

# Research Desk Survey

Tell us your impression of the Research Desk.

Not easily identifiable. Not private or prominent enough.

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If you could suggest any changes to the Research Desk, what would they be?

Separate location.

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If you are a librarian, how do you market the Research Desk in your classes?

I don't mention it specifically.

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Tell us what department you work in \*

- Reference
- Circulation (including CSPA)
- Technical Services
- Other : .....

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# Research Desk Survey

Tell us your impression of the Research Desk.

Nice, but really used much for heavy-duty RESEARCH questions.

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If you could suggest any changes to the Research Desk, what would they be?

Remove the Research Desk sign, it confuses folks, they think that they cannot ask a "reference" question there.

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If you are a librarian, how do you market the Research Desk in your classes?

I tell students to come ask us any question, we will try to help you.

---

Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

I think the concept is great and easy to refer to the other desk if necessary.

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If you could suggest any changes to the Research Desk, what would they be?

If I didn't already know where to go, I may miss the signage. Are we able to use the purple panels for signage? It would be more eye-level as you walked up to each desk. I don't always look way up.

---

If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

If I recall, it was mostly created as a marketing strategy and I believe it is unnecessary.

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If you could suggest any changes to the Research Desk, what would they be?

I don't feel there is a reason to continue it.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

Helpful for long & complex questions but a librarian is not always available so other librarians and reference assistants help as needed.

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If you could suggest any changes to the Research Desk, what would they be?

I know there is some frustration sometimes, because the librarian has both Chat and live questions. Occasionally live questions are handed off to others when Chat is especially busy.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

Very good idea. It helps students find relevant sources for their topics of research and eases anxiety about their assignments.

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If you could suggest any changes to the Research Desk, what would they be?

A separate quiet location close to the reference desk on the first level.

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If you are a librarian, how do you market the Research Desk in your classes?

If I were, I'd have given an extra credit to students who had talked to a librarian about their research project.

---

Tell us what department you work in \*

- Reference
- Circulation (including CSPA)
- Technical Services
- Other : CSPA



# Research Desk Survey

Tell us your impression of the Research Desk.

I don't think the students and patrons think the Research Desk is any different from the rest of the desks. They just look for a friendly face for help. Sometimes the Reference Assistants do bring over students that say "they have a research project".

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If you could suggest any changes to the Research Desk, what would they be?

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If you are a librarian, how do you market the Research Desk in your classes?

I do not distinguish it from the rest. I just encourage them to come for help.

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Tell us what department you work in \*

- Reference
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- Technical Services
- Other : .....



# Research Desk Survey

Tell us your impression of the Research Desk.

Positive in theory, but wondering how useful it truly is when the vast majority of students and patrons can't/don't differentiate between different Library departments (circulation, reference, etc.).

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If you could suggest any changes to the Research Desk, what would they be?

More clarity regarding what this desk truly does.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

An area for extended research help

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If you could suggest any changes to the Research Desk, what would they be?

Perhaps flip locations - Research on the left hand side (looking from the front door). It is bit more private. Central assistance right in the middle facing the front door.

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If you are a librarian, how do you market the Research Desk in your classes?

IMHO - if not already part of the handout/webpage, add section specifically on "Research Services".

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Tell us what department you work in \*

- Reference
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- Other : .....





# Research Desk Survey

Tell us your impression of the Research Desk.

In theory an excellent idea - in practice most patrons have no idea what the difference is btwn. research and reference.

---

If you could suggest any changes to the Research Desk, what would they be?

Better signage and better communication to patrons as to what services are offered at the desk. Suggest that library staff from other departments not occupy a space in front of the research desk socializing when patrons need help and said patrons are seen to walk away because they think staff is a patron getting research/reference help. It looks bad and the desk is missing an opportunity to provide a valuable service.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

I think it is very helpful. I would like it clarified if we are to send patrons to one desk over the other first?

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If you could suggest any changes to the Research Desk, what would they be?

That we could see both librarians at the desk. The pole blocks one of them and moving them over would require rewiring the computer with longer cords.

---

If you are a librarian, how do you market the Research Desk in your classes?

na

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Tell us what department you work in \*

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- Other : .....



# Research Desk Survey

Tell us your impression of the Research Desk.

I still like the idea. I'm not sure it has been promoted as much or as clearly as it could have been.

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If you could suggest any changes to the Research Desk, what would they be?

Better promotion of it; more formal consultation appointments; appointment cards; better signage

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If you are a librarian, how do you market the Research Desk in your classes?

I usually say Research Desk instead of Reference Desk when I explain to students that they can come for help with their research.

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Tell us what department you work in \*

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- Other : .....

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# Research Desk Survey

Tell us your impression of the Research Desk.

No distinction really from other Reference.

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If you could suggest any changes to the Research Desk, what would they be?

Sometimes it can be hard to handle chat when alone at desk.

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If you are a librarian, how do you market the Research Desk in your classes?

I don't distinguish it from other desks.

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Tell us what department you work in \*

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---

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# Research Desk Survey

Tell us your impression of the Research Desk.

At times it can be confusing to people as to which desk to go to

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If you could suggest any changes to the Research Desk, what would they be?

I think that the chat should go to upstairs, as the research person gets tied up for extended periods of times, and they may be the only librarian on duty

---

If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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---

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# Research Desk Survey

Tell us your impression of the Research Desk.

Waste of time

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If you could suggest any changes to the Research Desk, what would they be?

Get rid of it

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

## Tell us your impression of the Research Desk.

I don't feel it is accomplishing what we originally thought it would accomplish. The concept of 'research' is too confusing. For students, they may come to the 'research desk' because they have to do a 'research paper.' They may need only a few sources and anyone can help them with that. Also, after I have talked to a patron for a few minutes at a different desk (not Desk 1), I realize we may have to delve a little deeper and spend a lot more time, and at that point it would be rude to send the person to the research desk to start the whole interview process again. I just handle the question from whatever desk I am at.

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## If you could suggest any changes to the Research Desk, what would they be?

Chat should not be at the research desk. I think it should be moved upstairs or to Desk 2. Desk 2 can certainly take over chat if asked, but that is difficult during evenings and weekends when there isn't anyone sitting at Desk 2.

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## If you are a librarian, how do you market the Research Desk in your classes?

I don't specifically market it, but I tell the classes that we will help them with their projects, regardless of how long it takes, and if one of us doesn't know the answer, we work as a team to get them the help they need.

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## Tell us what department you work in \*

Reference

Circulation (including CSPS)

Technical Services

Other : .....

---

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# Research Desk Survey

Tell us your impression of the Research Desk.

I don't feel like this special desk is being used in a way that is different to the regular reference desk. The other staff members refer more advanced questions to the librarian as always. I'm not sure that students or staff are aware that the work that occurs at the research desk is any way different than other spots.

---

If you could suggest any changes to the Research Desk, what would they be?

If we were to make the Research Desk and the work that occurs there specialized, advanced, or more in-depth, I think this service should be by appointment, and/or that the desk would be entirely separate from the reference desk. Off topic a bit: I also think that reference staff should sit together when possible so we can learn from one another.

---

If you are a librarian, how do you market the Research Desk in your classes?

I refer my students to the reference desk knowing that they will be referred to a librarian if their questions are more involved. I usually say that anyone at the reference desk can assist them, which is true. To answer the question, I do not promote the research desk as a special service. I think the concept is good but needs revision.

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Tell us what department you work in \*

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Other : .....

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# Research Desk Survey

Tell us your impression of the Research Desk.

Since "research happens" at any Desk station, I thought this was 1) dedicating station #1 as an always-filled Librarians' seat and 2) we were going to get the word out as part of a marketing initiative. I am unaware of any marketing to advertise that Reference assists with RESEARCH.

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If you could suggest any changes to the Research Desk, what would they be?

As it is now, advertise!

Unless students know they can get such help with assignments, there won't be enough traffic to warrant some other model.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

I know it is not the same, but my impression is that it is the same as the reference desks.

---

If you could suggest any changes to the Research Desk, what would they be?

Better laymen's terms in signage to describe what can be done there for the students.

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If you are a librarian, how do you market the Research Desk in your classes?

---

Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

My impression of the research desk is that it's a place where students can get help navigating and finding credible resources, and possibly getting help with citations. I feel that it also serves as just another reference desk as well. As a student I don't really discern or care to discern the difference between the research desk and the reference desk. As a student I feel like I can just go to both desks for any reference related need.

---

If you could suggest any changes to the Research Desk, what would they be?

If the reference desk and research desk are to offer two different services, the library would do well to better inform patrons of the basic difference between the two desks. At first glance its like "Reference? Research? What's the difference? Whatever I'll just ask this person for help on my paper or whatever." Maybe have some more descriptive signage so patrons know the difference.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

- Reference
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- Technical Services





Other :

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# Research Desk Survey

**Tell us your impression of the Research Desk.**

It works better in theory than it does in actuality. Students want help when they need it/where they need it (usually at their point of inquiry at a desk marked "reference"--being shifted to another physical spot seems awkward for many.

---

**If you could suggest any changes to the Research Desk, what would they be?**

I'd seriously consider implementing a research appointment booking service for students and designate a place for those appointments to occur (whether in an office or at the desk.). It would be great to offer this service to students because it would underscore the need to develop a plan for research and a system for moving through the research process. It would also help establish set hours for PT librarians.

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**If you are a librarian, how do you market the Research Desk in your classes?**

It is included in the overview of all Library services available (specifically highlighted as a point of need service) in addition to making formal appointments with division FT librarians. However, many students still want to know they have "dedicated" librarian time, so many will prefer to set up meetings ahead of time rather than take a chance of availability.

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**Tell us what department you work in \***

- Reference
- Circulation (including CSPA)

Technical Services

Other : .....

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# Research Desk Survey

Tell us your impression of the Research Desk.

Well, I havent used it, but it is really helpful to any body who needs detailed information about a topic/subject.

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If you could suggest any changes to the Research Desk, what would they be?

none

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

I think it is confusing to students (to know which desk to use). Many don't know what "Reference" means.

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If you could suggest any changes to the Research Desk, what would they be?

I would call the non-Research desk "Information Desk"

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

- Reference
- Circulation (including CSPA)
- Technical Services
- Other : Admin

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# Research Desk Survey

Tell us your impression of the Research Desk.

In the evening, because of staffing, the Research Desk is sometimes the only person available, so it doesn't really advertise a special service.

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If you could suggest any changes to the Research Desk, what would they be?

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If you are a librarian, how do you market the Research Desk in your classes?

Encourage students to contact the library with questions; I do not advertise any special help through the Research Desk.

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Tell us what department you work in \*

- Reference
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- Technical Services
- Other : .....



# Research Desk Survey

Tell us your impression of the Research Desk.

Having always a librarian dedicated to research projects is the most handy and helpful idea to our students.

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If you could suggest any changes to the Research Desk, what would they be?

Availability of Research Desk's librarian could be increased if the librarian did not have to pickup books at upper floor or walk patrons to find other dept. around campus. These easier tasks could be left for assistants.

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If you are a librarian, how do you market the Research Desk in your classes?

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Tell us what department you work in \*

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# Research Desk Survey

Tell us your impression of the Research Desk.

Most people don't seem aware that it's a research desk. They just want help.

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If you could suggest any changes to the Research Desk, what would they be?

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If you are a librarian, how do you market the Research Desk in your classes?

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# Research Desk Survey

Tell us your impression of the Research Desk.

Very approachable and helpful

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If you could suggest any changes to the Research Desk, what would they be?

Make sure all areas can be visible for pointing out said stack and signage atop of stacks be posted for book location.

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If you are a librarian, how do you market the Research Desk in your classes?

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