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
  - 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
LIBRARY BY THE NUMBERS 2018–2019

2 Public Buildings
4,229 Seats
385 Computers

Annual Gate Count
2,648,564

Average Daily Visitors
7,655

Group Study Room Reservations
79,658
Across 56 Rooms

Hours Open Weekly
138

215,785
Library Materials Checked Out

3,731,948
Print Volumes

59,289
Information & Reference Questions Answered
(in-person and online)

26,161
Loans to Other Libraries

16,795
Loans from Other Libraries

1,556,783
E-Books

182,012
Journals & Periodicals

55,055
Tech Lending Program Items Loaned
(out of 368 items available to borrow)

833
Presentations to Groups

27,212
Attendees at Presentations

28
Library Exhibits

174
Staff

57
Librarians

169
Student Employees

The Library
UC SAN DIEGO
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></th>
<th>Course Reserve</th>
<th>Group Study</th>
<th>Individual Study</th>
<th>Collection</th>
<th>Hours</th>
<th>Research Assistance</th>
<th>Checkout/Pick-Up</th>
<th>Reference Services</th>
<th>Information Desk</th>
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<tbody>
<tr>
<td>Sophomore</td>
<td>4.11</td>
<td>4.06</td>
<td>4.09</td>
<td>4.11</td>
<td>4.25</td>
<td>4.16</td>
<td>4.13</td>
<td>4.06</td>
<td>3.77</td>
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<tr>
<td>Junior</td>
<td>4.03</td>
<td>3.95</td>
<td>3.98</td>
<td>4.14</td>
<td>4.16</td>
<td>4.08</td>
<td>4.06</td>
<td>4.06</td>
<td>3.78</td>
</tr>
<tr>
<td>Senior</td>
<td>3.82</td>
<td>3.74</td>
<td>3.71</td>
<td>3.94</td>
<td>4.12</td>
<td>4.01</td>
<td>3.91</td>
<td>3.85</td>
<td>3.61</td>
</tr>
<tr>
<td>Graduate Student</td>
<td>4.04</td>
<td>3.94</td>
<td>3.89</td>
<td>4.05</td>
<td>4.21</td>
<td>4.18</td>
<td>4.06</td>
<td>4.06</td>
<td>3.91</td>
</tr>
<tr>
<td>Medical Student</td>
<td>3.78</td>
<td>3.75</td>
<td>3.77</td>
<td>3.88</td>
<td>4.00</td>
<td>4.06</td>
<td>4.20</td>
<td>4.06</td>
<td>3.93</td>
</tr>
<tr>
<td>Ph.D.</td>
<td>4.14</td>
<td>3.97</td>
<td>3.85</td>
<td>4.11</td>
<td>4.44</td>
<td>4.33</td>
<td>4.17</td>
<td>4.00</td>
<td>3.95</td>
</tr>
<tr>
<td>Other</td>
<td>3.97</td>
<td>3.98</td>
<td>4.02</td>
<td>3.82</td>
<td>3.96</td>
<td>4.24</td>
<td>4.00</td>
<td>3.96</td>
<td>3.83</td>
</tr>
</tbody>
</table>

**2019 Student Satisfaction Survey**

**Most Frequent Responses to Library Open-ended Questions**

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

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

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

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

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

INFORMATION TASK ___

INFORMATION TASK ___

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

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

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

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