Meeting Notes for:

October 15, 2019
November 12, 2019
January 21, 2020
February 18, 2020
April 21, 2020
May 19, 2020
UC San Diego Library Student Advisory Council
October 15, 2019
Meeting Notes


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

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

155,6783 E-Books

182,012 Journals & Periodicals

5,289 tech lending program items loaned (out of 368 items available to borrow)

27,212 Attendees at Presentations

28 Library Exhibits

STAFF

174 Staff

57 Librarians

169 Student Employees

Average Daily Visitors
7,655

Hours Open Weekly
138

Across 56 Rooms
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>Overall</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate Student</td>
<td>4.14</td>
<td>4.11</td>
<td>4.17</td>
</tr>
<tr>
<td>Medical Student</td>
<td>4.14</td>
<td>4.10</td>
<td>4.17</td>
</tr>
<tr>
<td>Ph.D.</td>
<td>3.97</td>
<td>4.04</td>
<td>4.06</td>
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<tr>
<td>Other</td>
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<td>4.02</td>
<td>4.06</td>
</tr>
<tr>
<td>Freshman</td>
<td>4.14</td>
<td>4.07</td>
<td>4.13</td>
</tr>
<tr>
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<td>4.03</td>
<td>4.03</td>
</tr>
<tr>
<td>Junior</td>
<td>3.92</td>
<td>4.04</td>
<td>4.06</td>
</tr>
<tr>
<td>Senior</td>
<td>4.04</td>
<td>4.05</td>
<td>4.06</td>
</tr>
</tbody>
</table>

3.60 to 4.29 = Good; 4.30 & above = Excellent

### 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.

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**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 ____
LIBRARY STUDENT ADVISORY COUNCIL

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

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

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

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

   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?
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>
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<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Venmo</td>
<td>13</td>
<td>4</td>
<td>3</td>
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<td>Credit card</td>
<td>16</td>
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</tr>
<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
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?
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
Totally Agree

Nei...
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
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
Learned about LinkedIn Learning [email linkedinlearning@ucsd.edu to get a 1-week license]

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
Attendees:

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>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Front Desk</td>
<td>3</td>
</tr>
<tr>
<td>Help Hub</td>
<td>1</td>
</tr>
<tr>
<td><strong>Service Hub</strong></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><strong>Info Desk</strong></td>
<td>9</td>
</tr>
<tr>
<td>Information</td>
<td>1</td>
</tr>
<tr>
<td>Assistance Desk</td>
<td>1</td>
</tr>
<tr>
<td><strong>Multi-Service Desk</strong></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
Library Student Advisory Council

April 21, 2020 | MINUTES

The meeting was held remotely and asynchronously due to the library’s COVID-19 closure. In lieu of meeting in person, members were asked to complete 2 feedback surveys to be marked as ‘attending’ the April LSAC meeting. The agenda with survey completion instructions were distributed April 16. The deadline for completing the surveys was noon on April 23.

1. Welcome: I hope that each of you is staying safe and healthy and that the spring term is running smoothly for you

2. Send any questions, feedback, or comments about the Library from other students or student councils to me at any time (lsac@ucsd.edu

3. Participation Opportunity: Please contact April Green (atgreen@ucsd.edu) should you be interested in serving as a student representative/spokesperson for Geisel’s 50th anniversary celebrations (Library’s Communications Specialist, April Green)

4. Required Feedback (survey completion required for meeting attendance): See Appendix A; 21 LSAC members completed this survey on how to best communicate library news and events with students (Library’s Communications Specialist, April Green)

5. Required Feedback (survey completion required for meeting attendance): See Appendix B; Members were first to view completely the Library’s draft virtual tour at https://www.thinglink.com/video/1262480923681619970, clicking on the various informational elements. Thereafter, 20 members completed this survey on the tour (Library’s Engagement Specialist, Michelle Vogelsang Jones)

6. Library news
   o Window shades to be added to remaining study rooms on Geisel Floors 5/6/7
   o Learn about library services during the COVID-19 crisis at
   o See the campus COVID-19 page
   o The library is likely to be closed to users at least through spring term; see the hours page for any future updates
   o Consult the Library Guide for Getting Started with Research or the course-specific Library Guides
   o Search Library Guides by subject to connect to databases and other resources
   o See if your instructor has placed any materials on electronic reserve
   o Get real-time online research assistance through our 24/7 online chat service or ask questions via email
   o Schedule a consultation with your subject librarian for personal assistance with your research
   o Learn more about remote resources at the Library

II. Next LSAC meeting is May 19, 2020; to be run remotely and asynchronously as well
3. Describe any problems you had navigating the tour. [16 responses]

- Things took a while to load
- It was pretty straightforward
- The white loading screens every time that you would press an arrow were a little distracting but also understandable.
- I did not have any problems navigating the tour, the tour keys were helpful and pretty intuitive. Every once in a while, I would tap the wrong tour key and enter a space I did not mean to, but that is more of a user error than a design one.
- Does the tour not include the up-stair floors?
- Did not understand why the frames could not be frozen, but it took a while but was manageable
- When entering a new area, you're always facing the same direction, no matter how you entered the area. So if you keep on trying to move a direction that appears to be "forward," you'll likely just get stuck in an infinite loop, blinking between the same two areas.
- The tour would occasionally freeze when I clicked a button, but not in a way that prevented the whole tour from functioning. The image just wouldn't move back and forth.
• Fairly simple. When moving sometimes needed a second to orientate myself as to where they moved me, but besides that it was easy.
• It seems a bit disoriented after clicking every arrow. It feels quite hard to figure out exact where one is without already knowing which part is which.
• N/A
• Whenever I click on move direction, it felt like the picture moved too fast and the first thought I have after moving was "where am I". It would probably be helpful if the after image have some parts of the previous so that it's easier to map the pictures together.
• No problems it was fairly efficient and straight forward.
• It was cumbersome to click the back button several times to get to the main area. I'd rather have a main map at the corner of the screen to jump across the library instead of tracing my way back.
• My computer did have a hard time loading the website and sometimes the pages, (either the entire page wouldn't load or only the keys to move around would load), and thus, I would have to reload the page/restart the tour quite a few times.
• Some icons do not let you exit out after reading, and then block access to clicking on other icons behind them. It made it so I had to go back and start the tour of that location over again just to access the icons a second time.

4. Would having the Virtual Tour Key accessible within the tour be useful?  
25 responses

5. While taking the tour, would it be useful to see a map showing your current location within the larger context of the Library?  
25 responses
6. Would you prefer to (A) have one path through the tour, working through it from start to finish, or (B) select locations of interest to view? 
25 responses

- 64% choose A (one path through the tour from start to finish)
- 36% choose B (select locations of interest to view)

7. If you chose A above, would you like the ability to skip locations to easily jump ahead, if desired? 
15 responses

- 93.3% would like the ability to skip locations
- 6.7% would not like the ability to skip locations

8. If you chose B above, would you prefer to select locations of interest from...
19 responses

- 84.2% prefer an interactive map
- 15.8% prefer a text-based list of areas included in the tour
9. Rate the quality and selection of the images in the tour.
25 responses

10. Rate the overall appearance of the tour.
25 responses

11. Rate the length of the tour.
25 responses
13. List 3 words you would use to describe the tour. For example, informative, engaging, dry, and fun.

<table>
<thead>
<tr>
<th>Word</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interesting</td>
<td>x5</td>
</tr>
<tr>
<td>Informative</td>
<td>x10</td>
</tr>
<tr>
<td>Fun</td>
<td>x2</td>
</tr>
<tr>
<td>Interactive</td>
<td>x2</td>
</tr>
<tr>
<td>Visual</td>
<td>x1</td>
</tr>
<tr>
<td>Intriguing</td>
<td>x1</td>
</tr>
<tr>
<td>Freedom</td>
<td>x1</td>
</tr>
<tr>
<td>Engaging</td>
<td>x5</td>
</tr>
<tr>
<td>Gloomy</td>
<td>x1</td>
</tr>
<tr>
<td>Extensive</td>
<td>x1</td>
</tr>
<tr>
<td>Educational</td>
<td>x1</td>
</tr>
<tr>
<td>Immersing</td>
<td></td>
</tr>
<tr>
<td>Easy</td>
<td>x2</td>
</tr>
<tr>
<td>Smooth</td>
<td>x1</td>
</tr>
<tr>
<td>Really cool</td>
<td>x1</td>
</tr>
<tr>
<td>Straightforward</td>
<td>x1</td>
</tr>
<tr>
<td>In-depth</td>
<td>x1</td>
</tr>
<tr>
<td>Eye-opener</td>
<td>x1</td>
</tr>
<tr>
<td>Useful</td>
<td>x2</td>
</tr>
<tr>
<td>Innovative</td>
<td>x1</td>
</tr>
<tr>
<td>Well-designed</td>
<td>x1</td>
</tr>
<tr>
<td>A little bit confusing because of the signs</td>
<td>x1</td>
</tr>
<tr>
<td>Confusing (somewhat, location-wise)</td>
<td>x1</td>
</tr>
<tr>
<td>Bland (would prefer some music or someone I can see speaking about each area)</td>
<td>x1</td>
</tr>
</tbody>
</table>

14. How long did you spend in the virtual tour?

<table>
<thead>
<tr>
<th>Time Interval</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;15 minutes</td>
<td>48%</td>
</tr>
<tr>
<td>16-30 minutes</td>
<td>12%</td>
</tr>
<tr>
<td>31-45 minutes</td>
<td>40%</td>
</tr>
<tr>
<td>&gt;46 minutes</td>
<td>0%</td>
</tr>
</tbody>
</table>

15. Is there anything we should add to or remove from the tour? [25 responses]

- Nope
- No, I think it covers all the bases.
- n/a
- Maybe a chat option so you can ask questions about the library
- More information audreys and the teaching and learning commons
As mentioned in question 5, I think it would be helpful to add a map that offers a bit of a bird's eye view of at least the floor that you're on, so you know which way you're going. There are times that I kept clicking back and forth through the tunnel trying to get to the other side and ended up just returning back to where I started because I wasn't sure which way I was facing once I clicked into it.

- Add an explanation of the East Commons Desk
- I would add some pictures of examples of what you put in the displays next to the dr suess room
- N/A
- Nope! I think it was interesting to see no people on the tour
- We should be able to use the elevators to access other floors (assuming that those floors are intended to be accessible on the tour).
- Maybe more fun facts like the photo of library from past
- Add more floors!! This might be bad on my part, but I was only able to explore the first and second floors on the tour. I like it as it, but changes could also be made to the panning of the image as the tour goes on. For me, the image moves a little slow, but I can also see that some people would like a tour to be more slow and relaxing. I think offering a way for the user to customize the speed of the image moving might be helpful.
- Yeah, so currently I have to kinda always move myself, but having a map and being to "teleport" would be very nice.
- I think you really only need one of the videos about the door art work in the beginning. Both seemed a little overkill.
- Virtual tours of other floors might be helpful too. I couldn't find a way to go beyond first and second floor, if there is a way.
- Add more historical or modern fun facts
- N/A
- Maybe one of the other floors to show what study spaces look like
- Comparing with my time spent in the library I feel that this tour does an excellent job of covering all the major points.
- N/A
- Music.
- Added upper floors, simplify the signs
- I had a hard time getting through the entire tour (as mentioned above), but I think I got to everything, and I liked everything that was there!
- I think the reading prompts should offer it in another language when read aloud, maybe more common languages at UCSD campus like Farsi, Chinese, etc. because UCSD is very diverse, with students coming from around the world. Those students, their family and friends, might feel more included if they can listen to the tour when possible in their own language. I did not see a section for touring DML, I would like to be able to tour inside the DML. I think it would be helpful to add a icon at the beginning saying "if you click and drag your screen you can move your location 360 degrees" because I did not know that I could move my screen initially which made the tour a little long as I waited for the screen to rotate itself to the next arrow.
17. If "yes" above, what did you learn? [19 responses]

- About the history of the library
- I learnt about the different art installations at the front of the library.
- History about the library
- I learned about the underground expansion art (the information that was found outside of the library)
- I never paid attention before to the fact that the library doors (red, blue, and yellow) cast the yellow and green shadows once opened! I think the Stuart Art collection as whole is something that is interesting to learn about.
- I did not know that there is VR equipment available at DML
- I learned when the east and west wing expansion was built
- I didn't know there was an Imprints inside the library. I also learned where some things were located.
- n/a
- The historical photo of the library was very interesting
- The reflective windows had bad press.
- The historical pictures of the old looks of the library is quite incredible.
- The "art" tree in front of the library and its significance. Mrs. Seuss' first name is used for Audrey's Café
- The background of the READ/WRITE/THINK/DREAM instillation
- I learned a lot about the art exhibits at the front of the library
- You can borrow whiteboard markers from the front desk.
- The stories of some designs
- I did not know about some of the art pieces sort of hidden around the library, nor about some of the elevators (since I normally take the stairs)
- No- because I work here

18. Tell us the groups of users to whom we should market the virtual tour. [24 responses]

- Maybe potential admits
- Prospective and new students and visitors
- I feel like prospective students would be really interested in the virtual tour.
• People who have never been to UCSD and are interested in knowing what Geisel is like. For example, freshmen or any new students.
• Incoming and prospective students
• Prospecting Students
• Incoming freshman/transfers
• Incoming Freshmen and Transfers
• Incoming students, 1st years or transfers
• Parents, incoming freshmen, prospective students, current students who don't know what the library can offer
• Freshman/incoming students
• New students and parents (who will need the information), old students (who will be curious about the tour format), prospective students/parents
• Incoming students (freshmen and transfer). To potential applicants.
• Incoming freshmen/transfer students or interested students
• Prospective and incoming students. General public.
• Students and parents.
• Incoming students, transfer students, parents
• Prospective students
• Prospective students, and those unfamiliar with the library. More than likely most students are, usually more than their liking, well antiquated of the basics already.
• New students or parents
• Incoming first year students, students who need labs and collect & archives, etc., students taking research classes.
• New students
• I think new students would definitely benefit the most! I am currently an OL for Revelle and I think if we were to put this link on the Revelle app for new/all students to have access to, they would definitely explore/use it! (all revelle students at some point should have been introduced to our college’s app at some point, for it is a resource to navigate Revelle and university resources)
• New students, their family and friends, and in general visitors

19. Would you recommend the tour to others who wanted an introduction to the Library?
25 responses
LSAC April 2020 Communications Survey Results

1. What platforms do you primarily look to for your Library news?

   - Social media: 12 (57.1%)
   - E-newsletters: 15 (71.4%)
   - Event calendar listings (web): 2 (9.5%)
   - Print flyers/bulletin boards: 8 (38.1%)

2. If you selected Event calendar listings (web), which event calendar listings? (i.e. Campus Calendar of Events, Student Events Insider, Library Events Calendar, your college’s events calendar, etc.)
   - College Events Calendar x1
   - Library Events Calendar x1

3. Which social media platforms do you use most often?

   TOP 3: Instagram, Facebook, YouTube
4. Please list any other social media platforms that you use often.

- Tumblr x1
- DeviantArt x1

5. Are you aware the Library sends a monthly Events & Exhibits e-newsletter?

![Pie chart showing 47.6% Yes and 52.4% No]

6. If not, how can we best inform students of this newsletter and ask them to subscribe?

- Post it on Facebook or Instagram x6
- Probably promoting on each of the college's separate Instagram pages or on UCSD's Instagram.
- Ask RAs to send the information to their residents
- I am aware of the newsletter, but I'm not sure if I would have been if I wasn't an LSAC member. I think the best way to inform students might be to send an email to everyone's inbox or to establish a social media presence and post about it there.
- Either by having a notice on the actual library, or there are other newsletters that students get automatically subscribed to in which the library can advertise their newsletter! The library staff can reach out to student events/center for student involvement, or the newsletters for all the colleges, college provosts, and academic major departments to advertise the newsletter.
- Create social media posts. Attach library events and options of subscriptions to other organizations’ newsletters.
- Advertise on the Library’s main webpage
- Library walk booths with food incentives

7. How often would you like to receive updates from the Library?

8. What types of updates would you like to receive information about?

- Newest research resources; open access updates; technology updates
- I would like to see a meet and greet section to get to know more librarians.
- Study tips and useful websites for studying
9. Would you attend a virtual event?

10. If you answered ‘maybe’ or ‘absolutely’ in the question above, what time of day is ideal?

11. What types of virtual events would you like to attend?
12. How should the Library celebrate the Geisel Library Building’s 50th anniversary with current UC San Diego students?

13. We are going to create short videos to introduce UC San Diego students, faculty, and staff to our subject librarians/library liaisons. What information would you like to learn from them?

- About the librarians:
  - Who are you?
  - What do you do?
  - What drives you?
  - Why did you become a librarian?
  - What’s your speciality?
  - What interests you about your specialty?
- About the services they/the Library offer:
  - An overview of library resources/the librarian’s services related to their specialty
  - How can you help students with research?
  - How do students contact you?
  - How can students set up one-on-one appointments with you?
  - Recommended research methods (& specifically while researching from home)
  - “How can students best utilize the services of the subject librarians? Many students are unaware of or too shy to use the services even if they have projects that can benefit from the services. Perhaps examples of how students, faculty and staff get help from subject librarians can also facilitate the students’ understanding of the available services.”
- Other/Fun questions:
  - What do you like most about Geisel/the Library?
  - What do you love most about UC San Diego?
  - What do you miss about campus, now that you are working from home?
  - What’s an interesting part of your job that you would like to share?
14. Would you be willing to serve as a Library ambassador (remotely), either for media interviews or social media features (e.g. Instagram takeover, San Diego Union-Tribune article, etc.)? 

![Yes (61.9%) - No (38.1%)](image)

15. Is there anything else you'd like to share about the Library communications and events?

- Maybe more information about how to get access to library resources (like vpn) remotely.
- In terms of Library news, I'd be most interested in hearing about Library services over all else (i.e. changes to hours, new services, etc.)
- I don't think updates affected by Covid-19 have been communicated well enough to students. Many students have come to ask how and if they need to return books. Deadline for book return seems to be extended without effective notifications. I saw one such announcement on an email, but most students remain largely unaware, which reflects the shortcoming of current communications.
- Just that right now more than ever, clear communication is key
- I enjoy the newsletters and believe that they are extremely helpful in relaying new events.
- I think it is much more effective to promote the library and its resources/events via social media like Facebook or Instagram. And to get people to like/subscribe to those platforms would be essential, which can be easily accomplished through food/supplies incentives.
- I would say it would be beneficial to send out weekly reminders for sure! I think on these reminders it should not only have events/news, but also a section that says something like "check out our resources and tools for your success!" and then have the resources listed with their respective links (like the TLC, Writing Hub, etc).