

ID#	Q.34 What experiences have you had with the reference desks at COD in general? Were they positive or negative and why?	Code
232	<p>Not many, when I came in I remember signing up for the print services, I believe I spoke with them. (Were they positive or negative, and why?) For the most part positive, but I didn't really go to them with anything complex. You know I just was asking you know how do I sign up for this, they told me and gave me a sheet and you know I walked off, but i guess I didn't realize that even if I do have questions or what not, I would never think to go to them, you know? (Why is that?) I don't know, now that I'm talking to you, I'm like ok... Even if I have a question, instead of going to them I would probably ask a friend or message a friend even though I would prefer to get it answered right then and there you know?</p>	They're helpful
205	<p>Well my only experience is like uh I'm not like that much of a bookwork and if I need any assitance I just uh go and ask them and they tell me where it is like located and something like that... apart from that I never use anything else.</p>	They're helpful
210	<p>The student had generally positive experience when asking for help, only asked about citing something or how to use the online databases</p>	They're helpful
214	<p>oh they're positives. What do you mean by reference, like the main desks? (yeah) Yeah when I go up em' and ask 'em where a specific , 'cause one of my friends referred me to the movie section when I first got here in the summer time and I just went to the desk and they told me where to look, they're pretty nice. (Any other experiences?) I mean I never knew they had phone chargers and then I went up there and was like oh, yeah and they gave it to me. (So you asked them, how did you know to ask?) 'cause I saw someone with it and it just looked funny to me and I was wondering, and then i knew because my coach, he tells us that COD is a good school to come to an they have all the resources you need to succeed.</p>	They're helpful

216	oh they're positives. What do you mean by reference, like the main desks? (yeah) Yeah when I go up em' and ask 'em where a specific , 'cause one of my friends rederred me to the movie section when I first got here in the summer time and I just went to the	They're helpful
219	Yea, like when I did ask for a book and the lady helped me out and she picked out the right book and everything, so yeah she helped to a good extent, I didn't think she would be able to find that book at all so...(So would you say that was a positive experience, or...)Yeah, they do fairly go over where everything is located in the library or where they would be able to find it, yeah..	They're helpful
224	for asking questions of librarians... (um) And having them help me narrow-down (like) what I want to study, what I want to research.	They're helpful
228	Well my only experience is like uh I'm not like that much of a bookwork and if I need any assitance I just uh go and ask them and they tell me where it is like located and something like that... apart from that I never use anything else.	They're helpful
234	I don't think they were ever negative, they're just very general. Whenever I've never checked out books or gone into the study room thinking it's me. They're pretty friendly for the most part. Like I don't think I ever had a really negative experience.	They're helpful
240	Positive, again just because they have been very helpful with just everything I've had to do and every reason that I've used the COD library for. (Do you have like an example of an experience?) No, I think just in general	They're helpful
244	I just know them in the student center. The information desks. (Were they positive or negative and why?) Postive. And because they helped me with a lot like finding the veterans service and stuff like that.	They're helpful
245	They were poistive. I mean they were just really helpful in that sense usually. And they kind of know what they're doing over there. I never like asked them a question	They're helpful
246	It was positive, she was able to help me find different things that I was looking for and to show me how to go in and (inaudible) you know how to get a book from another college? Mhmm. What that? luse..iuser.. Correct	They're helpful

247	um, they were really nice. I had to look up a bunch of books for my business class, and I couldn't find one of the books. And I was asking if they even had it. And she was like, "Nope, we don't have it." (Like) And so I was like, "Okay, that's cool. I don't have to do that question." She was super nice; she tried to hunt it down for me so yeah. So would you say overall that your experiences was positive or negative? Oh, positive. If I had to ask someone a question, I'd go to the Reference desk.	They're helpful
257	Really positive, umm for example if like I check something out and then leave like 5, 10 minutes late, and sometimes it's a fine but you know they they like oh ther like you know just be careful next time.	They're helpful
258	I mean, I've been to the circle desk and then to check out a book or a model, but I don't know. (Have the experiences you've had with those at the reference desks been like positive?) Yeah easy, quick, nice (or negative?) Yeah it's not like you get a difficult person.	They're helpful
206	I've seen it, but I haven't gone up to it, yeah. Yeah	Seen it but never used it
207	I don't know	Don't know
211	No experiences, never asked for help.	Don't know
230	Well, I've, I've checked out books for like a couple hours. Like textboos while I'm there cause you can't take em.	N/A
249	N/A	
241	N/A	
226	N/A	
208	N/A	
202	N/A	

Positive/Negative/Neutral		
Positive	A	Answers question 30/31 prefers to ask friends if they have question.
Positive	A	
Positive	A	
Positive	A	

