5,203,667 Searches of Roger, the Library’s Online Catalog

10,574,675 Views of Items Contained in Major E-Resource Packages

1,315,948 Views of the Library’s Digitized Collections

462,430 Views/Downloads of Library-developed Content on UCTV

55,058 Library Blog Page Views

5,246,047 Library Website Page Views
2019 UC San Diego Student Satisfaction Survey
Library Questions

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

3 open-ended questions
• What like best?
• How to improve?
• As we renovate, which library services would they like to see easily available near the main entrance?

Net Promoter Score (NPS)
• How likely is it that you would share a positive impression of the Library with other students?

2019 Student Satisfaction Survey
Library Scores - Summary

Overall Satisfaction
• Good range (4.02 out of 5.0); similar to previous year’s score (3.98)
• Net Promoter Score in the Good range at 27

Highest Scores
• Check-out/Reserves desk staff (4.21)
• In-person and live online assistance (4.13)
• Collections (4.08)

Changes in Scores Between 2019 and 2017
• All scores went up except NPS; went from 29 to 27
• Greatest increases:
  • Group study
  • Solo study
  • In-person and live online assistance
2019 Library Scores by Academic Level

3.60 to 4.29 = Good; 4.30 & above = Excellent

<table>
<thead>
<tr>
<th>Level</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshman</td>
<td>4.20</td>
<td>4.13</td>
</tr>
<tr>
<td>Sophomore</td>
<td>4.03</td>
<td>3.98</td>
</tr>
<tr>
<td>Junior</td>
<td>3.82</td>
<td>3.71</td>
</tr>
<tr>
<td>Senior</td>
<td>4.04</td>
<td>3.94</td>
</tr>
<tr>
<td>Graduate Student</td>
<td>3.78</td>
<td>3.77</td>
</tr>
<tr>
<td>Medical Student</td>
<td>4.14</td>
<td>3.85</td>
</tr>
<tr>
<td>Ph.D.</td>
<td>3.97</td>
<td>4.02</td>
</tr>
<tr>
<td>Other</td>
<td>3.97</td>
<td>3.98</td>
</tr>
</tbody>
</table>

2019 Student Satisfaction Survey

Most Frequent Responses to Library Open-ended Questions

What Like Best
- Study spaces: availability, variety, quiet, solo, group
- Collections/resources for study & research
- Helpful, knowledgeable staff
- Hours

How to Improve
- Study spaces: more, more solo, more group
- Improve interior: replace furniture, fix outlets, improve maintenance
- Increase Library/cafe hours

When Renovate, What to Have Near Entrance
- Printing, copying, scanning services
- Food, drinks, Audrey’s
- Checkout, pick-up, return services
- Information Desk
LSAC Scavenger Hunt Part I

Instructions:

1. Name your team.
2. Identify and go to any 4 of the 6 locations described in the questions below.
3. At each location, take a photo of at least 3 of your team members together. *Avoid taking photos that include other students or Library staff.*
4. Do one of these:
   a. Send each photo to crf@ucsd.edu with your team’s name and the name or description of the location
   b. Text each photo to 858-337-0577 with your team’s name and the name or description of the location

Once done with taking photos at 4 of the locations, return to the Seuss Room. At the latest, return to the Seuss Room by 5:40.

<table>
<thead>
<tr>
<th>LOCATION 1</th>
<th>LOCATION 2</th>
<th>LOCATION 3</th>
<th>LOCATION 4</th>
<th>LOCATION 5</th>
<th>LOCATION 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where in Geisel do I go to get assistance with Virtual Reality tools and to do 3D printing?</td>
<td>Where in Geisel can I get help to refine and improve my writing?</td>
<td>Where in Geisel should I go to get focused help on the use of statistical and geospatial tools or software?</td>
<td>Where in Geisel do I go to check out books put on reserve for my class by my professor? [Remember: do not take photos of Library staff!]</td>
<td>Where in Geisel is there a computer lab where I can use a campus computer in relative quiet?</td>
<td>Where in Geisel do I go to retrieve a book with call number QC20.7.S64?</td>
</tr>
</tbody>
</table>
**Instructions:**

1. Stay with your team and continue to work as a team.
   a. Team 1 works on Tasks 1, 2, 3
   b. Team 2 works on Tasks 2, 3, 4
   c. Team 3 works on Tasks 3, 4, 5
   d. Team 4 works on Tasks 4, 5, 6
   e. Team 5 works on Tasks 1, 2, 6

2. Using the materials in your information packet and the Library’s website, complete your 3 information-finding tasks.

3. Write down the answers to all the questions in each of the tasks on the reverse side.

4. When done, let a Library staff member know.

<table>
<thead>
<tr>
<th>INFORMATION TASK 1</th>
<th>INFORMATION TASK 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>How many laptop computers does the Library have available for borrowing? Where do you check them out from?</td>
<td>How many seats are there for in Group Study Room 721? Is it currently available to be reserved?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INFORMATION TASK 2</th>
<th>INFORMATION TASK 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are two different majors of your team members? Provide the name of the library subject specialist for each of those majors.</td>
<td>Name two ways you can borrow books you need from another academic library?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INFORMATION TASK 3</th>
<th>INFORMATION TASK 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are two ways you can ask a librarian for research assistance?</td>
<td>To use library databases from off-campus, you need to use a special tool. What is it called? Does it require two-step login?</td>
</tr>
</tbody>
</table>
TEAM NUMBER/NAME:

INFORMATION TASK ___

INFORMATION TASK ___

INFORMATION TASK ___
LIBRARY STUDENT ADVISORY COUNCIL

1. **What is the Library Student Advisory Council (LSAC)?**
   A group of UC San Diego students and Library staff working together to provide students with the best possible library services, spaces, and collections.
   - The website for the group is: [https://lib.ucsd.edu/lsac](https://lib.ucsd.edu/lsac).
   - The Council has a public email which any student can use to send LSAC comments or questions: lsac@ucsd.edu.

2. **Who is on the Council?**
   - Students from all over campus appointed by the Library
   - Students appointed by Associated Students and by the College Councils
   - Library staff members

3. **What are students on the LSAC expected to do?**
   - Convey student needs, concerns, and priorities to the Library
   - Provide advice and feedback on library policies, services, and spaces
   - Share ideas and input on the design and implementation of new library services
   - Share insights into student study, research, and library use habits
   - Help communicate information about Library services and resources to the student community

4. **What kinds of topics have been covered in previous meetings?**
   **Related to spaces**
   - Input on design of seating availability display
   - Library’s food and drink policy
   - Overnight study commons
   - Geisel 8th and 2nd Floor plans/furnishings
   - Recycling in Library buildings
   **Related to services**
   - Student preferences for types of point-of-need assistance
   - When students expect to make an appointment to get assistance and when they expect to just walk-in and get assistance
   - Which services/equipment should be first come, first served vs. requiring reservations
   - Library’s website redesign
   - Tech Lending Program
   - Virtual Reality hardware and software
   - Services provided by the Library’s subject librarians
   **Other**
   - What “help services” should be called
   - Citing information sources in papers and use of citation management tools
   - Likes and dislikes regarding campus classrooms
   - Effective ways for Library to get feedback from students
   - Promoting Library events to students
   - Student privacy concerns