Meeting Notes for:

October 16, 2018

November 13, 2018
UC San Diego Library Student Advisory Council
October 16, 2018


I. Welcomes and Introductions and answering the following question: What is the first thing that comes to mind when you think about the UCSD Library?

Catherine Friedman, Associate University Librarian for Academic Services, welcomed the new and returning Library Student Advisory Council members.

New members of the Library Student Advisory Council introduced themselves and responded to the question.

Student Responses:
- The library as a symbol- important for studies, a place to explore, learn and be creative
- Study spaces and lot of resources like teaching and learning
- Place for commuters to be early in the morning- get ready for the day
- Fixture on campus- comes up in all classes- physically impressive
- A place to study when on campus
- Rest stop- relax in between classes
- Impressed by collections
- Books for MMW that save you
- Studying
- Multiple hours a day studying
- Studying together
- A place to teach
- Books
- Stress- a place to hit the books hard and get in the zone- especially during midterms and finals
- A place to go- rest, study, group meetings, student services, information/research for papers

Returnees to the Library Student Advisory Council introduced themselves and answered the same question
- Study space and center of campus. Conveniently located
- Quiet space- 8th floor and 2nd floor of biomed
- There for students
- Innovation- constantly changing
- Adapting to student’s needs
- The building
- Students, faculty and staff who utilize services and collections
- Better bathrooms
• Place to study when you really need to get things done- different setting than dorms and classrooms
• All-nighters
• Geisel’s wealth of knowledge as a safe space for students to study and think, together or alone.

II. **LSAC and how it works**
   Catherine explained the purpose of the Library Student Advisory Council and the expectations of members to communicate and be prepared. Additionally, previous topics that the Library Student Advisory Council made recommendations on were discussed. [See end of meeting notes.]

III. **All about your Library**
   a. Catherine reviewed the contents of the introductory folder, which contained flyers for many of the services provided by the Library along with handouts looking at the statistics and data of the Library. [See end of meeting notes.]
   b. What’s new in the Library?
      • Tower (floors 4-8) restrooms were renovated to be gender inclusive
      • Hydration stations added to all the floors
      • Expanded hours on Friday- closing at 8:00 pm instead of 6:00 pm
      • Additional scanning options- second book scanner added in the West Wing of the 2nd floor
      • Charging lockers added to the East commons
      • Digital Media Lab added new 3D printers, 3D scanners, and VR headsets
      • Security officers have increased options to contact- posted at the Information desk and on the website

IV. **Question 2: If you could provide the UCSD Library with one piece of advice, what would it be?**
   Student Responses:
   - **Convenience/User Friendly**
     • Publicly accessible Ethernet ports for stronger connection
     • More signs to find certain rooms
     • Fix self-checkout machines
     • If a student walks in with a question about searching for/researching a topic the front desk should be able to get them started very quickly and without referring to other people/services
     • Book sterilization machine
     • Lockers in the library
     • Developing ways to share collected data with students (for example: seats taken, number of people in the library)
     • Vending machines
Borrowing

- More modern (non-academic) books, such as YA books
- More modern graphic novels/comic books
- Reevaluate tech lending program deadlines (ex. Projectors have 3 day check outs, but most people do not need it for 3 days)
- Course reserves- any way to optimize the length of borrowing especially with regards to renewing books that are not as popular

Promotion/Outreach

- More library tours, especially in the winter and spring as they could help for classes with research papers
- Weekly newsletter for all the academic lectures across the entire campus
- Consider not only students you are reaching, but consider students you are not, stay proactive when advertising library services/resources to students who may never use the library, but would if they were aware of what we offer

Printing

- Staplers and hole punchers at printing stations
- Mobile printing
- Better printing system
- Printing is confusing
- Color printing

Spaces

- Creative ways to add more seats
- Filling in the southwest corner of 1st floor west with more tables and chairs (where the bookshelves used to be)
- More standing tables
- More of the studying treadmills
- More tables near charging towers
- More chairs
- More individual desks (connected with wall or individual)
- Squeaky and dirty chairs
- Public tables for tutoring in specific classes
- Is there any way to get shade on some windows in the tower?
- More or less not suable at some points in day depending where sun is shining
- Have carpet on floors 4 through 7
- Self-cleaning station and supplies on floors 4 through 8
- More movable charging stations
- More efficient use of space on the 2nd floor
- Gum sticking under the table on the main floor – no gum policy?
- 1st floor computer area feels like a dungeon- better lighting? Painted walls?
• Room or spaces for “breaks”- less need to be quiet, gives a place for socializing on a study break
• Since the library is special for many students, having silence or quiet study on the respective floors is absolutely necessary and enforcement of those policies is important.

**Signage**
• Signs for transfer students to feel connected to school and informed about school resources and facilities
• More signage
• Better wayfinding
• Better visibility for main map
• East/West designation at entrance
• General “what’s where” signs
• Finals week “saving” seats- particularly Greek community- Note at Front Entrance
• More directory signs (maybe maps especially for first years)
• Mental health resources (during finals!)
• A bunch of outlets are already out on the second floor east and have been labelled
• The library is a bit too cold
• Clean desk/chairs regularly (chlorox wipes)
• More publicity on library resources
• Involvement in college orientations
• Table tents
• Post security guard phone number by the door/ somewhere students will easily see it
• Start planning for future influx of students (reports say 3-4000 more students once 7th/8th colleges are built)

**Library Updates**

1. Geisel 8th Floor Reopening, October 1, 2018 (No food)
   a. Speakers were the EVC for AA Simmons, the University Librarian, and the President of AS Gomez
   b. 1,100 students climbed the stairs
   c. 8,297 raffle tickets were completed and turned in.
   d. The iPad was our most popular giveaway with 3,213 entries; the Bookstore gift card had 2,434 entries; the Bose headphones had 2,005 entries; the Library gift basket had 645 entries
   e. More than 400 sessions were counted at the photo booth
2. Geisel tower restrooms renovation has been completed – including the addition of gender inclusive on each floor; also now have hydration fountains on each floor.
3. Have moved arts books from Geisel1st Floor West and added seating + personal-sized whiteboards.
4. Geisel has extended Friday hours – now open until 8p.m. during academic quarter.
5. Continuing Waitz pilot which provides real-time occupancy density information for areas and floors in Geisel and at BLB. Adding in the 8th Floor.
6. Added a second book scanner behind the Research Assistance Desk (RAD) in Geisel 2nd Floor West. This scanner is the same model as the existing book scanner, a KIC Click Mini. Files can be emailed, saved to a flash drive or uploaded directly to cloud storage in a variety of formats even audio.

7. Added an additional bank of 20 charging lockers to Geisel’s 2nd/main Floor East. The lockers are identical to the ones by the Information Desk. They offer a lockable place for patrons to charge their electronic devices, including laptops.

8. The loan period for the Tech Lending Program’s 5 Dell laptops (located at BLB) is now 24 hours!

9. The Digital Media Lab has 5 new 3D printers, 3 of which are available for general reservation. Users reserved the DML’s 3D printers 2,433 times in 2017-18.

10. New Security Officer Cell Phone: the security officer on duty is now carrying a cell phone, (858) 282-3602, to provide a quicker response to issues. Students can call or text when they have a need!

11. The Library has recently hired a GIS Librarian, a Data Services Librarian, and a Digital Scholarship Librarian.

Current and Upcoming Library Exhibits and Events

1. We’re Here, We’re Queer, We’re in the Public Record Exhibit, until November 2, Geisel Library, 2nd/main Floor, East. This exhibit showcases selected documents pertaining to LGBTQ history and highlights aspects of LGBTQ life that have been impacted by actions of federal, state, and local governments.

2. Celebrating the Bicentennial of Mary Shelley’s Frankenstein: An Evening of Eerie Prose & Poetry, October 31, starting at 6:30p.m., Geisel Library, Seuss Room. Celebrate Shelley’s influential 1818 novel, Frankenstein, during a spoken/written word event. Participate by submitting works of prose or poetry of no more than 250 words exploring horror or sci-fi themes related to the novel.

3. Geisel After Dark Library Student Success & Safety Information Fair, November 7, 7 – 9 p.m., Geisel Library, Seuss Room. 5th annual fair where students can learn how different campus and Library departments, units, and programs can help them succeed! The event will focus on student support, resources, services and safety.

The next Library Student Advisory Council Meeting is November 13th, 2018 from 5:00-6:30pm in the Seuss Room, Geisel Library.
1. **What is the Library Student Advisory Council (LSAC)?**
The Council is a group of UC San Diego students and Library staff working together to provide the diverse UC San Diego student community with the best possible library spaces, services, and collections to meet their academic needs.
   - The website for the group is: https://library.ucsd.edu/about/library-student-advisory-council.html.
   - 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
   - Students appointed by the College Councils
   - Library staff members, including the Associate University Librarian (AUL) for Academic Services who leads the group

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**
     - Library’s food and drink policy
     - Overnight study commons
     - Geisel 8th and 2nd Floor plans/furnishings
     - Recycling in Library buildings
     - Issue of smoking on the Geisel Forum
   - **Related to services**
     - Self-service preferences
     - Library’s website redesign
     - Tech Lending Program
     - Virtual Reality hardware and software
     - Services provided by the Library’s subject librarians
     - Library-developed DIY videos
   - **Other**
     - Likes and dislikes regarding campus classrooms
     - Effective ways to get feedback from students
     - Promoting Library events to students
     - Student privacy concerns
LIBRARY BY THE NUMBERS 2017–2018

2 Public Buildings
3,924 Seats
397 Computers

Annual Gate Count
2,111,514

Average Daily Visitors
6,103

Group Study Room Reservations
70,121
Across 57 Rooms

Hours Open Weekly
136

242,096 Library Materials Checked Out

3,704,203 Print Volumes

57,957 Information & Reference Questions Answered (in-person and online)

28,743 Loans to Other Libraries

17,230 Loans from Other Libraries

1,458,478 E-Books

160,104 Journals & Periodicals

732 Presentations to Groups

27,691 Attendees at Presentations

48,544 Tech Lending Program Items Loaned (out of 345 items available to borrow)

19 Library Exhibits

180 Staff
60 Librarians
204 Student Employees

The Library
UC SAN DIEGO
2,807,731 Searches of Roger, the Library’s Online Catalog
12,055,199 Views of Items Contained in Major E-Resource Packages
872,013 Views of the Library’s Digitized Collections
459,905 Views/Downloads of Library-developed Content on UCTV
50,213 Library Blog Page Views
5,052,402 Library Website Page Views
UC San Diego Library Student Advisory Council  
November 13, 2018  
Meeting Notes


I. Welcomes
Catherine Friedman, Associate University Librarian for Academic Services, expressed her appreciation to the members of the Library Student Advisory Council and welcomed the new members attending their first meeting.

II. Library News

- Upcoming Events
  - November 14 - World GIS Day celebrated in the Data & GIS Lab (Geisel 2nd Floor West) with activities from 10am–6pm to learn about Geographic Information Systems and data mapping
  - November 14 - Manuel Paul Lopez (poet) speaking from 5-6:30pm as part of the New Writing Series in the Seuss Room
  - November 16 - Coffee with your Librarians from 12noon-2pm in the Seuss Room Foyer to speak with librarians about getting to know resources available
  - November 21 - Turkey Calling Show from 12noon-1pm in the Seuss Room
  - November 28 - Marilyn Chin (poet) speaking from 5-6:30pm in the Seuss Room as part of the New Writing Series

- New Services
  - Laptop checkout from the Biomedical Library Building front desk extended to 24 hours based upon feedback from students; laptops can now be taken out of the building
  - Digital Media Lab (Geisel 2nd Floor East) now has 3D photo scanning software available on all workstations – anyone can go in process photos into 3D models - no signup required
  - More adjustable height tables and stools in the Geisel East Commons (Geisel 2nd Floor East)

III. What questions or comments have you heard from others about the Library?
- Students do not know where to report facility issues - ex. electricity plug issues
- Pods on 8th floor - leaving items there to reserve it and not returning for hours

[Library comment: Currently, Library Security patrols and gathers unattended items after about an hour and moves them to Lost & Found.]
• Students on time crunch and there is a lack of computers available - maybe make laptop checkouts available at Geisel, not just at BLB
• Lack of seating on the main floor - busy during the middle of the day, with no seats available
  [Library comment: The Library is working with a company to implement an app that will enable students to see the density of people on each floor. We will make sure that LSAC knows about it once it’s available.]
• Cold at night - lending of blankets? Free coffee during midterm time or finals?
• Library opens too late and closes too early on Saturday
  [Library comment: the 10am-6pm hours on Saturday allow the Library to keep staffing costs lower by only needing one work shift of employees on that day; if add another, then have to add another work shift which is costly, but will still look at options there might be. Just FYI, to meet student requests for additional hours, Friday hours have been extended to 8pm (from 6pm) to accommodate students]
• Students are primarily looking for study space during these times and not necessarily services
• Students want to know how to be involved in the Library - suggestion of implementation of student interns who were not able to secure student employment and then eventually could get a library position
• Hand sanitizer could be placed closer to the computers and make sure it is filled

**Input from members unable to attend the meeting:**

• The Wi-Fi is very hit-miss in various areas throughout the library (mostly on the main levels). I have been asked if there is any way to improve that.
• The scavenger hunt designed for the FYE classes was quite helpful for first years/transfers. I would recommend that we also have a printout/single document that we can find all the same information on for future reference.
• I have heard questions about the library not having enough space to study. Additionally, people are very happy with the tech-lending program.
• Building off of the idea of offering tutoring services at the library: I help a couple of classmates on programming assignments each week, and recently I've found that working together at the Library is not viable. Poor connectivity prevents students from connecting to the school's servers to work on programming assignments; this way of accessing assignment material is required by the instructor. Even though Geisel Library provides many comfortable spaces for students to collaborate, they are not suitable for computer science majors who need direct connection to school servers. As a result, many, including myself and my classmates, find themselves struggling to find a space in the Computer Science lab in Warren College. This is especially inconvenient for students who do not live in Warren College, but still want to collaborate with others on programming assignments. Geisel Library could potentially offer a centralized place to collaborate for computer science majors, but connectivity issues remain an obstacle to this prospect.
• Some students leave their belongings on the seats to save the space for themselves while they are away for classes or discussion. This is not fair to many who wants to study and cannot find a seat to sit.
IV. Feedback from members on the **LSAC Update**

- Useful and concise
- Good balance of graphics and words with various fonts
- Appreciate the hyperlinks to survey forms
- Comfortable sending out to constituents

*From members unable to attend the meeting:*

- I thought the update was well done and very approachable from a student’s perspective. The only thing I would comment on is I would recommend publicizing it a bit more. As a student, I normally enjoy seeing posters around campus to find out about events. Maybe we could have small groups get together every so often to make posters for events that may be coming up.
- The LSAC Update was helpful and informative
- I love the LSAC updates! It lets us share library events better with our friends at school.
- I think the events are pretty awesome, especially the coffee with librarian.

V. **When do you expect to make reservations and when do you expect to make appointments? For which services or when do you expect to just walk-in and get assistance? How do these apply to library services?**

- Examples of services beyond the library that you would expect reservations
  - Facilities - rooms and venues
  - Meeting with “the only person who does their job” ex. Professor
  - Appointments with people with a specialized skill set
  - Popular services that are crowded so everyone gets the help they need
  - Guarantee a space, ex. restaurants
  - If need to ask more than one question - need time to gather thoughts and prepare
  - More complex situations/questions would require reservations

- For Library services/equipment what should be first come, first serve and what should be able to be reserved?
  - 8th floor pods - issue is people leave their items there
    1. Pods allow for isolated study in a silent study space
    2. Pods are not the only study space on the 8th floor, not many of them
    3. Pods allow for easy access to outlets; highlight where plugs are on the 8th floor
    4. Pods are unique seating - demand could die down in the future
  - Group study rooms
    5. Some of each - current model where it is open if not reserved
    6. Post a list of reservations on each room
  - Technology
    7. Hour long reservation for scanning
    8. Public libraries have a system which ends the computer session of users who have been on for the longest when there is a wait
    9. Reservations for computers with specialized software
    10. Library is currently implementing an app that would show real time usage of computers
- Tech Lending
  11. Perhaps different loan periods for different items
  12. Limits on how many days a person could use it over the year

- People helping you find stuff
  13. Ability to reserve time with an expert when diving deep into a topic that needs specialized sources
    - When one question expands to a bigger project, the deadline matters. Acceptable to ask to reservation within a reasonable timeframe (48 hours). Students take initiative to make a reservation with the librarian.
    - Brief introductory guides to help students navigate the library resources on their own

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From members who were unable to attend the meeting:

- **Reservations:**
  - I would expect to make reservations for midterms and finals. I know the library would be rather crowded but once I would have a group together for my classes it would be beneficial.
  - Reservations are for group studying rooms.
  - I usually make reservations a week before I want to use the room.
  - I think that study rooms should stay reservation-based (though it is difficult to book them unless you book a week or two in advance now).

- **Walk-up or make an appointment:**
  - As for appointments, I would probably expect to make them once I have more research projects or when I have a bit more free time so I can further explore how to use/ask questions about our resources (such as our wonderful librarians!) that we have.
  - I would think that asking for assistance to look for a book/other literary material would be walk in assistance. I would expect this to be available at all hours the library is open. They apply to library services since the library is essentially the hub for all of this type of information.
  - Another service I would hope there would be some walk in assistance for (during library hours) would be tech assistance. This applies to library services since we have numerous digital resources, and students may not know how to fix/use all of the technology available.
  - Appointments for individual research needs that involve time with a librarian.
  - Whenever I need help in the library, I just go to the front desk on the second floor and they've always been able to help me. Most of the times, I just need to get a charger for my computer.
  - General information services are great for walk in.
  - Personally, I can't think of any services I would need an appointment or walk-in for at the Library. I would expect that some students may want walk-in tutoring assistance available at the library. Reserving or making an appointment with a tutor may be unhelpful for students who need help immediately with assignments or studying.
  - Borrowing in-library materials (markers, destress materials) should be walk-in since students only need them in the library, and not usually outside of studying.

VI. The question in the next LSAC Update will be “What was something that was difficult for you to find in either Geisel Library or BLB?”

The next Library Student Advisory Council Meeting is January 22nd, 2019 from 5:00-6:30pm in the Seuss Room, Geisel Library.