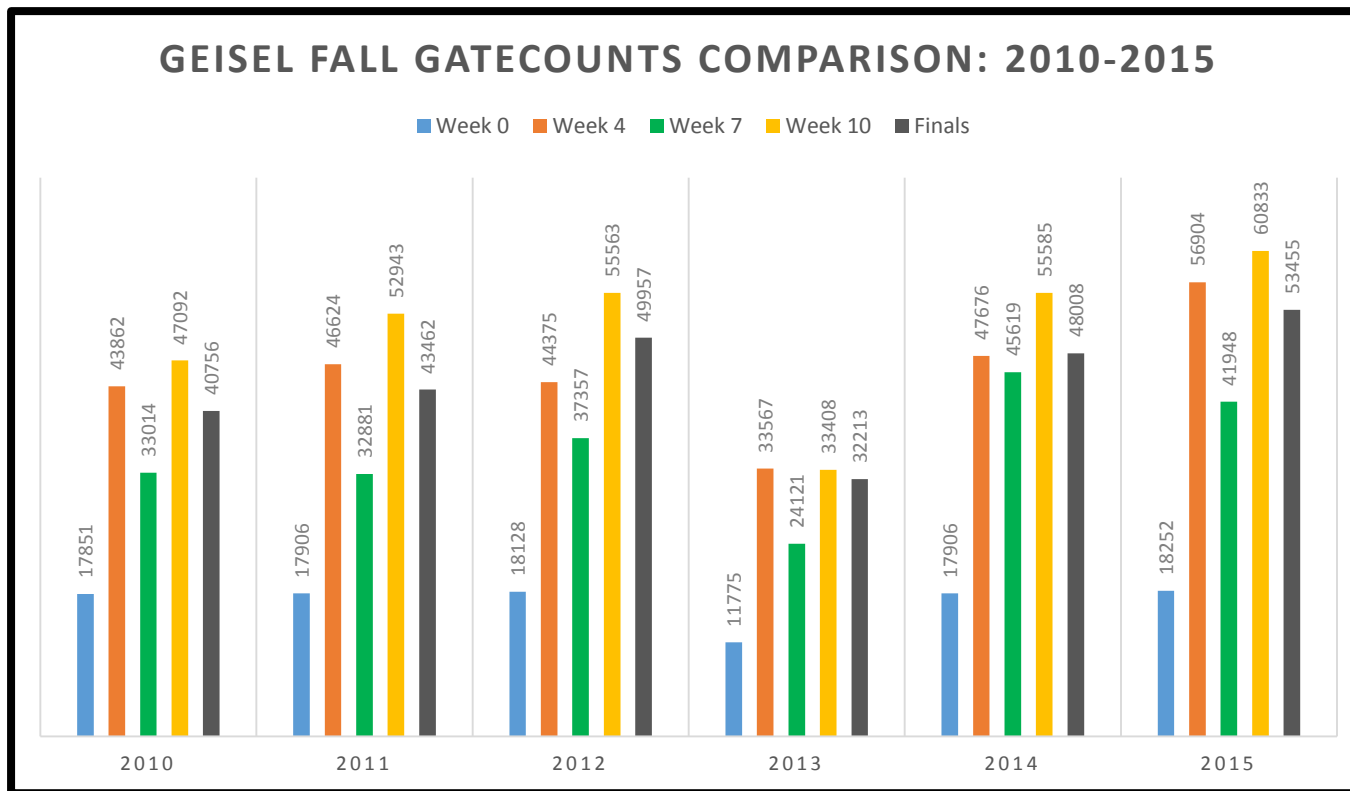


Geisel Fall Term Gatecounts Comparison: 2010-2015

	2010	2011	2012	2013**	2014	2015	% Change between 2010 & 2015	% Change between 2014 & 2015
Week 0	17851	17906	18128	11775	17906	18252	+2	+2
Week 4	43862	46624	44375	33567	47676	56904	+23	+16
Week 7	33014	32881	37357	24121	45619	41948	+21	-9
Week 10	47092	52943	55563	33408	55585	60833	+23	+9
Finals	40756	43462	49957	32213	48008	53455	+24	+10

** Explanation for anomaly in Fall (Oct-Dec) 2013 numbers → numbers for these months were lower because there was a problem with one set of Geisel's security gates. The gates were not adding correctly. The estimated anomaly for that term was 30%. Once the problem was identified, the gates were repaired and recalibrated.





About the Collections

Encompassing UC San Diego's Mandeville Special Collections and the Scripps Institution of Oceanography Archives, Special Collections & Archives houses a wide range of rare books, manuscripts, maps, photographs, artworks, recordings, and archives. These primary source materials support UCSD's instructional and research programs, and distinguish UCSD's library collections from all other research universities.

Special Collections focuses on building its collections in concert with UCSD's academic programs to build comprehensive research collections around specific subjects. Areas of exceptional strength include:

- Early voyages of exploration and discovery to the Pacific prior to 1850
- Scientific endeavors in marine sciences, post-1850
- Spanish Civil War - the largest extant collection on the subject
- Post-1945 American poetry in the "alternative" tradition, including extensive collections of poets' manuscripts and correspondence
- History of San Diego, southern California, and Baja California
- Contemporary science and public policy, including the personal archives of some of the nation's most renowned scientists
- Culinary history of Mexico, Latin America, and the Pacific Rim
- Melanesian anthropology
- The UCSD Archives document the history of the campus
- Artists' Books

Using Special Collections & Archives

All SC&A materials are cataloged in Roger and finding aids for manuscript collections are available on our website, along with our policies and more information about our collections:

<http://libraries.ucsd.edu/collections/sca/>

Register online to use Special Collections & Archives: <https://spcoll-request.ucsd.edu/logon>.

Once registered, you can place requests online directly from the catalog and finding aids, or log in to your account to queue requests for a future visit and view previous requests.

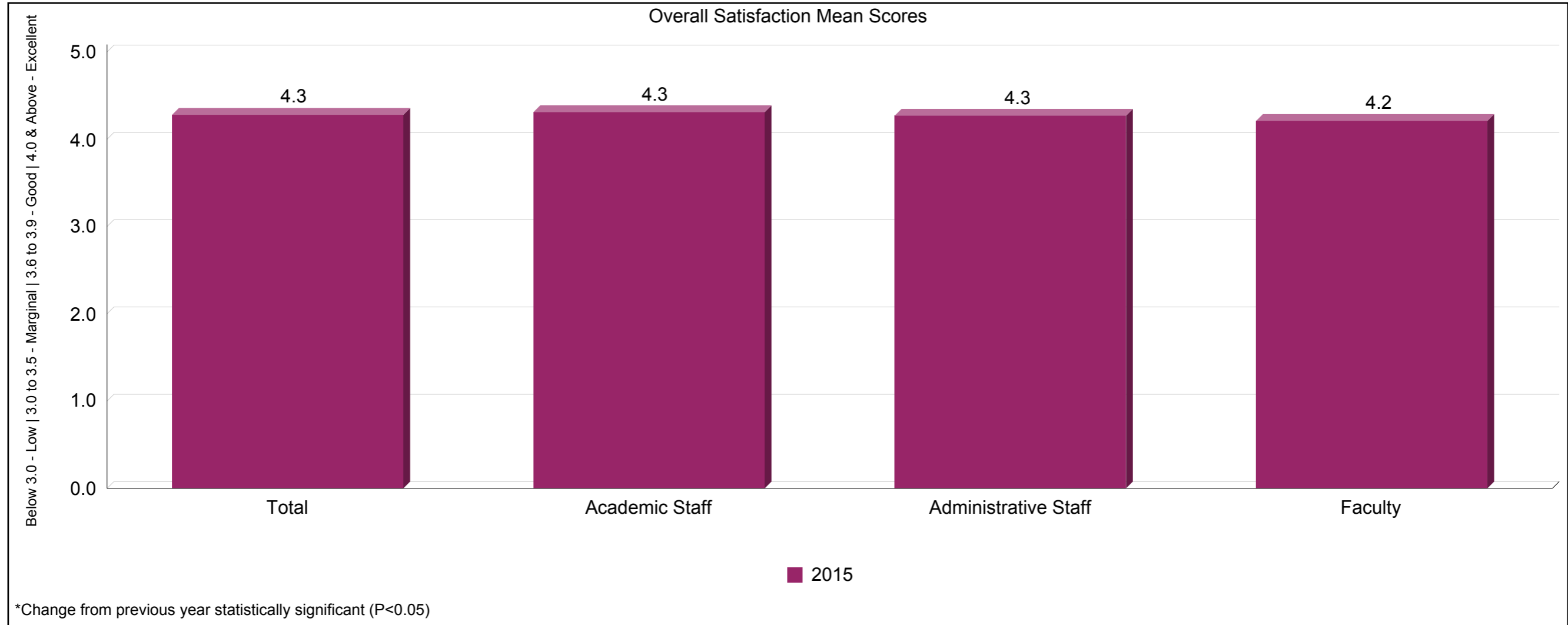
Digitization has made many of UCSD's special collections more widely accessible. Search or browse the digital library collections here: <http://library.ucsd.edu/dc>

Hours: M-F, 9-5; 9-7 on Wednesdays during the quarter

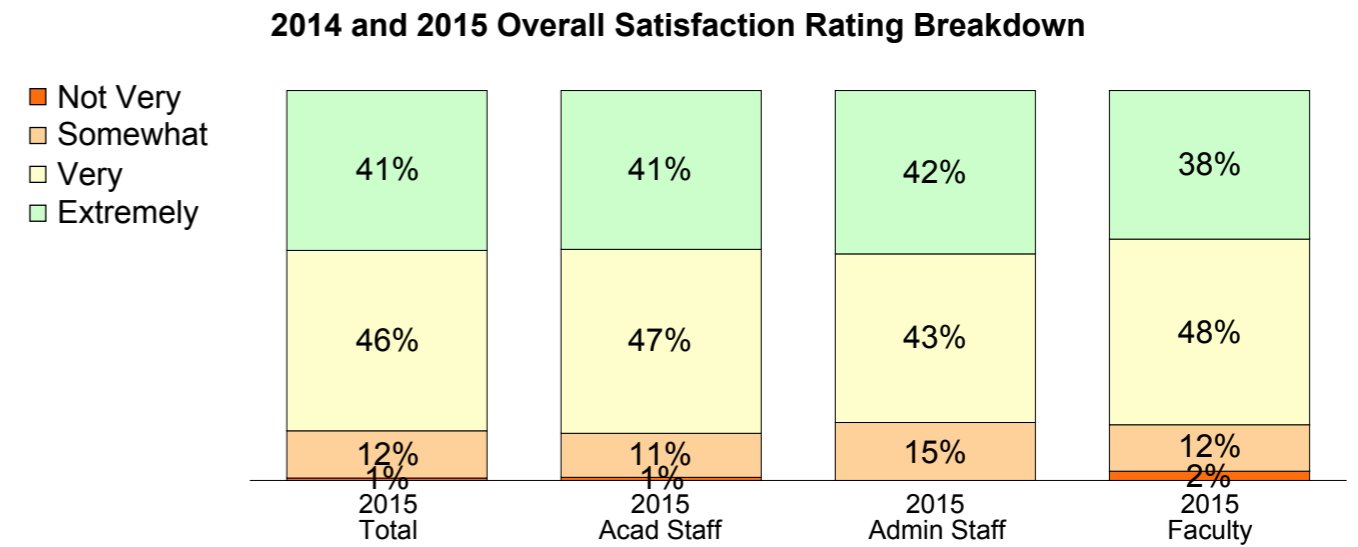
Questions? Email us at spcoll@ucsd.edu or drop by, we're on the Main Floor of Geisel

University of California, San Diego - Faculty and Staff Customer Satisfaction Survey, 2015

Library



	2015
Invited, N:	2,287
Responded, n:	322
Total %	14%
Invited, N:	1,069
Responded, n:	164
Academic Staff %	15%
Invited, N:	903
Responded, n:	74
Administrative Staff %	8%
Invited, N:	315
Responded, n:	84
Faculty %	27%



Academic Staff: Academic Affairs, Marine Sciences, Health Sciences

Administrative Staff: Chief Financial Officer, Student Affs, Res Management & Planning, Chancellor's Unit, Advancement

Faculty is only surveyed every other year.

LIBRARY - The Library provides UC San Diego with information resources and services tailored to meet its needs. The Library provides access to more than 7 million digital, print, and multimedia scholarly and educational resources. It also provides services for faculty, students and staff to effectively discover, access and use these and other materials. The Library maintains two major facilities, including the iconic Geisel Library, which are designed to support teaching, learning and scholarship.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your OVERALL experience with the Library, how would you rate your satisfaction with the Library in meeting your needs during the past 12 months?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Library in <u>each</u> of the following ...						
2. Collections of online and print resources that meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Responsiveness to requests for items not found in Library collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Library facilities that support my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Courteous and helpful front desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Access to knowledgeable subject specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Tools and services for managing my research data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. A website that I can easily navigate to get to needed Library resources and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Library's efforts to keep me informed about its news and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Let us know what you like best about the Library	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					
13. Let us know your suggestions on how to improve the Library	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					
14. This year, the Library would like to know what two things would make you use Library facilities more often?	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					

University of California, San Diego - Faculty and Staff Customer Satisfaction Survey Library

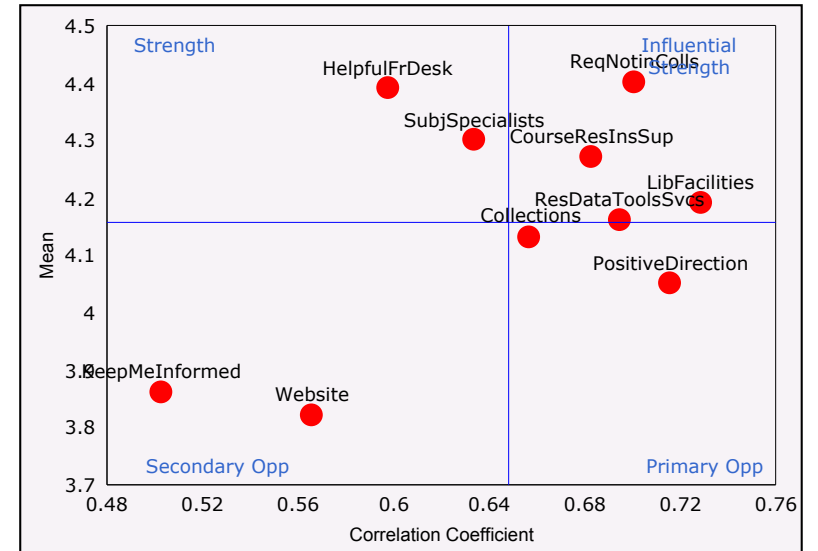
Satisfaction Summary

All Responses	2015
Overall	4.28
Collections	4.13
ReqNotinColls	4.40
LibFacilities	4.19
HelpfulFrDesk	4.38
SubjSpecialists	4.29
ResDataToolsSvc	4.16
CourseResInsSup	4.27
Website	3.82
KeepMeInformed	3.86
PositiveDirection	4.05

2015 Total Responses: 322/ 2287 14%

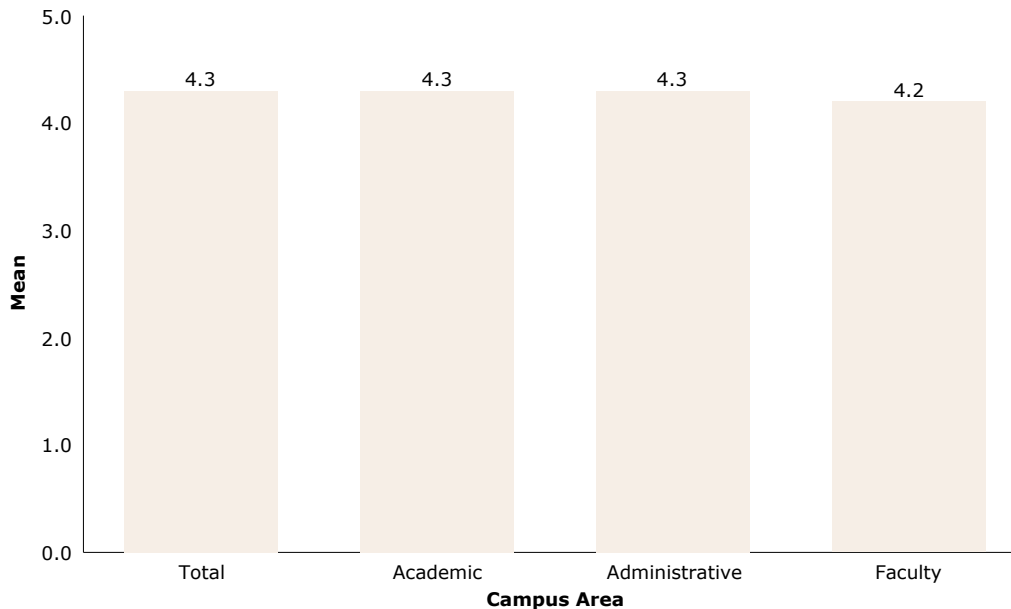
Mean Score: ■ Low - Below 3.0 ■ Marginal - 3.0 to 3.5 ■ Good - 3.6 to 3.9 ■ Excellent - 4.0 & Above

Strengths and Areas of Opportunity

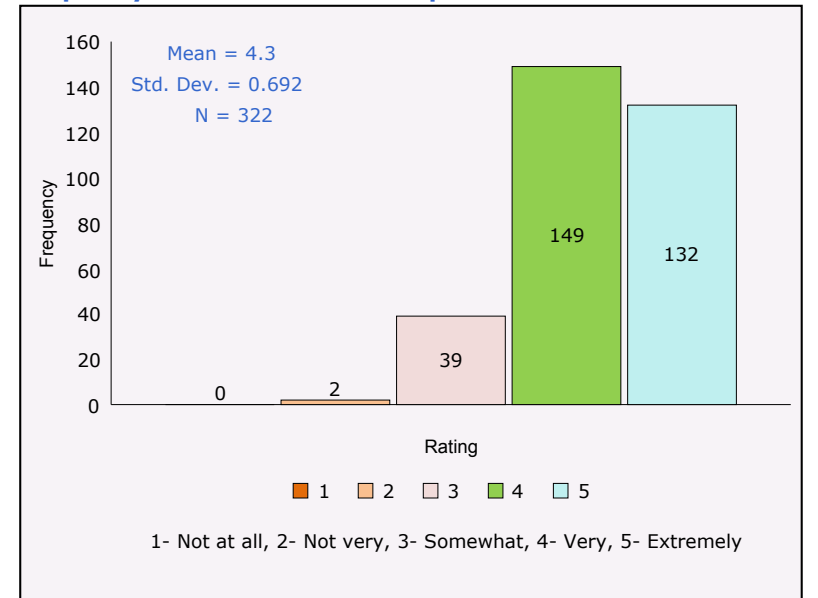


Scattergraph of all questions correlated to Overall Satisfaction
 Mean Average = 4.16, Correlation Coefficient Average = 0.65
 Correlation Coefficient - Weak: 0.1, Moderate: 0.3, Strong: 0.5

Overall Satisfaction Mean Scores



Frequency Distribution of All responded to Overall Satisfaction



Faculty and Staff Custom Satisfaction Survey Library Dashboard

Satisfaction Ratings (Mean Scores) by Vice Chancellor Unit, All Respondents

VCU	N of Responses	Overall	Collections	ReqNotinColls	LibFacilities	HelpfulFrDesk	SubjSpecialists	ResDataToolsSvcs	CourseResInsSup	Website	KeepMeInformed	PositiveDirection
Total	322	4.3	4.1	4.4	4.2	4.4	4.3	4.2	4.3	3.8	3.9	4.1
Academic	164	4.3	4.2	4.4	4.2	4.4	4.3	4.2	4.2	3.9	3.9	4.1
Administrative	74	4.3	4.1	4.2	4.2	4.2	4.2	4.1	4.1	3.7	3.7	4.1
Faculty	84	4.2	4.1	4.5	4.2	4.5	4.4	4.1	4.4	3.7	3.9	4.0
Academic Affairs	123	4.3	4.3	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.9	4.1
Marine Sciences	5	3.8	3.2	4.3	3.8	4.8	4.7	3.3	3.5	3.6	3.8	3.4
Health Sciences	36	4.4	4.0	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.8	4.1
Chancellors Office	6	4.5	4.4	4.7	4.2	4.0	4.0	4.3	5.0	3.7	4.3	4.3
CFO	18	4.2	4.1	4.3	3.9	4.1	4.1	4.0	3.7	3.6	3.5	3.9
Student Affairs	15	4.2	4.2	4.3	3.9	4.3	4.3	3.8	4.2	3.8	3.8	3.9
Res Mgt & Planning	27	4.4	4.1	3.9	4.4	4.4	4.3	4.2	4.1	4.0	3.8	4.2
Advancement	8	4.0	3.7	4.3	4.6	4.1	4.2	4.7	4.3	3.0	3.4	3.9

Mean Score: ■ Low - Below 3.0 ■ Marginal - 3.0 to 3.5 ■ Good - 3.6 to 3.9 ■ Excellent - 4.0 & Above

Academic Staff: Academic Affairs, Marine Sciences, Health Sciences

Administrative Staff: Chief Financial Officer, Student Affairs, Resource Management & Planning, Chancellor's Unit, Advancement

Faculty surveyed only every other year (2011, 2013, etc.)

Library description and questions for the 2016 Student Customer Satisfaction Survey

Department Description: (max 3 sentences):

THE LIBRARY: The Library offers a variety of spaces in two buildings to accommodate both collaborative and individual study, as well as areas for more specialized work. The Library provides access to more than 7 million digital, print, and multimedia resources, and provides services for students, faculty, and staff to effectively discover, access and use these and other materials.

Questions:

1. Thinking of your OVERALL experience, how would you rate your satisfaction with the Library in meeting your needs?

Next, please rate your level of satisfaction with the Library in each of the following...

2. Spaces in Geisel Library that support collaborative or group study
3. Spaces in Geisel Library that support individual or solo study
4. Collections of online and print academic resources
5. Course Reserves
6. Check-out/Reserves desk staff
7. In-person and virtual assistance that helps me find the best information for my courses/research
8. Online guides that guide me to the best information for my courses/research
9. A website that gets me to needed Library services and resources
10. Keeping me informed about Library services, news and events

The Library's "burning question":

The Library provides technologies for students to use such as desktop computers, plug-in display screens, borrowable devices etc. What kinds of computing or devices do you think the Library should offer in the future?