UC San Diego Library Student Advisory Council 2018-2019

Meeting Notes for:

October 16, 2018

November 13, 2018

January 22, 2019

February 19, 2019
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
• Publically 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 Geisel 1st 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](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
LbRARY 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

248,544 Tech Lending Program Items Loaned (out of 345 items available to borrow)
19 Library Exhibits

180 Staff
60 Librarians
204 Student Employees
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
  o 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
  o November 14 - Manuel Paul Lopez (poet) speaking from 5-6:30pm as part of the New Writing Series in the Seuss Room
  o November 16 - Coffee with your Librarians from 12noon-2pm in the Seuss Room Foyer to speak with librarians about getting to know resources available
  o November 21 - Turkey Calling Show from 12noon-1pm in the Seuss Room
  o November 28 - Marilyn Chin (poet) speaking from 5-6:30pm in the Seuss Room as part of the New Writing Series

• New Services
  o 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
  o 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
  o 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
o Tech Lending

11. Perhaps different loan periods for different items
12. Limits on how many days a person could use it over the year

o People helping you find stuff

13. Ability to reserve time with an expert when diving deep into a topic that needs specialized sources
   o 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.
   o 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.
I. Welcomes
Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone back from break and expressed appreciation to those who are now able to make it in person.

II. Library updates
Catherine passed along a handout that contained many of the upcoming events and services being implemented library wide. [See end of notes for complete list.]

- Upcoming Events
  - Catherine highlighted two events in particular
    - Cookbooks by early black Californians 1900-1936
    - A Conversation in Language Construction
- New Services
  - Catherine highlighted some of the new services
    - New computer availability display in the lobby of Geisel
    - Lynda.com has changed name to LinkedInLearning; email LinkedInLibrary@ucsd.edu to get a license to use the tutorials
    - Library beginning a new service to scan book chapters/journal articles from locally held materials for free; watch for this in February or March
- In April meeting, we will discuss the upcoming Geisel Library Revitalization Initiative

III. Digital Media Lab introduction presented by Scott McAvoy (dml@ucsd.edu)
- The DML contains 3D printers, VR headsets, 5K iMacs, Wacom tablets, other media editing software and hardware
- Scott demo’ed a few pieces of software that could be useful
  - Thingiverse-open access to 3D print prototypes that can be easily imported to Cura, our 3D printing software; Cura will give time estimates for print jobs to ensure staying within one’s 3-hour reservation window
  - Sketchfab-media related prototypes, some supposed to be 3D printed
  - Photoscan-triangulates points from images to help build a 3D scan
- DML is available for native 3D prints and consultations to help build data into 3D images
- All UCSD faculty, staff, and students are welcome in the DML
- Assistance is available in the Lab for all hours it is open; staff will orient you to services/software/equipment and ensure your success in the lab
IV. **Digital Media Lab hands-on**  
- Interested members toured the Digital Media Lab and saw the equipment in action

V. **Input on design of space/computer availability information** presented by Jenny Reiswig and SuHui Ho [See end of the notes for PowerPoint presentation.]  
- Besides computers and seating, what else would people like to see from such a tool?  
  o Member comment that Waitz app not accurate  
    ▪ App was a start-up. Detects online devices and uses an algorithm to determine the busyness of an area.  
  o Knowing where the seats are and if there are groups of seats available  
  o Where are the available outlets  
  o Notifications when the Library is near capacity  
  o What software is on available computers  
  o When computers are down for maintenance  
- Where do you expect to see information on the website?  
  o Front page of homepage on a tab to the side  
  o Top bar of homepage  
  o General information at homepage, then more detailed information linked  
  o UCSD app  
- Would historical data help? Library has headcount data over years to see trends to busyness.  
  o Students know the trends already  
  o Hard to communicate that information is based upon historical data when the Library is more full than the data indicates  
- Would you plan to see the status of study rooms? Or just use the reservation system?  
  o Booking day-of is difficult  
  o Sometimes people do not show up for reservations  
- How would you like this data displayed? The Library needs to consider kiosks, desktop users, and mobile users  
  o Space in a floor or general area more useful than granular data showing which seats are available  
  o Maps of the spaces would be too difficult to see for desktop and mobile users  
  o The differences in software on the computers make knowing availability in different labs difficult

VI. **Other**  
- Member suggestion to have student feedback routed to the LSAC representative of the Colleges instead of straight to the Library.  
- Catherine encouraged members to remind their peers to fill out the campus-wide Student Satisfaction Survey that launched on January 16, 2019.

VII. **Next LSAC Meeting is February 19**  
- Visit to Special Collections & Archives  
- Other agenda items to be determined
II. Library updates

A. Events & Exhibits  See Also: http://libraries.ucsd.edu/blogs/blog/category/events-and-exhibits/

1. **Spanish Civil War 1936-1939 Exhibit**: ON VIEW THROUGH FEBRUARY 17, in Geisel 2nd Floor West outside Special Collections & Archives. View a sampling of rare materials documenting the #SpanishCivilWar, including unique drawings made by Spanish children during the war. Items are from UC San Diego’s Southworth Spanish Civil War Collection.

2. **Winter Writing Series features Ari Banias**: JANUARY 23, 5 – 6:30 p.m., Geisel, Seuss Room. Ari Banias is a poet and author of *Anybody* (W.W. Norton, 2016), which was named a finalist for two literary awards. His poems have appeared in various journals and his most recent chapbook, *A Symmetry*, was published by The Song Cave in 2018.

3. **Vladimir Vysotsky, a Russian Cultural Legend: A Talk by Dmitry Bykov**: JANUARY 24, 5 – 7 p.m., Geisel, Seuss Room. In commemoration of what would have been Vysotsky’s 80th birthday, Moscow-based scholar, novelist, and poet Bykov will discuss Vysotsky’s life, work, and legacy.

   *Accompanying exhibit ON VIEW THROUGH MARCH 22 in Geisel 2nd Floor West.*

4. **Inventing Languages: A Conversation in Language Construction**: FEBRUARY 1, 3 – 5 p.m., Geisel, Seuss Room. With Grant Goodall (Professor and Language Program Director, UC San Diego), David J. Peterson (Creator of Dothraki, Game of Thrones), and Paul Frommer (Creator of Na’vi, Avatar). Constructed languages are well-known in science fiction and fantasy literature and often give insight into the ethnography of the imagined groups that speak them.

5. **49,172: The Rescue of Bulgaria’s Jews (a documentary) and Conversation with Atanas Kolev**: FEBRUARY 6, 5 – 7 p.m., Geisel, Seuss Room. In this documentary, a team of filmmakers discover how Bulgaria was able to shield their Jewish community from deportation and execution. The screening will be followed by a conversation with producer Atanas Kolev.

6. **Cookbooks by Early Black Californians 1900-1936: A Talk with Dr. Hanna Garth**: FEBRUARY 11, Noon – 1 p.m., Geisel, Seuss Room. Accompanying exhibit ON VIEW FEBRUARY 1 – 28 in Geisel 2nd Floor West. Enjoy a talk and exhibit that offers up a sampling of cookbooks and a celebration of black cuisine and food culture.


B. Collections

1. **Elsevier Negotiations**

   The UC libraries are currently in negotiations to renew systemwide licenses with Elsevier, one of the world’s largest scholarly journal publishers. The UC regularly renegotiates journal publisher contracts with the goals of holding down the rising costs and ensuring that contracts align with UC’s support of open access. UC and Elsevier are continuing discussions in a good-faith effort to conclude negotiations by January 31, 2019. If an agreement cannot be reached by that date, it is possible that the UC may lose access to some content published in Elsevier’s journals from 2019 forward, as well as a limited amount of historical content. For more about this, go to: http://libraries.ucsd.edu/blogs/blog/journal-negotiations-update-2018-19/. The Library has compiled a guide to
alternative access options at:  https://ucsd.libguides.com/elsevier. There will be a town hall on February 6 from noon to 1 p.m. in the Seuss Room in Geisel regarding these negotiations.

2. Zambian Storytellers
   The Library, through collaboration with Professor of African and Comparative Literature Robert Cancel, has made available 103 digital objects documenting research in Zambia and other regions of Africa. These objects portray footage, documents, oral histories, and folk tales of a culture rich in oral traditions. Find them in the Library Digital Collections here.

C. Services

1. Computer Availability Display
   A digital sign showing computer availability throughout the building now resides in the east-side entryway into Geisel.

2. New Display Shelving
   New display shelves have been installed near the Research Assistance Desk in Geisel 2 West. These new shelves will display visually interesting or topical journals and magazines.

3. New Item in Tech Lending Program
   Responding to patron requests, 15” metal rulers have been added to the items available for borrowing from the Geisel Front and East Commons desks. The loan period is 24 hours.

4. Geisel 2nd Floor West Printers and Release Station Relocated
   The printers and print release station in Geisel 2 West have been relocated to the entrance of the area. This move is intended to make this equipment more visible, reduce traffic in the surrounding area, and make it easier for Library staff to assist users.

5. Lynda.com has Changed Names
   As of today, Lynda.com has changed its name to LinkedIn Learning. The content remains the same - over 100,000 video tutorials for learning software such as Python, technology, design, photography, business, life skills, and more. UCSD students can continue to email lyndalibrary@ucsd.edu or now use LinkedInLibrary@ucsd.edu to get a two-week license to access this content.

   In March, the Library will be implementing a new service whereby users can request scans of book chapters and articles from items in any of the Library’s print collections. Within two work days, users will receive an email with a link to their chapter or article in PDF format. Requests can be made via online form or items can be dropped off at either building’s front desk. If quicker turnaround is needed, users will be referred to self-service scanning options.

D. Construction/Space Renovation

1. Architect Has Been Selected for the Geisel Library Revitalization Initiative 3.1
   Kevin deFreitas Architects has been selected for the GLRI 3.1 – 2nd Floor renovations project.
What’s Open?

Design Input for Space/Computer Availability
We asked you...

1. How often do you come to Geisel?
2. What are you looking for when you come to Geisel?
3. Do you go anywhere else to study? Why?
4. What space is important to you? Do you use Library computers to do your work? What space or equipment do you want to see available?
5. Where would you expect to see details about open space or computer availability in the library?
6. Would you go to an app or the Library’s website to look for open space or computers? If yes, where would you go to find that information?
Additional Questions for the Interviews

1. When do you usually come to Geisel?
2. What do you like about Geisel?
3. What do you dislike about Geisel?
4. What would you change?
And you said...

• Different space needs
  • Frequency of library visit differs
  • Some prefer quiet spaces while others prefer study tables
  • Most like to study in the Library during exam time
• Geisel as a social place
• BLB is a popular alternative: quieter, more spacious, and looks better
• Study spaces closer to their classes/next destinations/dorms
• Visit in the evenings or during class gaps
Needs for Availability Information

• Prioritize seating info over computer info
  • Finding seats very important during exam season
  • Only 7/25 students mentioned using the computer labs

  “When an exam is coming up, a seat scavenger hunt is the last thing students want to do.”

• There is a high demand for an app or website that informs them of available seats in the Library
Where?

• A kiosk or display
  • At the entrance (20/25)
  • Entrance of each floor, near the computers, email
• An app or the Library's website before visit
  • Homepage, Library app, Waitz, UCSD app
## Data we have/will have:

<table>
<thead>
<tr>
<th>Category</th>
<th>Could Display</th>
<th>Questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers</td>
<td>Availability / total number Location Type of computer</td>
<td>PC/Mac status important? Software important?</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study rooms</td>
<td>Availability right now</td>
<td>What details matter? Size? Features? Is “right now” status useful?</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seating (coming soon)</td>
<td>Approximate busy-ness by area Historical data for planning</td>
<td>Numbers will not be precise Not tied to type of furniture</td>
</tr>
</tbody>
</table>
Our Goal: To Understand...

<table>
<thead>
<tr>
<th></th>
<th>Phone / Mobile</th>
<th>Your Computer</th>
<th>Displays In The Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study Rooms</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seating</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Display options

• In-Library signage
• Website
• Mobile options
Display options

- In-Library signage
  - Digital signs
  - Kiosk / Touch-screen
- Website
  - Simple grids
  - Map-based
- Mobile options
Grids
### 2nd Floor

#### Computers
- 2nd Floor: 64 Available Now
- 6th Floor: 165 Available Now

#### Study Rooms
- Available: 31

#### Total Available
- Available: 66
- In Use: 7
- Total: 115

#### Group Name
- All Users

#### Group Usage

#### Available
- Available: 14

#### In Use
- In Use: 1

Source: Baruch College, CUNY
## Library Building: 2nd Floor

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Available</th>
<th>In Use</th>
<th>Offline</th>
<th>Total</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>All Users</td>
<td>11</td>
<td>4</td>
<td>6</td>
<td>21</td>
<td>Windows PCs 2nd Floor</td>
</tr>
<tr>
<td>Accessibility</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>4</td>
<td>Stations</td>
</tr>
<tr>
<td>Graduate PCs</td>
<td>6</td>
<td>3</td>
<td>9</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Center Floor PCs</td>
<td>0</td>
<td>0</td>
<td>22</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>UnderGrad/Grad PCs</td>
<td>29</td>
<td>14</td>
<td>7</td>
<td>50</td>
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</tr>
</tbody>
</table>

Source: Baruch College, CUNY
<table>
<thead>
<tr>
<th>Library</th>
<th>Operating Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting Library</td>
<td>7:30am to 10:30pm</td>
</tr>
<tr>
<td>Architecture and Fine Arts Library</td>
<td>9am to 10pm</td>
</tr>
<tr>
<td>Cinematic Arts Library</td>
<td>9am to 10pm</td>
</tr>
<tr>
<td>Doheny Memorial Library</td>
<td>8am to 10pm</td>
</tr>
<tr>
<td>East Asian Library</td>
<td>8am to 10pm</td>
</tr>
<tr>
<td>Gaughan &amp; Tiberti Library</td>
<td>7:30am to 11pm</td>
</tr>
<tr>
<td>Gerontology Library Services</td>
<td>By Appointment</td>
</tr>
<tr>
<td>Grand Avenue Library</td>
<td>By Appointment</td>
</tr>
<tr>
<td>Hoese Library of Philosophy</td>
<td>9am to 6pm</td>
</tr>
<tr>
<td>Law Library</td>
<td>7:30am to 11pm</td>
</tr>
<tr>
<td>Leavey Library</td>
<td>24 Hours</td>
</tr>
<tr>
<td>Music Library</td>
<td>9am to 10pm</td>
</tr>
<tr>
<td>Norris Medical Library</td>
<td>7am to midnight</td>
</tr>
<tr>
<td>ONE Archives</td>
<td>Closed</td>
</tr>
<tr>
<td>Science &amp; Engineering Library</td>
<td>8am to 10pm</td>
</tr>
<tr>
<td>Social Work Randall Information Center</td>
<td>9am to 3pm</td>
</tr>
<tr>
<td>Special Collections</td>
<td>9am to 5pm</td>
</tr>
<tr>
<td>VKC Library</td>
<td>8am to 10pm</td>
</tr>
<tr>
<td>Wilson Dental Library</td>
<td>7:30am to 10pm</td>
</tr>
<tr>
<td>Wrigley Marine Science Center</td>
<td>By Appointment</td>
</tr>
</tbody>
</table>
Maps
Models for Us
<table>
<thead>
<tr>
<th>Location</th>
<th>Computers</th>
<th>Study Rooms</th>
<th>Seating Free</th>
</tr>
</thead>
<tbody>
<tr>
<td>Geisel 8</td>
<td>0 / 2</td>
<td></td>
<td>● ●</td>
</tr>
<tr>
<td>Geisel 7</td>
<td>1 / 2</td>
<td>3 / 7</td>
<td>● ● ●</td>
</tr>
<tr>
<td>Geisel 6</td>
<td>2 / 2</td>
<td>6 / 12</td>
<td>●</td>
</tr>
<tr>
<td>Geisel 5</td>
<td>1 / 2</td>
<td>2 / 4</td>
<td>● ●</td>
</tr>
<tr>
<td>Geisel 4</td>
<td>2 / 2</td>
<td></td>
<td>● ●</td>
</tr>
<tr>
<td>Geisel 2 West</td>
<td>23 / 45</td>
<td></td>
<td>● ● ●</td>
</tr>
<tr>
<td>Geisel 2 East</td>
<td>22 / 30</td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Geisel 1 West</td>
<td></td>
<td>2 / 4</td>
<td>●</td>
</tr>
<tr>
<td>Geisel 1 Tunnel</td>
<td></td>
<td></td>
<td>● ●</td>
</tr>
<tr>
<td>Biomedical 2</td>
<td></td>
<td>9 / 14</td>
<td>● ● ● ●</td>
</tr>
<tr>
<td>Biomedical 1</td>
<td></td>
<td>4 / 8</td>
<td>● ● ●</td>
</tr>
<tr>
<td>Biomedical Grad Study</td>
<td></td>
<td></td>
<td>●</td>
</tr>
</tbody>
</table>
Computer and/or room availability could be overlaid:

- Win: 21
- Win: 17 / Mac: 8
- Win: 9
Our Goal: To Understand...

<table>
<thead>
<tr>
<th></th>
<th>Phone / Mobile</th>
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<tr>
<td>Seating</td>
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</tbody>
</table>

I. Welcome & Updates
Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone.
1. Library updates were distributed digitally and some updates were highlighted.
   [See end of notes for complete Library Updates.]
   - Waitz app is returning in March to display the busyness of each area of both the Geisel Library and the Biomedical Library Building. Information will be displayed at the front entrance of Geisel.
   - All of the fluorescent lights in Geisel will be replaced with LED lighting in order to be more sustainable and provide better light. Work will be done primarily on Saturdays. There is one more floor of the Tower to do and then work will move to the 1st and 2nd floors.

II. Group Photo – smile everyone!

III. Visit to Library Special Collections & Archives
Special Collections Librarian Heather Smedberg led a tour through Special Collections & Archives. Special materials were brought out highlighting the collections, including the UCSD archives, the culinary history collection and the history of San Diego and Southern California collection.
IV. Input on Point of Need User Assistance

LSAC members were asked to provide input on student preferences for point-of-need assistance while in the Library. Point-of-need assistance was defined as: when you are in the middle of doing something and you need assistance or help of some kind. Members were asked to review 12 different scenarios and, for each, provide the top 3 methods they think students would prefer to get assistance right away in that situation.

<table>
<thead>
<tr>
<th>Scenarios</th>
<th>Call library staff on the phone</th>
<th>Chat online with library staff</th>
<th>Text with library staff</th>
<th>Flag down a roving library staff member</th>
<th>Request by text that a staff member come to where you are</th>
<th>Go to the service desk located on the main floor</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Having trouble reserving a group study room</td>
<td>1st. 5</td>
<td>1st. 10</td>
<td>2nd. 8</td>
<td>1st. 1</td>
<td>2nd. 2</td>
<td>3rd. 1</td>
<td>1st. 1</td>
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<td>3rd. 2</td>
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<td>3rd. 2</td>
<td></td>
<td>3rd. 2</td>
<td>3rd. 9</td>
</tr>
<tr>
<td>2. Working on a course assignment and don’t know how to find a primary source</td>
<td>1st. 2</td>
<td>1st. 3</td>
<td>2nd. 2</td>
<td>1st. 1</td>
<td>2nd. 8</td>
<td>3rd. 1</td>
<td>1st. 9</td>
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<td>2nd. 1</td>
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<td>3rd. 8</td>
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<td></td>
<td>3rd. 1</td>
<td></td>
<td>3rd. 3</td>
<td>3rd. 1</td>
</tr>
<tr>
<td>3. Having trouble finding the software needed to do a research project</td>
<td>1st. 2</td>
<td>1st. 4</td>
<td>2nd. 5</td>
<td>1st. 1</td>
<td>2nd. 3</td>
<td>3rd. 7</td>
<td>1st. 8</td>
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<td>3rd. 4</td>
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<td>3rd. 2</td>
<td></td>
<td>3rd. 2</td>
<td>3rd. 2</td>
</tr>
<tr>
<td>4. Having trouble using Roger (the library catalog showing the books in the library) to find a book</td>
<td>1st. 2</td>
<td>1st. 8</td>
<td>2nd. 1</td>
<td>1st. 3</td>
<td>2nd. 5</td>
<td>3rd. 3</td>
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<td>3rd. 2</td>
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<td>3rd. 4</td>
<td></td>
<td>3rd. 4</td>
<td>3rd. 4</td>
</tr>
<tr>
<td>5. Using a library computer and Word document</td>
<td>1st. 2</td>
<td>1st. 2</td>
<td>2nd. 2</td>
<td>1st. 6</td>
<td>2nd. 6</td>
<td>3rd. 2</td>
<td>1st. 1</td>
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<td>2nd. 2</td>
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<td>3rd. 8</td>
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<td>3rd. 2</td>
<td></td>
<td>3rd. 4</td>
<td>3rd. 4</td>
</tr>
<tr>
<td>6. Need to 3D print something and what to know how and where to do this</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 3</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 10</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 3</td>
</tr>
<tr>
<td>Is there any way to implement a “Help” or “Frequently Asked Questions” button on the printing screen itself?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Want to print out a research paper and don’t know how</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 3</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 6</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 9</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
</tr>
<tr>
<td>8. Trying to connect to the Library’s wireless but it isn’t working</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 4</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 9</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
</tr>
<tr>
<td>9. Having trouble accessing an online journal article</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 3</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 6</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; 1</td>
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<td>1&lt;sup&gt;st&lt;/sup&gt; 5</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
</tr>
<tr>
<td>10. Want to format a reference citation for a paper and don’t know how</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 10</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 3</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
</tr>
<tr>
<td>11. Using a scanner that stops working and the instructions are unclear</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 1</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 13</td>
<td>1&lt;sup&gt;st&lt;/sup&gt; 2</td>
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<td>12. Having trouble finding a book in the stacks</td>
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LSAC February 19, 2019 Meeting Notes
LSAC members were asked to respond to the following questions:

1. What types of assistance do you expect when calling on the phone?
   - Really quick question- easy explanation; in person assistance when it’s a bigger problem
   - In person help for in person problems- computer problems
   - Calling when not in the Library
   - Only call when there is no other way
   - Step by step help

2. What types of assistance do you expect when texting?
   - Expect a faster response than online
   - Short and easy answer
   - Concerned about speediness of the answer
     - Would rather call if need an immediate answer
   - Concerns about privacy
     - Currently only 2 ways to text library
       - To request help it goes to a chat
       - To request security help it goes to a library licensed cell phone

3. What types of assistance do you expect for online chat?
   - Online help for online problems- Roger or reserving group study room
   - Students opt for online chat- already on their computers
   - Screenshots help
   - Know that you are talking with a person- as opposed to text
   - Video chat where you can share the screen could be helpful
     - Especially for tech issues
     - Fear of accidentally turning on
   - Online chat would be used more because I would have to go online anyway to look for the phone number- wouldn’t have it stored
   - Chatting is more accessible to the student body than texting
   - Ask a librarian service versus a local chat
     - Depends upon the problem
     - These problems are mainly building operation problems
     - Time wasted if redirected

4. What are your feelings towards one central service point (currently there are 4 points)?
   - People don’t know where to ask questions so this would help
   - 2 desks in the lobby is confusing, but desks around the library is helpful, especially when desks can help with the equipment nearby
     - Chat can be helpful for this
   - Visitors might need more help points
   - Lending points at a single spot, but help points across the library
   - General information available at all the desks

V. Next LSAC meeting is April 23
Library updates

A. Events & Exhibits  See also:  https://library.ucsd.edu/news-events/events/

Events

1.  **New Writing Series Features Kate Bernheimer.**  **FEBRUARY 20**, 5 – 6:30 p.m., Geisel, Seuss Room. The New Writing Series hosts Kate Bernheimer, Associate Professor of English at the University of Arizona, who specializes in teaching creative writing and courses on transnational fairy tales and fairy-tale aesthetics.

2.  **Library Gathering Student Input at Audrey’s.**  **FEBRUARY 20 - 21**, a few hours in the afternoon each day. The Library will have a table near Audrey’s to gather student input regarding tutorial learner engagement.

3.  **World Bookmark Day DIY Activity.**  **FEBRUARY 25**, Noon – 1:30 p.m., Geisel West 1st Floor (near Media Desk). Visitors can make their very own one-of-a-kind bookmark.


6.  **Dr. Seuss’s 115th Birthday Celebration.**  **MARCH 1**, 11:45 a.m. - 1 p.m., outside of the Library near the Silent Tree. Birthday festivities include free cake and Seussian musical entertainment by The Teeny Tiny Pit Orchestra. In addition a modest sampling of materials from the Dr. Seuss Collection will be on display in Geisel Library.

7.  **The Perfect Predator: Discussion and Book Signing with Steffanie Strathdee and Thomas Patterson.**  **MARCH 5**, 5 - 6:30 p.m., Geisel, Seuss Room. Delve into the realms of predatory superbugs with infectious disease epidemiologist Steffanie Strathdee and her husband, psychologist Thomas Patterson during a discussion and Q&A. This memoir tells the incredible story of Strathdee’s fight to save her husband’s life, which led her to rediscover a forgotten treatment for antibiotic-resistant bacteria.

8.  **Stress-Free Zone.**  **MARCH 18 - 20**, 7 - 9 p.m., Geisel East Common 2nd Floor. At the end of each quarter, the Library hosts the Stress-Free Zone to facilitate relaxation and provide snacks during the first three days of finals week. Coffee and snacks are served at night and de-stressing activities are available all day.

Exhibits

1.  **Cookbooks by Early Black Californians 1900-1936 Exhibit.**  **ON VIEW THROUGH FEBRUARY 28** in Geisel West 2nd Floor. Enjoy an exhibit that offers up a sampling of cookbooks and a celebration of black cuisine and food culture.

2.  **World Bookmark Day with Exhibit.**  **ON VIEW THROUGH FEBRUARY 28** in Geisel West 1st Floor. An exhibit of unique bookmarks of varying shapes and sizes is on display.

3.  **Las Dos Californias: Alta California and Baja California Exhibit.**  **ON VIEW THROUGH MAY 31** in Geisel 2nd Floor near Special Collections & Archives. A small selection of rare and unique materials that illustrate the histories of explorations in the Californias is presented.

B. Collections

1.  **Elsevier Negotiations**

    The UC libraries are still in negotiations to renew systemwide licenses with Elsevier. Access continues for now.

LSAC February 19, 2019 Meeting Notes
2. **New Audio Visual Theses and Dissertations Collection** [https://library.ucsd.edu/dc/collection/bb9253289t]

UCSD Audio Visual Theses and Dissertations is a subset of the dissertations produced by students at UC San Diego which contain audio and visual components on a variety of media such as audio cassettes, compact discs, DVDs and photographs. Dissertations are from departments within the School of Arts and Humanities which required a written dissertation in conjunction with either the audio or visual material. Access is restricted to UC San Diego only for copyright reasons.

3. **Hillary Eggers Digital Collection** [https://library.ucsd.edu/dc/collection/bb35881227]

The Hillary Eggers Photograph and Videos collection contains 90 digital images and videos depicting the research cruises that travel the California Coast monitoring the ecological impacts of fish populations and the indicators of climate change.

**C. Services**

1. **WAITZ returning in March!**

   Waitz should have their app which displays library “busyness” information back up and running in mid-March. They are installing new data collection devices in both Geisel (including the 8th Floor) and the BLB in late February and the app should be ready within a week or two of that. The Library will also work with them to display this information on the monitor at the Geisel entrance.

2. **Lynda.com has changed names**

   Lynda.com has changed its name to LinkedIn Learning. The content remains the same - over 100,000 video tutorials for learning software such as Python, technology, design, photography, business, life skills, and more. UCSD students can continue to email lyndalibrary@ucsd.edu or now use LinkedInLibrary@ucsd.edu to get a two-week license to access this content.

3. **New Scanning/Document Delivery Service**

   The Library has implemented a new service whereby users can request scans of book chapters and articles from the Library’s print collections. This is in a soft rollout right now and goes into full production in early March. Within two work days of making the request, users will receive an email with a link to their chapter or article in PDF format. Requests can be made via online form or items can be dropped off at either building’s front desk.

4. **BLB Commons Desk now closed**

   As of early February, the BLB Commons Desk permanently closed. The BLB Front Desk remains open. The decision to close the Commons Desk was made after reviewing the impact of a temporary closure this past fall, and the results of both user and staff surveys.

**D. Construction/Space Renovation**

1. **Updating lights in Geisel public spaces**

   The campus is in the process of replacing fluorescent bulbs with LED bulbs in public areas of Geisel. The 4th and 5th Floors have been completed and the 6th floor and G1E are in process. Most work is taking place on Saturdays to minimize disruption to students.