Before spending money on graduate school, English major Molly Coyle wanted to test the waters of library science, a field she felt fit her well. Completing her internship at Westfield State University’s Library, Molly affirmed her wish to become a librarian.

Although she did spend much of her time cataloguing books using the library’s Voyager system, Molly didn’t just return books to the shelves. She had to process billing information, coordinate activities with the marketing department, attend meetings, compile research, and develop the Ely Library newsletter. Molly also often found herself implementing her latent customer service skills behind the reference desk when building relationships with faculty and student library users.

If you needed a book or document the library didn’t have, Molly could help; often times library users would utilize the interlibrary loan service, a service where one library borrows documents from another, but the requested loans needed processing. Molly took care of it.

On occasion her supervisor, librarian Carolyn Schwartz, would have Molly create new layouts for library displays to improve aesthetics. “Carolyn was absolutely wonderful. She was always completely honest... and was able to make this experience a positive one for me.”

Together with Carolyn, Molly also worked through some of the more challenging aspects of interning. She faced “resistance through the process” and experienced the “politics involved in trying to do anything new in an academic institution.” She testifies, however, that this helped her learn that hurdling obstacles and breaking down road blocks can be a vital part of progress, even if you encounter them while doing something you love.