Meeting Notes for:

October 15, 2019
November 12, 2019
January 21, 2020
February 18, 2020
April 21, 2020
May 19, 2020
I. Welcomes & introductions
Catherine Friedman, Associate University Librarian for Academic Services, welcomed the new cohort of Library Student Advisory Council. She stressed the importance of the feedback students give the Library and some of the decisions LSAC feedback has helped inform. Members of the council introduced themselves to the group.

II. All About your Library
Council members were given a packet showcasing some Library statistics and services. The packet contained a variety of outreach and informational materials on a wealth of well used and lesser known services, and included the data sheet Library by the Numbers and results from the recent all-campus Student Satisfaction Survey. [See end of these notes.]

* Council feedback: Library Safety & Security Team card size should be business card sized, instead of square, to fit into a wallet slot.

Council members went on a scavenger hunt around Geisel to find designated services, and were then asked what they learned from the experience. [See end of these notes.]

• Several hadn’t known about free 3D printing in the Digital Media Lab
• Others didn’t know about the Data & GIS Lab and its help with stats and GIS projects

Council members completed a digital scavenger hunt looking for answers on the Library website to designated questions, then shared what difficulties they had and what they learned. [See end of these notes.]

• Difficulties with mobile version of Library websites vs desktop version, including room reservation system
• Learned about Subject Specialist librarians
• Learned about tech lending items, including laptops at BLB
  o Questions about what software is available on the laptop, including access to campus’ virtual desktop
• Appreciated the ease of booking study rooms on the reservation system
• WalkStations and de-stress activities were appreciated
• Learned how to borrow books from other libraries

III. LSAC and how it works
Catherine Friedman detailed expectations for council members, including sharing Library information with college councils and other groups they represent and gathering feedback from the same. Past work and accomplishments of the council were highlighted. [See end of notes.]

IV. What is your #1 piece of advice for the Library
Council members were asked to respond to the question, “What is your #1 piece of advice for the Library?”

A. Services

- Add more hand sanitizer and tissues in upper floors
- Improve Wi-Fi; can be difficult to connect to
- Promote use of library website for tech lending, course reserves, etc.
- Promote assistance from academic librarians
- Improve advertising/sharing of library’s resources and services; one suggestion to use Facebook pages for each class (Class of 2023) within UCSD Facebook presence
- Increase Audrey’s hours during midterms and finals
- Have a microwave students can use in the Library
- Continue doing a great job listening to students’ advice and complaints
- Do more outreach about services provided
- Always cater to those who seek it, especially with regard to knowledge; for instance, maybe more language resources, since we have an incredibly mixed and diverse population
- Do more promotion of Library’s services
- Increase awareness of services/devices, such as chargers, ear plugs, laptops, and other loanable items
- Offer more screens showing available study spaces in areas like 2nd Floor East and 1st Floor West; make computer/set availability info accessible on tablets
- Do outreach! We love library services, but not all students know! Post online, do service spotlights, coordinate with students, get the word out
- Improve Wi-Fi/internet access throughout different locations in the Library
- Post book borrowing procedures near bookshelves
- Locate all library services information in one place
- Offer blankets; spray them to keep clean
- Increase the amount of charging stations/chargers on tables
- Place “Geisel Library Building Guide” at entrance of Geisel’s walkway (on the bridge/outside the library) with a help/lost sign next to it; my friends are intimidated by the size of the Library; having a directory as the sliding doors would be beneficial, especially for 1st years
- Put more textbooks on course reserve for busy courses, for those where books are always checked out
- Keep the Library clean more often, especially during midterms and finals season
- More food vending machines
- More kleenex and hand sanitizers
• Someone was wondering if there are people walking around to help/answer questions? Was this ever a thing?

B. **Spaces**

- Offer nap pods outside of 8th floor
- Offer more cleaning supplies on upper floors
- Offer more areas with outlets or wireless charging
- Offer more plugs, e.g. 4th Floor tables do not all have plugs underneath
- Add more tables, especially on 1st and 2nd Floors
- Add more group study rooms; hard to book a room during midterms and finals
- Have designated quiet study space past midnight; Overnight Space allows conversation and can be loud
- Add more power outlets at desks
- Have nap areas in Geisel
- Fix issues with connecting to Wi-Fi by phone
- Have cleaner bathrooms; brighter and better smelling too
- Enlarge signs leading to restrooms

C. **Policies**

- Put up motivational posters around the Library as a way to encourage students to get through midterms, finals, and general study
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

<table>
<thead>
<tr>
<th>Academic Level</th>
<th>Group Study</th>
<th>Individual Study</th>
<th>Study Spaces</th>
<th>Collections</th>
<th>Course Reserves</th>
<th>Desk Staff</th>
<th>Research Assistance</th>
<th>Online Research Guides</th>
<th>Website Keeping me informed about Library Services, News &amp; Events</th>
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<tbody>
<tr>
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</tr>
</tbody>
</table>

Lowest scores: 4.02, 4.02, 4.02, 4.02, 4.02, 4.02, 4.02, 4.02

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.

LOCATION 1
Where in Geisel do I go to get assistance with Virtual Reality tools and to do 3D printing?

LOCATION 2
Where in Geisel can I get help to refine and improve my writing?

LOCATION 3
Where in Geisel should I go to get focused help on the use of statistical and geospatial tools or software?

LOCATION 4
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!]

LOCATION 5
Where in Geisel is there a computer lab where I can use a campus computer in relative quiet?

LOCATION 6
Where in Geisel do I go to retrieve a book with call number QC20.7.S64?
LSAC Scavenger Hunt Part II – Can you find the answers to these?

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.

**INFORMATION TASK 1**
How many laptop computers does the Library have available for borrowing? Where do you check them out from?

**INFORMATION TASK 2**
What are two different majors of your team members? Provide the name of the library subject specialist for each of those majors.

**INFORMATION TASK 3**
What are two ways you can ask a librarian for research assistance?

**INFORMATION TASK 4**
How many seats are there for in Group Study Room 721? Is it currently available to be reserved?

**INFORMATION TASK 5**
Name two ways you can borrow books you need from another academic library?

**INFORMATION TASK 6**
To use library databases from off-campus, you need to use a special tool. What is it called? Does it require two-step login?
TEAM NUMBER/NAME:

INFORMATION TASK ___

INFORMATION TASK ___

INFORMATION TASK ___
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](mailto: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
UC San Diego Library Student Advisory Council
November 12, 2019 Meeting Notes


I. Welcomes & Introductions
Catherine Friedman, Associate University Librarian for Academic Services, welcomed Council members; those for whom this was their first meeting of the year introduced themselves.

II. Questions or Comments Heard From Students/Student Councils
- How will the library respond to the increasing enrollment to accommodate ever more students?
  Library reply:
  o Changing out furniture to accommodate more students
  o Promoting Biomedical Library Building
  o Considering expansion of 24/5 space
  o Continually considering collection relocation to make more space for users in campus library buildings
  o Working with Campus IT to enhance wireless network
  o Purchasing more electrical outlet towers
- Second floor renovations?
  Library reply:
  o Moving service points and refreshing selected spaces
  o Building a large classroom for information literacy instruction
  o Partial closure of some library spaces will be required as construction is underway (construction to begin Summer 2020)
- Vending machine supplies/stock is very limited
  Additional comments from LSAC:
  o offer more inventory, especially needed for convenience and late night
  o should lower prices
  o should take other payment forms (currently only Triton Cash)
  Library reply:
  o Machine is a partnership between Library and Associated Students
  o Contact information on the machine for questions, problems, suggestions
  o Will consider having AS rep come to future LSAC to hear suggestions in person
- It is cold in Geisel
  Library reply:
  o Temperature may not rise above a certain range to prevent mold growth and collection damage
  LSAC suggestion: Display temperatures across the building on display monitor at entrance

III. Give Us Your Input On: Media Use and Borrowing Media from the Library
UC San Diego librarians Stefan Elnabli & Laura Schwartz joined the meeting to ask LSAC about student media use and media borrowing preferences.
1. Question to LSAC: What does media mean to you?
LSAC replies:
   - Internet
     - Streaming based
   - Sound
     - CD
   - Moving Image
     - VHS
     - Blu-Ray
     - DVD

2. Media at the Library – what is available:
   - Streaming services
     - Through reserves
     - Kanopy
   - Individual Viewing Room-1st Floor West offers:
     - Turntable
     - VHS Player
     - DVD/Blu-ray Player (Multi-region)
     - 16 mm film, on request
   - Group Viewing Room
     - 16 person capacity
     - Surround sound
   - Videos for courses
     - Documentaries
     - Undergraduates currently need to use viewing stations-can’t take items from library

3. Should the Library offer Media Loans to undergrads?
LSAC replies:
   - Pro
     - If you can check out players, makes it more flexible for students
     - [DVD/Blu-ray players currently available for checkout]
   - Con
     - Few students have equipment to play media items
     - Students might lose or damage media items
     - Insufficient use/demand from undergrads
     - Available copies of items

4. Should the Library be collecting physical media?
LSAC replies:
   - Pro
     - Don’t have to worry about electronic access issues
   - Con
     - Few students have equipment to play media items
     - No space to use equipment at home, even if checked out
     - Students already stream items through Netflix, Hulu, Kanopy, etc.
     - Streaming allows for multiple users at once
     - No overdue or late fees
     - Can’t break or lose streaming items
IV. **Give Us Your Input On: Website/Mobile Display of Seating/Computing Availability**

1. What name would you use for webpage showing seating/computer information?

   LSAC replies:
   - Library availability
   - Study space availability
   - Geisel availability
   - Seating/computer availability
   - Seating computer space or area
   - Geisel seating availability
   - UCSD Library availability
   - Space availability
   - Service availability
   - Library resource availability
   - Open spots
   - Seats and computers in Geisel
   - Library capacity
   - Geisel (Library) availability

   Other comments:
   - Students tend to stay put once seated so no need to also show this on display monitors on other floors
   - Use tab or dropdown on a single/shared page for each category (computer and seating availability), so viewer can choose which is of interest

2. Where on the Library homepage would you expect a link to the seating/computing information?

   See Appendix A at end of these notes for preferred location of this information on the homepage.

   Written comments:
   - Corners are always nice
   - In between “find a place to study” and “reserve a room” because those are both relevant to the same topic
   - I think rephrasing “find a place to study” as “seating and computer usage” would be more clear
   - A small box in the margin
   - At the top center of the page so it’s the first thing people see
   - I would put it next to the reserve a room button because the buttons are all useful things that a student might need; I would name it “Live Seating Availability
   - I think the link could be next to “Today’s Hours” since this section is the most popped out
   - Next to “Find a Place to Study” because both are space-related

3. What would expect that link to look like?

   - Either another button on the bottom bar or another yellow section with the link to the availability
   - Tab or icon
   - Tab named “seating availability”
   - Image of desk or chair
   - Graphic on bottom of chair or computer
   - Graphic at the bottom-people are usually in a hurry and want seating right away-use a fast and easy visual

4. Any other comments?
- How is “find a place to study” different than new proposed feature? If they are the same, then no change is needed; if not, then a drop-down menu
- The link is similar to reserving rooms and finding a place to study; all things associated with getting prepared to do your work

V. Give Us Your Input On: Scanning and Copying Services
1. LSAC members were asked to complete a survey about their copier and scanner use. See Appendix B at the end of these notes for the results of survey.

2. Given the age and falling use of photocopiers in the Library, LSAC members were asked to provide input on what the Library should do next with regards to copying and scanning services. The Library is considering removing all photocopiers and just providing scanners that have a printing option. Here is background Library copier and scanner info
   - The Library owns 13 public photocopiers, 11 are in Geisel with at least one on each floor except the 8th. 2 are at BLB.
   - The public photocopiers range in age from 4 to 12 years old.
   - Ten copiers are traditional b&w flatbed copiers, two are b&w copiers with automatic document feeders, and one is a color copier.
   - Copier use has dropped 74% between FY14 and FY19. In FY19, 80,834 copies were made; still about 234 copies per day.
   - The Library has four tabletop high-speed, face-up scanners in the Library along with a number of basic flatbed models.
   - Users can scan a variety of print materials, both in b&w and color, and produce a digital copy in a variety of formats, such as PDF or JPEG and there are a variety of output locations, such as USB, email, and the cloud.
   - Since 2017, scanning has gone up 42%.

3. LSAC members were asked to respond to 6 questions related to copying and scanning using a scale of ‘Totally Agree <-> Neutral <-> Totally Disagree’.
   - Questions asked were:
     1. Should the Library provide ONLY the “scan to a printer” option for copying?
     2. Should all the Library scanners be clustered together on the 2nd floor?
     3. Should the “scan to a printer” equipment be separated from the other non-printing scanners?
     4. Would you be willing to wait up to 10 minutes to get a high quality scan/copy?
     5. Would you use an automatic document feeder on a scanner (so you can run a stack of pages through rather than feed one-by-one)?
     6. Do you think you might need to scan pages from oversized print items like art books, posters, newspapers, and/or handouts?

See Appendix C at end of these notes for results.

4. For a 7th question, students were asked how important these payment options are for printing.

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<thead>
<tr>
<th>Payment Option</th>
<th>Important</th>
<th>Somewhat Important</th>
<th>Not Important</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paypal</td>
<td>0</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Venmo</td>
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<tr>
<td>Triton Cash</td>
<td>13</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>
6. Other comments
   • Question #1:
     o Physical copies still necessary in some cases, but doesn’t matter if it comes from copier or scanner
     o Question is a bit confusing
   • Question #7:
     o Student Billing Account is another important option

VI. Library News
   • Catherine Friedman is retiring January 2, 2020. Kymberly Goodson will take over LSAC and will direct the Council through the end of this academic year. Tim Chu and Jason Schulz will work with Kymberly to plan and manage the LSAC meetings.
   • Next LSAC meeting is January 21, 2020.
LSAC Meeting Notes 11/12/2019
APPENDIX A

LSAC: Give Us Your Input On:

Where on the Library homepage would you expect a link to the seating/computing information?
Search Roger for books, e-books, media, maps, government documents, journals & more.

Keyword - Enter search text...

Also Try → Roger, Advanced Roger Search, Circuit (For UC San Diego + SDSU, USD, & Public Libraries), WorldCat (Melvyl)

TODAY'S HOURS
Geisel Library Building
7:30 AM - 8:00 PM
Brazil Commons (Overnight Study)
Midnight - 7:45 PM
Special Collections & Archives
9:00 AM - 5:00 PM
Audrey's Cafe
8:00 AM - 5:00 PM
Biomedical Library Building
8:00 AM - 5:00 PM

Find a Place to Study Reserve a Room My Library Account Ask a Librarian Connect from Off-Campus Interlibrary Loan Course Reserves
Search Roger for books, e-books, media, maps, government documents, journals & more.

Enter search text...

Also Try → Roger, Advanced Roger Search, Circuit (For UC San Diego + SDSU, USD, & Public Libraries), WorldCat (Melvyl)

TODAY’S HOURS

Geisel Library Building
7:30 AM – 8:00 PM

East Commons (Overnight Study)
Midnight – 7:45 PM

Special Collections & Archives
9:00 AM – 5:00 PM

Audrey's Cafe
8:00 AM – 5:00 PM

Biomedical Library Building
8:00 AM – 6:00 PM
LSAC Meeting Notes APPENDIX B

LSAC: Give Us Your Input on Scanning and Copying Services
Survey Results

1.) Have you used a photocopier in the last two years?
   Yes – 10  No - 10

   For what purpose?
   ▪ Scanning my documents (and making a copy) to apply for visas/other documents.
   ▪ To copy things (duh) for work
   ▪ on my own personal printer, copies of letters, resumes, and important documents.
   ▪ Making copies for work
   ▪ Copying passport and employment document
   ▪ To copy music for my orchestra sections (high school)
   ▪ copy notes from my notebook
   ▪ No, not it a campus library facility.
   ▪ Schoolwork
   ▪ To make copies of papers for a scholarship

   Was this in a campus library facility?
   Yes – 3  No - 7

2.) Have you used a scanner in the last two years?
   Yes – 12  No - 8

   For what purpose?
   ▪ Scanning MMW sources (for research report)
   ▪ To copy materials from a text-book
   ▪ Uploading files for study abroad.
   ▪ Scanning sections of books / articles.
   ▪ Scanning homework
   ▪ OSD paperwork, campus paperwork, etc.
   ▪ Discussion assignment
   ▪ (not sure)
   ▪ To make pdf and digital copies
   ▪ schoolwork
   ▪ For college application forms
   ▪ Cartography

   Was this in a campus library facility?
   Yes – 5  No - 7

3.) For your academic work, have you used your phone to take photos of pages from books, course reserves, or other print materials?
   Yes – 19  No - 1

   Is this something you do regularly?
   Yes – 12  No - 7 Comment: Not anymore, I used ALOT for MMW
4.) Are there times when you would prefer photocopying to scanning?

Yes – 9  No - 3

Please describe them:

- Highlighting pages?
  - Yes, when the quality of my phone is not great.
  - When I need the copy right away. Most of the time I can scan if using phone and print using printer.
  - If you need a physical copy.
  - When I need physical copies, typically when I want to study the copies.
  - If I am taking notes on it for class or for flyering.
  - Only if there was a reason to have a physical copy eg. fill in or signature needed.
  - Not really.
  - Not in Particular
  - When I need to print out music for orchestra, for annotations for classes, to print posters.
  - Photocopying could be useful when you need immediate copies (physical) instead of pdf documents
  - photocopying. Ex: spilled water on paper took a photocopy to complete worksheet.
  - If I want photocopy my notes to highlight them/re-annotate them
  - Maybe if I needed to print out multiple copies of the same thing
  - When you want another physical copy of the document.
  - Yes, when I need copies of forms right away for convenient purposes.
  - I want a paper, physical copy of something.
  - Not particularly

5.) Are there times when you would prefer scanning to photocopying?

Yes – 10  No - 3

Please describe them:

- To digitalize materials for class
  - All the time, it is digital & accessible everywhere.
  - When I just need digital copy.
  - Sure, you can access online and email it to others.
  - When I have to upload something online.
  - If assignments just within typing (for essays), or filling out forms that are emailed in.
  - Large documents.
  - I prefer scanning because going paperless is good for the environment and I also can have a compacted version of the scanned media in my hand.
  - Not in particular
  - When I want to take my textbooks with me on the go (I normally use hardcopies, but when I go home on the weekends I’ll take pictures so I do not have to take my textbooks)
  - scanning could be useful if you need to scan multiple pages of a book for pdf version to read on their own time
  - only for submission
  - No, the only time I scanned (using an app on my phone) was for MMW research when it was mandatory.
  - If I only needed to keep a digital copy
  - When the document needs to be uploaded online.
  - Yes, when I need to send in PDFs to professors as they are homework.
  - When I don't need a physical copy and don't want to carry a physical copy around.
- Digital files are easily stored & managed. Additionally, they are easily manipulated in Photoshop, etc.

6.) Did you know the Library has a color photocopier you can use?
   Yes – 12  No - 8

Have you used it?
   Yes – 1  No - 11

Is having this type of copier (color) available important to you?
   Yes – 17  No - 2

8.) Have you ever used your phone's NFC (near field communication) capabilities?
   Yes – 12  No - 8

For what purpose?
- Sending pictures, videos
- Pay for stuff, connecting to bluetooth devices.
- Send documents, photos
- To send files, contacts, etc. to someone else from my phone.
- to share photos
- For sharing photos
- Airdrop.
- Photo sharing.
- Air drop
- To send pictures to others
- To give something like a picture to someone.
- Hacking into devices
LSAC Meeting Notes 11/12/19
APPENDIX C

LSAC: Give Us Your Input On:

6 questions related to copying and scanning using a scale of 'Totally Agree <-> Neutral <-> Totally Disagree'
Question #1
Should the library provide ONLY the “scan to a printer” option for copying?

Totally Agree

Neutral

Totally Disagree
Question #2
Should all the library scanners be clustered together on the 2nd floor?

Totally Agree
Neutral
Totally Disagree
Question #3
Should the "scan to a printer" equipment be separated from the other non-printing scanners?

Totally Agree

Neutral

Totally Disagree
Question #4
Would you be willing to wait up to 10 minutes to get a high quality scan/copy?

Totally Agree
Neutral
Totally Disagree
Question #5

Would you use an automatic document feeder on a scanner (so you can run a stack of pages through rather than feed one-by-one)?

Totally Agree

Neutral

Totally Disagree
Question #6

Do you think you might need to scan pages from oversized print items like art books, posters, newspapers, and handouts?

Totally Agree

Neutral

Totally Disagree
Attendees:

I. Welcomes & Introductions
Kymberly Goodson, Program Director for Spaces, Lending, & Access, welcomed Council members including the new Associated Students representative (Ben Lonc)

II. Questions or Comments from Other Students
- General concern voiced by one member about the planned Geisel construction
  - Demolition is set to begin July 6, so no work will happen this school year
  - Campus-wide communication plan is being developed
- Member inquired about the group’s previous discussion of the idea to post alerts about the temperature in various areas of the building-member would like to see this happen
  - Jason will consider if/how this might be done

III. Digital Media Lab and Data & GIS Lab
Scott McAvoy, manager of the Digital Media Lab, gave a presentation on the DML and its services, highlighting 3D printing and 3D scanning with a demonstration

Annelise Sklar, Interim Program Director for Research Advisory Services, gave a presentation on the Data & GIS Lab’s and its services

Annelise asked for suggestions on the name of the future center. Member votes were as follows:
- Digital Scholarship Lab-1
- Digital Scholars Lab-1
- Scholars Lab-2
- DREAM (Digital Research, Education and Media) Lab-16
- Scholar Tools and Methods Lab-1
- Data Lab-3
- Data & GIS Lab-3
- Data and Media Lab-4

Annelise also asked about the generic naming for such a space. Member votes were as follows:
- Lab-7
- Hub-3
- Center-1
- Commons-0
- Space-0

IV. Students went on a tour of both the Digital Media Lab and Data & GIS Lab

V. Debrief: What did you learn about the Labs?
- Did not know what the Data & GIS Lab was for or that it existed
- Nice to know that you can leave the area during the 3D printing of an object in the Digital Media Lab
VI. Debrief: Did anything surprise you?
- How easy it was to do some of the 3D printing

VII. Debrief: Any services/workshops/training you wished the Labs would offer?

VIII. Debrief: How would you like to hear about events/workshops in the DML and Data & GIS Lab?
- Email to UCSD email
- Updates on the Library’s social media accounts
  - Instagram stories
  - Graduation year Facebook pages
- Mailing lists
- Newsletters

IX. News and Events
- Reducing number of library copiers by replacing with scanners
- Renewed push to educate users on not saving seats
- New “Quick Help” panel coming to the Library website
- Book talk on 2/19/2020 on Transmitted Wounds

Next LSAC Meeting is February 18, 2020 in the Seuss Room
I. **Welcomes & Introductions**
Kymberly Goodson welcomed Council members and thanked them for joining during a busy time in the quarter.

II. **Group Photo**
April Green from the Library’s Communication & Engagement program took the annual photo of the group.

III. **Tour Special Collections**
Heather Smedberg led the Council on a tour of Special Collections & Archives. Council members enjoyed learning more about SC&A services and collections, and viewed a variety of unique items, including cookbooks, artwork, poetry-related materials, letters between famous scientists, UCSD student newspapers, Spanish Civil War documents, and much more.

IV. **Technology and Digital Experience (TDX) Update**
Tim Marconi (TDX program director), Michael Stuart (infrastructure and IT operations manager), and Jessica Hilt (applications development manager) presented to the Council.

- Tim shared details about the TDX program and its services, as well as how it differs from the former ITS unit.
- Michael Stuart updated the Council on Wi-Fi access and issues in the Library, including its partnership with campus ITS in this regard.
  - Density Issues: During Finals, the Library’s Wi-Fi use reaches “event level” density
Working toward adding more access points and replacing hardware with newer technology
Sending Wi-Fi canaries out to determine and diagnose quality issues before they are reported by users/staff
Working with Campus to diagnose and fix associated issues

V. Tech Desk Services
As part of the Geisel Library Revitalization Initiative, TDX is looking at staffing a public help desk in the Geisel Library public space, which could complement the Campus ITS service desk in the APM building. Would this be useful for students and faculty? Council members voted on the types of technology-related services with which they thought people would need help. TDX will consider Council input when designing any such Tech Desk in the library.

<table>
<thead>
<tr>
<th>Wireless/Wi-Fi help</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printing</td>
<td>4</td>
</tr>
<tr>
<td>3D Printing</td>
<td>2</td>
</tr>
<tr>
<td>Virtual Reality/Imaging</td>
<td>1</td>
</tr>
<tr>
<td>GIS spatial data science</td>
<td>0</td>
</tr>
<tr>
<td>Access issues/VPN/logging in</td>
<td>9</td>
</tr>
<tr>
<td>Public workstations (I can’t find this program/software)</td>
<td>0</td>
</tr>
<tr>
<td>Installation/troubleshooting on one’s own device</td>
<td>13</td>
</tr>
<tr>
<td>Coding/environment management</td>
<td>4</td>
</tr>
<tr>
<td>Licensing and software (where can I buy/download this…)</td>
<td>6</td>
</tr>
<tr>
<td>Gaming questions (E-sports, etc.)</td>
<td>1</td>
</tr>
<tr>
<td>Scanning</td>
<td>1</td>
</tr>
<tr>
<td>ETS applications (Web registration, Canvas, etc.)</td>
<td>9</td>
</tr>
<tr>
<td>Research information for databases</td>
<td>3</td>
</tr>
</tbody>
</table>

VI. Technology Refresh
Council members provided TDX with suggestions for technology-related items that might be useful to students in the Library:

Charging
- Chargers
- More charging stations
- More charging cables
- Chargers
- More seats with charging outlets
- More charging stations

Furniture
- More desks

Hardware/Tech Lending
- More desktops
- Gaming consoles
- Recording devices
- Projectors to rent: For organizations to use for movies and video game events
- Laptops for people to borrow/check out
- Laptops
- More docking stations
- iPads to lend with apple pencils
- Digital writing pens
- Tablets with pens
Adapters (HDMI to HDMI)

Software/Media
- Installing digital art software and hardware on certain machines
- More programs on desktops e.g. photoshop
- Coding programs on library computers: Java, Python, C++, etc.
- Movie rentals: Digitally bought for orgs to show

VR/3D
- Virtual reality tech
- Rendering 3D stuff
- VR headsets
- 3D printing
- More 3D printings
- More VR equipment

Wi-Fi/Connections/Electrical
- Moving as many machines as possible onto wired internet connections to ease the load on wireless access points
- Consistent Wi-Fi
- Ethernet cables for computers at specific stations
- Ensuring all desks and tables have access to power outlets

VII. Library Service Desk Naming
Council members voted on a variety of possible names for the future service desk at GLRI’s integrated service point:

<table>
<thead>
<tr>
<th>Name</th>
<th>Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Desk</td>
<td>3</td>
</tr>
<tr>
<td>Help Hub</td>
<td>1</td>
</tr>
<tr>
<td>Service Hub</td>
<td>7</td>
</tr>
<tr>
<td>Ask Me Desk</td>
<td>6</td>
</tr>
<tr>
<td>Library Triage</td>
<td>3</td>
</tr>
<tr>
<td>Welcome Desk</td>
<td>0</td>
</tr>
<tr>
<td>Info Desk</td>
<td>9</td>
</tr>
<tr>
<td>Information</td>
<td>1</td>
</tr>
<tr>
<td>Assistance Desk</td>
<td>1</td>
</tr>
<tr>
<td>Multi-Service Desk</td>
<td>8</td>
</tr>
<tr>
<td>Service Desk</td>
<td>5</td>
</tr>
<tr>
<td>Help Desk</td>
<td>4</td>
</tr>
</tbody>
</table>

VIII. Following the 2/18/20 meeting, LSAC’s Revelle College Council sought feedback from its membership on how Geisel Library could better serve its students during finals. Responses gathered are below:

- Free food
- More accurate seating availability; better open hours; more activities for de-stressing
- Fixing the Wi-Fi
- Better the Wi-Fi- because it always drops the connection
- Better Wi-Fi, more quiet study spaces during the 24-hour period; better ventilation; more studying instead of socialization
- Better Wi-Fi; more space
- More space
The next LSAC meeting will be April 21, 2020 at 5pm in the Seuss Room