SERVICES

- 57,116 Information & Reference Questions Answered (in-person & online)
- 665 Presentations to groups
  - 31,544 Participants
- 272,660 Items Checked Out
- 16,748 Items Supplied to UCSD from Other Libraries
- 36 Library Tours
  - 524 Attendees
- 120 Events
  - 8199 Attendees
- 24 Exhibits
- 2,304,885 Prints & Copies Made by Users
- 64,855 Group Study Room Reservations

COLLECTIONS

- 3,222,407 Print Volumes
- 1,262,361 Electronic Books
- 126,374 Journals & Serials
- 1,173 Electronic Reference Sources
- 201,266 Items Digitized by the Library
- 15,808 Manuscript & Archival Units
- 43,802 Maps
- 2,143,230 Microfiche

FACILITIES

- 4 Facilities; 280,040 ASF
- Open 136 Hours Weekly (including 24/5 Overnight Study)
- 2,121,734 People Entered for the Year
  - 42,924 Entered Each Week
  - 6,132 Entered Each Day
- Seating for 4,077 (11% of student enrollment)
- 54 Group Study Rooms + 3 Presentation Practice/Media Rooms
- 397 Computers for Student Use

STAFFING

- 261 Staff (including 58 librarians)
- 191 Student Employees

LIBRARY EXPENDITURES $32.4 Million

- Collections (print & digital) $10.1 Million
- Operations $6.8 Million
  (including information technology and building projects)
- Salaries $15.5 Million

LIBRARY BY THE NUMBERS 2016-17
USE OF DIGITAL COLLECTIONS

- 10,210,123 Uses of Items Included in UC-wide E-Resource Packages
  - 73% is use of E-Journals
  - 27% is use of E-Books & Databases
- 2,807,731 Searches of the Library’s Online Catalog
- 223,770 E-Reserves Hits (E-Text & Streamed Media)
- 736,212 Searches of Library Digitized Collections
- 895,248 Views of Library Digitized Collections
- 536,718 Views/Downloads of Library-developed Content on the UCTV Library Channel
- 14,843 Views of Library-developed Content on YouTube

LIBRARY WEBSITE

- 2,000,594 Visits
- 5,242,563 Page views
- 973,274 Unique Visitors
- 47.6% New Visitors

SOCIAL MEDIA

- Library Blogs
  - 40,291 Posts Viewed
  - 34,601 Unique Visits
- Facebook
  - 3,267 Geisel Page Likes
  - 1,022 Biomedical Library Page Likes
  - 955 Library Page Likes
- 1,789 Followers on Twitter
- 2,087 Followers on Instagram
- 10,089 Followers of Special Collections & Archives on Tumblr
2017 UC San Diego
Student Satisfaction Survey Background

2nd year Library participated
[23rd annual]

Survey period was
Jan. 11 to Feb. 17

Fifty-two (52)
service areas rated
[2 from Academic Affairs, including the Library]

34,300 students invited to participate

4,994 rated Library
[14.6% of those invited to participate]

10 standard satisfaction questions + 3 open-ended questions + Net Promoter Score (NPS)
2017 Survey Questions

10 satisfaction questions

Scale = Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not At All Satisfied, N/A

Note: Campus survey administrators mistakenly added “Geisel” to #1 (Overall) and #11 (NPS) and deleted it from #2 (group study) and #3 (individual study)

- Overall satisfaction
- Study spaces (group and individual)
- Collections
- Course reserves
- Check-out/Reserves desk staff
- In-person and virtual assistance
- Online research guides
- Website
- Keeping them informed

3 open-ended questions

- What like best
- How to improve
- Things for us to keep in mind as we plan to renovate

Net Promoter Score (NPS) (new this year)

- How likely is it that you would recommend the Geisel Library to a friend or colleague?
2017 Library Results

Overall Satisfaction
- *Good* range (3.98 out of 5.0); similar to previous year’s score (4.00)
- Net Promoter Score in the *Good* range at 29

Highest Scores
- “Check-out/Reserves desk staff” (4.19)
- “In-person and virtual assistance” (4.07)
- Collections (4.04)

Changes in Scores from 2016
- 7 scores went up
- 3 scores went down
- Biggest change: “Online research guides”; went up from 3.97 to 4.02
Opportunities & Strengths

Primary Opportunities – where changes would have the biggest impact
• Spaces that support collaborative or group study
• Spaces that support individual or solo study

Secondary Opportunities – where changes would have some impact
• Keeping me informed
• Website

Strengths – keep up the good work
• Collections
• Online research guides
• In-person and virtual assistance
• Course Reserves
• Check-out/Reserves desk staff
Most Frequent Comments

What Like Best
- Study spaces
- Pleasantness of spaces
- Collections
- Audrey’s/food options
- Staff
- General positive remarks

How to Improve
- More study space
- Library maintenance (bathrooms, carpets, furniture, elevators)
- Increase Library/cafe hours
- More working outlets and chargers

Things to keep in mind as plan to renovate
- Maximize study space
- Minimize noise and interruptions to service
- More electrical outlets
- Attractiveness (e.g., color, light, air flow, plants)
- More computers and updated software
- Improve the quality and comfort of furniture
### Scores – mean (i.e., average) scores of responses to the standard satisfaction questions

1. **Summary Report**
   Includes:
   - Analysis of the mean scores in response to the satisfaction questions
   - Strengths and opportunities
   - Table summarizing the mean scores by student classification (Freshman, Sophomore, Junior, Senior, Graduate Student, Medical, PhD, Pharmacy)

   **Format:** PDF

2. **Ratings Analysis in Tableau**
   Responses to each satisfaction question coded by:
   - Student classification
   - Academic level (Undergraduate or Graduate)
   - College affiliation
   - Major

   **Format:** Tableau

### Comments - comments made in response to each of the open-ended questions (over 1500 responses per question)

1. **Library Comments**
   Verbatim comments in response to each question. There is a separate report for each.

   **Format:** PDF

2. **Library Comments Spreadsheet**
   For each question, verbatim comments coded by:
   - Student classification
   - Academic level
   - Major
   - Major type (STEM, Humanities, Social Sciences, Undeclared/Unaffiliated)
   - Topic:
     - each question is coded by different topics
     - there is a separate code guide for each question

   **Format:** Excel

3. **Library Open-Ended Response Summaries**
   For each question:
   - Number and percent of comments made about each topic
   - Topics crossed by academic level and major type

   **Format:** PowerPoint
Capital Program Update
Library Student Advisory Council
October 17, 2017
Library Projects

• Geisel Restroom Renovations

• Geisel Library Revitalization Initiative (GLRI)
  • Geisel 8th Floor Renovations
  • Geisel 1st and 2nd Floor Renovations
Geisel Restroom Renovations (Phase I)

Create ADA-accessible/Gender Neutral restrooms on Floors 4-8

Create large multi-person restroom on Floor 8

**Current Phase**
Construction Bid Process

**Completion Date**
Early 2018
Geisel Restroom Renovations
(Phase II)

Renovate existing multi-person restrooms on Floors 4-7

Current Phase
Construction Bid Process

Completion Date
Spring 2018
GLRI—Geisel 8th Floor Renovations

Create a flexible, updated study space

Current Phase
Construction Drawings

Completion Date
Spring 2018
GLRI—Geisel 1st and 2nd Floor Renovations

Create public spaces that are modern, collaborative, and technology-rich.

Current Phase
Planning

Completion Date
Fall 2020

G1E Open Study
(concept)

G2E Commons
(concept)
Timeline of Library Capital Construction Projects

<table>
<thead>
<tr>
<th>Construction Start</th>
<th>Construction End</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>2018</td>
</tr>
<tr>
<td></td>
<td>2019</td>
</tr>
<tr>
<td>2020</td>
<td>2021</td>
</tr>
</tbody>
</table>

- Restroom Renovations (11/17)
- 8th Floor Renovations (1/18)
- 1st and 2nd Floor Renovations (1/19)
- Restroom Renovations (6/18)
- 8th Floor Renovations (5/18)
- 1st and 2nd Floor Renovations (8/20)

Dates subject to change
Campus Projects

- Osler Parking Structure
- Voigt Parking Structure
- Engineering Interdisciplinary Building
Osler Parking Structure

- Multi-level
- 1,350 parking spaces
- Replaces P604 (316-space surface)
- New Gilman Drive access to reduce traffic on Osler Lane.

Current Phase
Construction

Completion Date
Fall 2018
Voigt Parking Structure

- Multi-level
- 800-900 parking spaces
- Replaces P503 (50-space surface)
- To accommodate P502 (355-space surface)

Current Phase
Schematic Design

Completion Date
Early 2019
1 Parking Structure Garden Roof
2 Engineer Lane Bike Path
3 Canyon Trail
4 Warren Mall Completion
5 Price Center Connection
6 Voigt Bike Lanes
Engineering Interdisciplinary Building

- New teaching and research facilities and laboratories
- 205,000 gross ft\(^2\)
- Replaces P502

Current Phase Planning

Completion Date
Fall 2021
Engineering Interdisciplinary Building

(concept)

Eleven research collaboration laboratories, faculty offices, student workstations, education space, meeting locations, a café, and outdoor park-like open spaces.
Timeline of Campus Capital Construction Projects

- Voigt Parking (1/18)
- Osler Parking (9/18)
- Engineering Interdisciplinary (8/19)
- Engineering Interdisciplinary (8/21)

Dates subject to change
Timeline of Campus Capital Construction Projects

- **2018**
  - I-5/Genesee (5/18)
  - Osler Parking (9/18)
  - Voigt Parking (1/18)

- **2019**
  - Blue Line Trolley (6/21)
  - Engineering Interdisciplinary (8/19)

- **2020**
  - Engineering Interdisciplinary (8/21)
  - North Torrey Pines Living Learning Neighborhood (1/20)

- **2021**
  - Gateway Complex (1/20)
  - North Torrey Pines Living Learning Neighborhood (12/20)

- **2022**
  - Blue Line Trolley (6/21)
  - Gateway Complex (9/21)

*Dates subject to change*
Visioning Videos

University Center
Gateway Complex

North Torrey Pines Living and Learning Neighborhood

Expanded Core
(including trolley)

plandesignbuild.ucsd.edu/projects/videos.html