Instant Messaging Student User Feedback

1. What kinds of questions have you asked the library recently, and/or what kind of information would you imagine needing to inquire about from the library in the near future (anything from “When do you close?” to “Can you help me get started on my research paper?”)?

*Recently, mostly locations of places/books I’ve already figured out that I need to go to or get. But I will probably be asking librarians for help with research in the future.

*Help with articles and how to use the Dartmouth search engines

*When do the various facilities close?
What is the exhibit about?
Where else can I find more information about the exhibit?
Can I go to the Tower Room? When can I go? How do I go?
How do I use Dart Doc vs. InterLibrary loan?
Where can I find more info about Orozco (not where it is, but where can I find extra)

*Hours of operation, research resources

*I would probably need information about where to find resources for a specific paper. That said, the library website is quite good.

*Depending on the classes that I am taking, I will ask librarians to help me research for my final papers. This is especially important if I am taking a history or geography class, but outside of those two majors, I rarely ask questions of librarians.

* I’m kind of stubborn about asking questions, but I would most likely ask where in the library I can find a specific type of material—something that a catalogue search may not tell me. For example, a while back I needed help to figure out that in Paddock all the selections for solo voice and piano accompaniment, regardless of genre, are in M1503. I’d mostly have questions about where to find materials

* How to use Borrow Direct?

* How can we get more textbooks in the library, so that students can have the option of checking out instead of spending $300 a term on books?

* How are the books organized in the library? What are some good resources for my specific topic (for a research paper, etc)? How do I get articles that aren’t available through the Dartmouth libraries?

* Help with research, Directions to find certain books, Use of borrow direct
* Can I pick up a book on hold?
* How can I renew various materials?
* Where can I find these journals? How can I renew certain books?
* None

* When do you close, questions about borrow direct or reserve books, some students may want help with citing references or with finding sources

* Can you help me get started on my research paper?

* Library hours

* I usually just go to the website for questions like “when do you close” and I have always done my research myself with help from professors

* How do I use the online search libraries more efficiently (Search 360, lexus nexus, etc.?)

* I don’t really ask questions…most of the information I need I can get on the website. The last question I asked a librarian was in freshman fall, and that was about how to navigate the stacks.

* I have recently asked a question on how and where to find government documents in the stacks in Baker Berry Library.

* I recently had a research paper to do for my Engs 8 class and I “Asked a Librarian” a question through the main library page.

2. What forms of communication would you prefer between you and the library (please check all that apply)?

* In person xxxxxxxxxxxxxxxxxxxxxxxx
  Best form of communication

* Telephone xxxxx

* Blitzmail/email xxxxxxxxxxxxxxxxxxxxxxxx
  Second best form of communication

* only if the replies are prompt and helpful – not just trying to blow me off or get through my questions as soon as possible. Otherwise, I’d just rather talk face-to-face so I can keep asking questions until I get the answer I need
would really be interested to see some improvement on the user-friendly-ness of the library website

“I’ve never used it, but it sounds useful

Chat

Instant messaging

Cell phone text messaging

Other (please describe)

3. Do you currently use an instant messaging service, and if so, which client (ie, AIM, Googletalk, ICQ, IRC, Jabber, MSN Messenger, Yahoo! Instant Messenger)?

Mostly AIM, but I don’t use it very often because I rarely instant message Dartmouth people.

Aim, msn

AIM

No

AIM

I do not use an IM service

I use the Gaim interface with an AIM account.

AIM

AIM, MSM

AIM, Googletalk, MSN

Yahoo, AIM

No

AIM

Yes, AIM and Googletalk

skype

AIM

AIM, MSN Messenger, Yahoo! Instant Messenger

AIM

No, I use Blitzmail

No, but I do have AIM

AIM

AIM
*I have a program that allows me to access to my AIM, Googletalk, MSN Messenger and Yahoo Instant Message accounts, so I use all of them.

4. Would you like an instant messaging service available to communicate with the library? If so, from which areas of the library?
   - Help with research?
   - Borrowing & renewing materials?
   - Other?

*I don’t know – it sounds kind of weird. What’s the point? Blitz is as fast as instant messaging and seems more suited toward the type of corresponding I think people would be doing with the library. And that way you already have the answer saved in your blitz – you wouldn’t have to copy and paste it to a document or something.

*No thanks!

*No, people can ask info desk students if there is an emergency, or send an email in… Instant message, in my opinion, is reserved for chatting and social events

*Not really

*Sure, but I don’t use instant messaging all that often, nor does anyone at Dartmouth, really.

*Perhaps, help with research.

*It would be nice if I could renew book by IMing the author name and my Dartmouth ID number. I think that would be a nice service… but may not warrant starting up the service for that sole purpose. I think an instant messaging service to ask questions to the library is unnecessary. I will always prefer asking questions over blitzmail because I know that regardless of signing on or off IM and/or leaving my computer, I will have a response waiting for me no matter where I access my email.

* It’s almost too much of a “paradigm shift” for me to really handle it. If I were buried in the stacks and had trouble finding something and there happened to be a computer handy and I felt comfortable using the IM service to ask a quick question and somebody was there ready to answer, yeah, that could be great. That all feels very hypothetical at this point though.

*NO

* I like help in person

* Yes I think it would be a good tool to have. It could be especially helpful with research for me personally. But I think other patrons could benefit from it when in need of
answers to quick, general questions – or even more specific ones. All in all, I think it’s a tool that could be used by all, regardless of the nature of the question.

*Help with research

*No

*Yes, help with research & borrowing & renewing materials

*Yes, help with research & borrowing & renewing materials

* No. I think blitz is more convenient. IM is a great way to communicate within an office, but I don’t think it would work between clients and employees.

*Yes, help with research

*Yes, help with research, borrowing and renewing

*Yes, help with research, borrowing & renewing materials

*Not necessary- Blitz is sufficient as long as someone checks the library account regularly

*I would like a bigger library staff-not just student employees. Most of the time, student employees just don’t know how to help the patrons with reference. Good librarians are the key to a good library. Also, we need librarians at the Sandborn library. The fact that there are no librarians there is a travesty.

*If so, help with research.

*I don’t think this service is necessary. I am rarely signed on, and when I am, I use AIM for social purposes.

*I would like to use it for borrowing and returning materials, basic questions on research and citations, and basic questions concerning other library materials.

*Instant messaging for asking questions for research would be a great resource.