's more valuable than in summer (because of the snowy trek to the facility).
- Why not add to the library hours during the residency (until midnight?) whether or not you keep the satellite librarian? Maybe just for the MFAW residency?
- 24 hour access is needed. Not everyone studies at the same hours :)
- It really did inhibit my use of the library to have it close at 8pm. I think the satellite librarian is a great idea but I think a lot of students work in the evenings and would prefer the library open till at least 10pm, if not 11pm.
- I wish the library were closer to the Main Campus. The librarians themselves are fabulous and wonderfully helpful.
- I get most of my independent work done in the evenings, so I would like to see the library open later.

Consistent Physical Library Hours

What schedule of hours would you prefer?



Open 11-10 Registration Friday - Thursday	9	35%
Open 10-9 Registration Friday - Thursday	7	27%
Open 12-11 Registration Friday - Thursday	4	15%
Open 9-8 Registration Friday - Thursday	3	12%
Other	3	12%

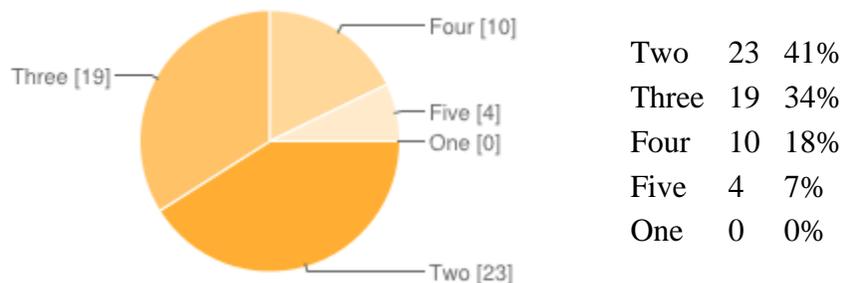
Satellite Librarian Pilot Program Evaluation Results

Is there anything else you would like to add about library hours?

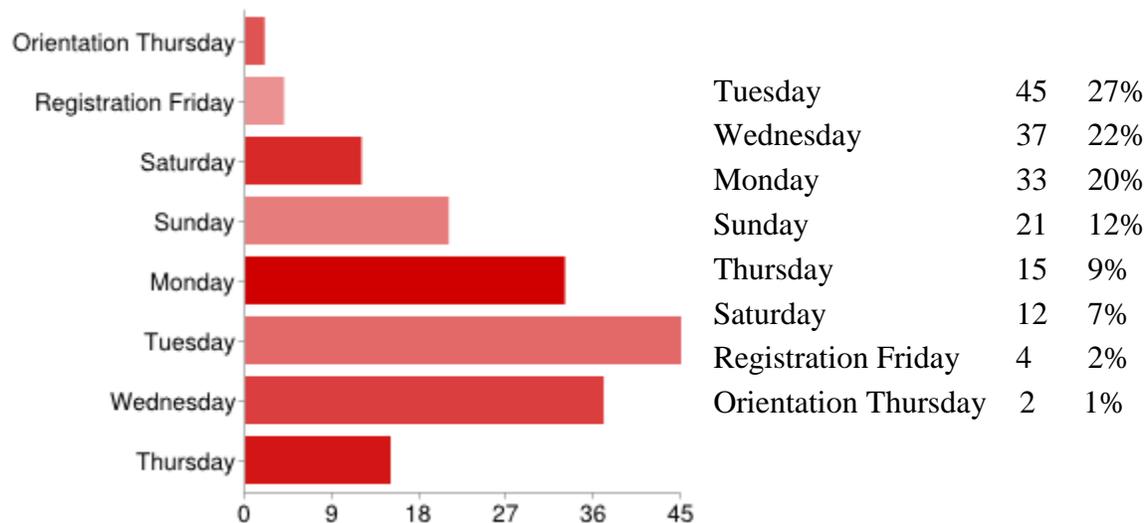
- Perhaps the satellite librarian could be available in the evening hours when the library is closed. I like to work late at night sometimes at the rez and I know a lot of people who do the same and would benefit from this.
- I can't think of why there would be an overwhelming need to have the physical library hours start before advising groups have ended each day. Advising groups who want to have a collective library experience might coordinate with the Satellite Librarian to have that happen in the learning village either during advising group hours or during the day.
- Open after breakfast, close for lunch, open till supper, close for supper, open from 7:30 til 11pm. This is when most students need the library.
- I will hopefully be graduating next semester so I don't really feel like my input is relevant here. Also... my attendance at the library is really dependent on how much time I end up spending at the Music Building... Hmmm...
- It would be ideal to still have it open from at least 10am-10pm although I understand there are probably budget constraints.
- Weekends too!

Physical Library Open Some Late Nights

What would be the best number of late nights for the library?

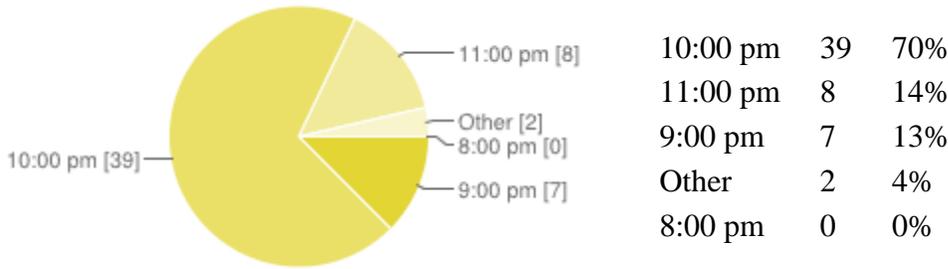


What would be the best days for the library to be open late?



Satellite Librarian Pilot Program Evaluation Results

How late is late enough?



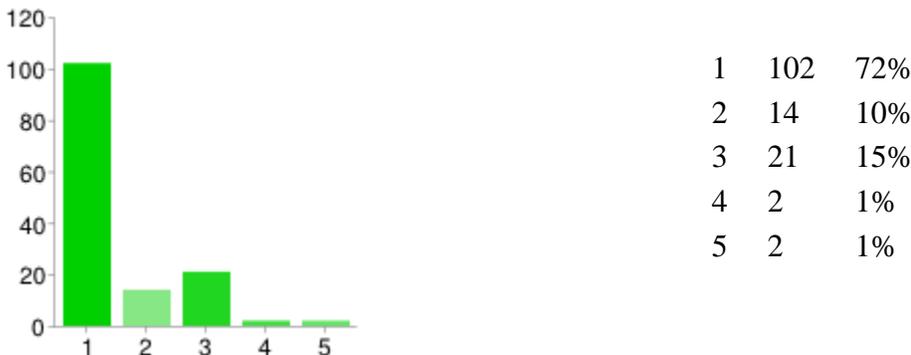
Is there anything else you would like to add about library hours?

- I feel it's too dark in winter for me to walk there late.
- Maybe open physical library later on Sunday 12am-10pm
- maybe one morning that you open at 7am, for the early risers.
- It is difficult to judge the best times, some folks work best early and some late. The library is such an important resource. I have enjoyed it, especially the zen walk up there, but also have seen that some students who are more physically challenged have difficulty getting there, especially when the weather is harsh. It could be helpful to have a trolley/shuttle throughout the day/evening to alleviate self-consciousness when needing to ask for help getting there.
- I miss the bad old days -- when every night was a fairly late night - though I realize that with budget cuts and the availability of so much online, things are vastly different. Still, I know that there is also a kind of camaraderie that develops among students who are at Pratt desperately searching for relevant resources ... and there are stories (from my students) every semester of "running into XXX at the library, who was also trying to find resources for her study plan and she told me about this amazing book...and they HAD it!" ... etc.
- I would also come in the early mornings (before 8am) but I may be in the minority.

Residency Remote Returns

How well do you like the idea of Residency Remote Returns?

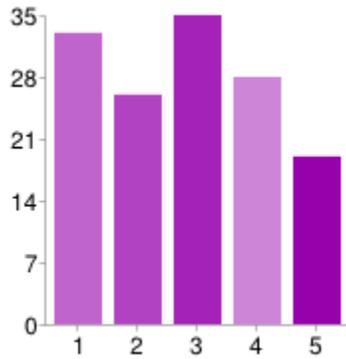
(On a scale of 1 to 5, where 1 is "Love It" and 5 is "Really Dislike It")



Satellite Librarian Pilot Program Evaluation Results

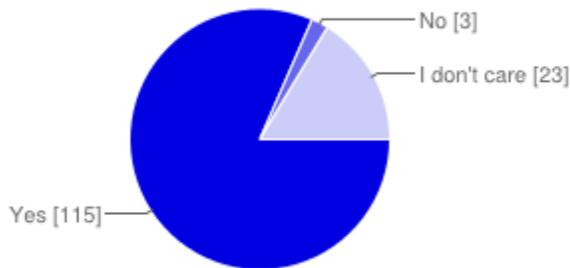
How does the distance between the main campus and physical library affect your use of library services?

(On a scale of 1 to 5, where 1 is "No Affect" and 5 is "Huge Affect")



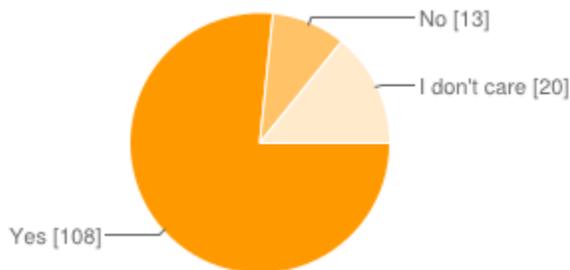
1	33	23%
2	26	18%
3	35	25%
4	28	20%
5	19	13%

Would you like to be able to return materials to a librarian on the main campus as well as the library?



Yes	115	82%
I don't care	23	16%
No	3	2%

Would you like a library book drop box on the main campus, even if it meant waiting for items to be transported & checked in?



Yes	108	77%
I don't care	20	14%
No	13	9%

Satellite Librarian Pilot Program Evaluation Results

Would you be interested in having a librarian available to check in/out books on the main campus as a part of registration day?



Is there anything else you would like to add about the distance between the main campus and the library, or about Residency Remote Returns?

- I think that having a return place at Greatwood would be great. While I do have issues with personal responsibility, I think that this is a good idea though, but should be kept simple. The one problem I see is if a student returns books, and something happens or they miss the turn in date/time and they don't get their diploma....
- The additional time needed to check in materials that have been returned from a remote location may offset the convenience benefits of remote return.
- Having a librarian on campus on registration day to return the previous semester's books is a BRILLIANT idea. Love it!
- Would it be possible to put up a sign to the library or an emergency phone half-way? It is a long walk and I would be really worried to walk it in winter if I had to go alone.
- Only new students or students with a billing issue are generally the ones who go through registration on Friday AM. Being present at registration would be a good way to introduce to new students, but not a way to meet most returning students.
- Have better signs leading to main library, keep walk-way clear, set up a few benches along the path @ the lights.
- I find the remote location of the library a little creepy.
- is shuttle service by schedule possible?
- I wouldn't want a librarian available at registration at the expense of other services
- It is difficult - mainly because of finding time to get there. So anything that makes at least returning books easier, I suppose would help but then the books may not be readily available for students... oy!
- I have a car and make the library my first stop when I arrive for residency. I usually have a list read to take out and during the week I pop back up for books my new advisor might recommend. But I can imagine for students arriving without transportation, in the middle of the night, having a main campus drop box or check in option would be fantastic.
- I've never attended a winter residency (completed my program only during the summer....)
- i love the lights on the pathway there. whatever you do, do not ever get rid of those really funky awesome retro lights. also, please dont make them any brighter...the campus has enough light pollution as it is. we don't need to interfere with the star gazing any more than already.
- The walk from the main campus to the library is good exercise!
- It's a beautiful and welcome for me in the middle of lots of classes!
- I think allowing people to return materials at the main campus building is a great idea.

Satellite Librarian Pilot Program Evaluation Results

- On one hand, I think the walk to the library is one of the best things about the College -- on the other, as a faculty member, our time is so over-scheduled during the residency that it is rare to actually have the time to go out to Pratt and wander through the stacks. So, I guess I like the idea that we could return books on the main campus -- but ... I think it might just put a further layer of disconnect between all of us and the touchable, breathable books sitting on the shelves. (I'm not a Luddite, truly ...!)
- Actually, I really enjoy the walk. I need the exercise and I love the ritual of adding to the rock cairns.
- it would be HUGE to have this service.
- I like the walk
- I think making the library more accessible to everyone is a hugely important goal.
- I think registration should happen at the library. So that everyone has to visit, explore and see new materials. The attempt at privacy was absurd in the media room. If there were any real issues, or questions regarding FERPA, they wouldn't have come to the surface in that environment.
- if i did use the Goddard library services in the future, these would be nice options to have.
- The distance is huge, there isn't even a brick/paved path to the library and in inclement weather I am half covered in mud and slipping on ice just to try to get to the library. I've fallen more than once and hurt myself. Was humiliating more than anything, but it definitely discouraged my trip there.
- re @ registration, I guess i'd like more information about why this might be important... for returning students who have pre-registered and the book drop is located at the help desk, that may be a nice thing to offer; but as a step or integrated into registration concerns me
- Carrying books to the library to return can be heavy! Actually I usually mail them back so that they won't make my suitcase too heavy for the flight to Vermont.
- As someone with a mobility concern, I appreciate your attention to this. I have yet to visit the library at all!
- we could check in books at the helpdesk
- I think this is really most important during the winter. I like walking to the library in the summer!
- Registration day is a bit early to have a librarian checking out books - most students don't yet know what they will need.
- With a full residency schedule it can sometimes be difficult to get to and from the library with enough time to actually get anything done and not miss out on either workshops or meals.
- As long as books turned into a drop box at the main campus by the end of the due date are processed as turned in on-time (and not late as a result of the time to transport, and check in to the library) than this is a *great* plan!
- The distance is a significant impediment as I have mobility concerns. Having a remote return would be wonderful. I did go to the library the Friday of residency (registration) but the library was closed - this was before I learned of the satellite librarian.
- I would like to drop books off on main campus, especially the first day - the whole day, but it has to be trustworthy. I would prefer it be checked in right then, so that I'm not technically still responsible for that time I don't have it till it makes it to the library.
- The idea to return books at check in is an awesome idea!!! I know I won't have a car and have a ton of books to return and the winter can raise havoc with my arthritis making it difficult to get around. Awesome idea about librarian at check-in!!!!
- The distance isn't a big deal. However, it would be convenient to be able to return books at the main campus.
- I love being in libraries as physical buildings. As faculty, I have little time to do so during residency, and yes, unfortunately, the walk up the path is part of that equation. That said, I do and would encourage initiatives that invite us into that space -- special events, for instance.
- I was not sure what the first question meant above.

Satellite Librarian Pilot Program Evaluation Results

- If we could return books in the CC during registration that would be a huge benefit. I don't trust book return boxes to treat books well or be as accountable as physically returning books, so I would be very unlikely to use a drop box. Would there be a way to train the help desk to accept returns and have them check books in? Then the library staff wouldn't need to be at the CC, but could just pick books up once a day (or more as needed).
- Great idea! I would love being able to drop off my books at the Help Desk when I get my dorm key or something like that. I don't mind the walk to the library because I used to "live" in Stokes which was already 1/2 way there but in the winter, the walk can be icy/challenging.
- if remote returns and pick ups on campus are optional and do not mean a lag time for people who need a book right away, that works. The problem comes if it puts the book in transit somewhere where a person who needs it immediately can't get it.
- Accessibility is essential if Goddard intends to serve a diverse student body. I see no reason that students should not be able to return books at the main campus.

Free For All

Go nuts.

- Again, I think the library staff is first rate!
- i though the library services were great and civilized.
- Sending books we ordered and allowing us to keep them tip the following residency was helpful and generous. thanks!
- Native American section is in desperate need of materials.
- Thank you!
- Well, if you have of visiting authors and advisors, it would be nice to see them sort of highlighted or put out so they are a quick find during residency. (Also easy to see if they are all checked out:)) Thank you very much for all that you do.
- I would like more access to online journals and ebooks. When I have tried to use these services they did not always work for me. I would also like more audiobooks or access online to audiobooks (I work for a public library and we use Overdrive). And a workshop on citing sources in academic writing would be really helpful, maybe a co-project of the library and the writing lab.
- I only used the writing lab once because it took almost 2 weeks to hear back from them. Maybe each student can be assigned to a writing lab coach and introduced to them during residency. Writing papers is such a crucial part of our packets that this should be a priority to students.
- I wish the library had more books of poetry, especially current poetry.
- You all are wonderful!
- I like going up to the library for exercise and a change of place and to browse the shelves.
- You folks are great. Something I would like to see more of is a focus on electronic resources, digital humanities, etc. Especially as we are all low-residency, this should be our strength. Thanks!
- Thanks for everything you do!
- I wish for more physical books, less e-books!!!
- Yes, 24 hour library access would be great and I think it would be a great way to bring students together late at night for academic work.
- Please make a video tour of the Library available either on Gnet or the main website. I just saw it for the first time (I'm in the PT satellite program) and was blown away! What a cool place!
- Perhaps you would consider using the library for more of the residency workshop so as to bridge the gap between the library and the main campus. If more things were happening there perhaps it would

Satellite Librarian Pilot Program Evaluation Results

seem/feel so remote. I love libraries and librarians. I like the being in quite space where I can think and write and dream. Libraries are important; let make it more a part of the goddard community.

- How about a list of available texts for Pre-G courses and each required course for Mental Health Counseling and Psychology students?
- I didn't know that I could renew books going into my final semester. This would have been helpful to know ahead of time. Overall, I love the library, the resources and the staff. Having a great library has saved me a lot of money and provided me with a rich academic experience. I also like seeing familiar faces when I return from one residency to the next. The library will be one of the things I miss most when I graduate. Thank you!
- The information on research aids - firstsearch, worldcat, jstor, etc.... on the website is not very user-friendly. It can be very dense, hard to tell what's what and how to use it, what we have access to and how to get it. The pdf of instructions about how to use those resources is clunky, difficult to search, and not up to date. In general, I find the website not to be very intuitive and sometimes spend more time trying to access a source than on actual research, which is disappointing.
- Thanks for continuing to think about all of these issues!
- I just know that there is one particular librarian that seems to hold little respect for students and that sometimes causes me to leave the library when this librarian is holding the fort. Perhaps a little kindness might go a long way for this particular librarian who has a tendency to treat Adult students like children...which is unacceptable to me.
- I <3 the library and I <3 surveys. I have found the library & librarians to be amazingly helpful over email and in person. I feel they have gone above and beyond to get me the resources I need - either buying new books or helping me with ILL requests or referring me to electronic resources. A+++ The library is super cozy and it makes me very happy! The only thing I guess I didn't like--which is more on principle because it didn't affect me at all--was the change with RefWorks from a free service to something we had to individually pay for. I would have liked a heads up on this or something. (Maybe you did and I missed it... that happens a lot actually.) But that is a VERY minor thing. Thanks again!
- I think the library is a beautiful space. I would definitely have gone there more to research and work on my study plans, but during my first residency I was pretty overwhelmed with workshops and meetings, and the library felt far away and maybe not immediately "necessary". Not sure how I'll use the library for 2nd residency. Winter weather will be a factor since I may not have a car. I like the satellite idea. :)
- Everyone is helpful and I appreciate that they help order books that I need for my studies!
- Thanks for all you do!
- It would be great if we could get to a point where the library was able to have copies (multiple) of books recommended by advisors and being used for workshops during the upcoming residency. I know that's hard to coordinate. But there are surely some books that are used over and over as some essential workshops are repeated at residencies over the years. If each program knew it had a certain number of books it could request for each residency, we could perhaps work together to choose, and then that would build the program-specific resources over time... Just a thought!
- Do you have rotating art exhibits? This would be wonderful for those visiting and also a support to artists.
- great service, great staff!
- The occasional workshop with us - maybe we can think of planning joint librarian-fac' workshop on specific things...
- Again, I think you all do a very good job. I am not the best person to give you feedback on this issue but I could see you really wanted us to fill this out so I did.
- Community gatherings? Use of the radio space? library seemed to be a bit "dead" environment- it would be great to liven it up somehow and get more students in.

Satellite Librarian Pilot Program Evaluation Results

- I wish I could give more insightful feedback but I never borrowed books. I always purchase mine because I eviscerate my margins with notes.
- Thanks for all the great work you guys do! I love the Goddard library & all the services and resources you offer!
- It might be useful to offer sessions for the general student population about how to locate sources. I think this is offered for new students, but maybe offering several abbreviated sessions for returning (or all) students during the week would be useful. Thanks for caring enough to even ask these questions and provide the services that you offer!
- I love the library and wish I lived closer because it is so beautiful. I also ADORE that you let us keep books from residency to residency. IT is hugely helpful. I am going to miss the Goddard Library when I finish. xo
- I was very pleased that from one semester to the next you had added a book I suggested to your stacks, hoping I could use it during my senior year. (Yay! Thank you!) I was then very disappointed to discover that someone else had taken it out and not returned it. Instantly lost! Is there a way to get books back? I am guessing you would bill students for unreturned books.. I wonder if there is another way to ensure that a book a student suggests/requests could be held? Even if placing a hold on it meant they would have to retrieve it during their first day of residency, it would be nice to have that guarantee. Thanks!
- I would love to see power sources available at the tables and the couch areas in the library so that those of us who bring our personal computers or ipads, ipods etc. can have the option to plug them in and stay at the library longer. The library is a wonderful quiet space for studying and writing up study plans. However, there were several times my study mates and I had to go back to dorms or sit near a wall because our power died.
- i think that the intro sessions to research and how to use the library services really need to be retooled. they are often dull and unhelpful.
- I love the library - and the staff are very helpful in person and via email. I just checked out some materials, and Monica volunteered to send me some related articles.
- Having a book return at registration would be really helpful. Also, I have always been quite disappointed with the library's collection. I understand that our funding poses limitations. But it is really frustrating that much is outdated, and having to purchase 3/4 of my resources elsewhere each semester is costly. I know this is not particularly helpful, however I'm not the only one who feels this way and thought I should register my concern. Thank you.
- I know there are workshops addressing research but honestly, for me, most of my questions or snags come up in finding academic papers. I do best with demonstration, or a workshop where a librarian would circulate while a few people are searching and able to debug snags. Just a thought, especially for new students.
- I would like to see more math & science books. I was also very disappointed that Goddard does not carry or have access to the education journal that my article was published in. It would be nice if you could either carry short-term subscriptions to publications that students have had their work published in or, at the very least, carry the particular issue. Finally, it would have been incredibly helpful for me if I could have had borrowing privileges at even one of the colleges near where I live. I don't live near a good-sized public library, and the ILL system does not work well at all when I have to mail back a book less than a week after I've received it. I gave up on it and wound up having to purchase far more books than I could afford.
- Good survey and good initiative. I would have answered more but I am a staff member and not totally aware of student needs.
- Would you consider providing return boxes or envelopes when students check out books during residency? This would be great instead of worrying about getting over to the library before residency starts.

Satellite Librarian Pilot Program Evaluation Results

- The information for how to request books and have them sent to me seems kind of hidden; each time I wanted to request something I had to really hunt around to figure out how to do it.
- How about being able to return books through local libraries throughout the country? Is this possible? I was able to get books from my local library for my reading assignments, through the national book search. They were sent to my local library and then returned. Some of the books came from University/college libraries in my state of PA. Not sure if it can be out-of-state.
- Never had any issues. Thanks for the good work!
- Thanks for all your hard work!
- I often got confused trying to find items that ended up being in the Goddard Special Collections area. Maybe some way of making that clear in the online catalog.
- I would like to be able to access more scholarly databases and journals to get more articles and research
- nope, though i would like to note that your second section of this survey --what level of f'13 does not make sense for advisors thanks, fun
- More access to play scripts. There didn't appear to be many available. There is more poetry, novel, short story, and memoir collections available. Even if they were available only on line it would be helpful...
- I put two books in the 'cart' and hit send. Never got them. Emailed four times, no response. Finally, I walked in during 150th and got a person. This needs improvement. Thanks
- Thank you for all that you do.
- online catalog works well as do terminals in Pratt wish we could borrow audio books like the special collection displays / promo of work by Goddard community members have had past student theses/bibliographies recommended but will need to remember to ask for assistance in accessing these; perhaps a workshop on utilizing these would be helpful, or at least an FAQ including etiquette and ethics thanks for inviting input and for all the good service!
- Keep up the good work.
- get more books about the chesapeake bay, and update the stock of ecological books on hand...super outdated.
- There's not a huge selection available, especially when it comes to screenplays. I'm not not sure how to utilize all the services electronically especially since I do not use e-books or e-readers. Staff is always nice and I don't mind the track there except when it's freezing outside like it will be in January...uh.
- I have really enjoyed the library and its staff, you all do a great job and have been helpful to me in many ways.. now, where's my gift card!????!?!? all the best!
- I am a former librarian at the Kellogg-Hubbard Library and I would be interested in helping and volunteering during my residency to promote library use and provide accessibility for those who need transportation. I think that the incomings would be happy to have more support. I am coming a day early to my res to launch a 'student sponsor' program with fellow student. We are available Jan 30 to meet.
- I am thrilled with the range and variety of journal article research available on-line through the library. The ability to research truly esoteric subjects through Ebsco and JSTOR has been a pillar of my academic progress. I am going to really miss having access to these resources after graduation and am considering how an individual can buy access rights.
- More audio books would be good. Thank you for your services.
- Please please please make a book drop off or onsite checkin for items on registration days. Please.
- Events and workshops would be incredible. Even a 'storytelling' time made every couple hours for students to enjoy hot apple cider and listen to a book read aloud, a student's journey, guided meditation, etc would help improve the morale and slow down the frenzied pace of residency. Overall, the most important change is moving the library closer to the main campus. If that is absolutely impossible, at least pave a path there.
- Thanks for the opportunity to respond.
- I love the library services!

Satellite Librarian Pilot Program Evaluation Results

- You guys are way cool!
- Since I'm about to graduate, I'd love to see library services expanded for alumnae... but that's probably asking too much! Oh, but I truly LOVE the section of the library dedicated to books by students/ alumnae/ faculty.... what if there were a web page for alumnae/ the community promoting & reviewing those books (whether the library had a physical or electronic copy or not?) Not only would that be excellent PR for the college, but it might be a (relatively low cost) way to strengthen alumnae giving....
- I utilize the library a lot when on campus, and I usually have very positive experiences, but last residency I did have a disappointing day. I went to the library looking for a quiet place to work, but there was a loud music group playing in one of the library's rooms. The music could be heard through the whole building and it was so distracting that I ended up leaving. I understand that the library is used for multiple purposes, and hosts the radio station, but I would have appreciated a simple sign on the library door or in the CC noting that the library would have loud music at that time. If I had known that it would be so loud, I would have adjusted my schedule to study there at a quieter time. That said, the library staff are always polite, helpful, and cheerful. Thanks!
- Everyone at the library is helpful and wonderful. Thanks for all you do for us!!!
- I would like to be able to get ILL's for ebooks (really don't like ebooks) Well, you said to go nuts.