



UC San Diego Library Student Advisory Council 2020-2021

Meeting Notes for:

October 20, 2020

November 17, 2020

January 19, 2021

February 16 2021

April 20, 2021

May 18, 2021

Library Student Advisory Council

October 20, 2020 [meeting/activities held remotely and asynchronously due to COVID-19 closure]



October 20, 2020 Meeting Minutes: Please share with constituent groups and other interested parties

- I. Members were welcomed to the 2020-21 LSAC year and thanked in advance for their service across the coming year. While “meeting” will be held remotely and asynchronously, the group’s inability to meet in person should neither diminish the value of member participation and feedback, nor what each member will get out of their participation.
- II. **Required Activity 1:** Members were asked to view introductions and welcome messages from LSAC’s Library employee representatives on the [Meet the Library Staff tab here](#).
- III. Members were asked to send any questions, feedback, or comments about the Library from other students or student councils to Kymberly Goodson at any time at lsac@ucsd.edu.
- IV. **Required Activity 2:** Members were asked to review the Library’s regularly-updated [COVID Services webpage](#) to become familiar with the Library’s current service offerings, and to share this website with their constituent groups, classmates, and other interested parties.
- V. **Required Activity 3:** Members were asked to read and “sign off” on a document providing background on the Council and outlining the responsibilities of student members of the Council.
- VI. **Required Activity 4:** Members were asked to complete a personal ‘profile’ to help LSAC members get to know each other, since the group isn’t currently able to meet in person.
- VII. **Required Activity 5:** 21 members completed a brief survey to provide feedback on the first thing that comes to mind when they think of the UC San Diego Library. Members, both old and new, had a lot to say about our iconic library. Survey results are available [here](#) for LSAC members and will be available [here](#) within 1 week for non-LSAC members.
- VIII. **Required Activity 6:** 20 members completed a brief survey to provide feedback on Library services, including the new BLB study space. Members learned about Library services/resources available to them currently and shared what they miss the most about Geisel Library. Survey results can be found [here](#) for LSAC members and will be available [here](#) within 1 week for non-LSAC members.
- IX. **Required Activity 7:** 20 members completed a lengthy survey to provide feedback on the Library’s new [Ask Us](#) webpage, which offers FAQs, links to subject and course guides, access to research assistance options from the library, and more. See the results of this hands-on introduction to Library

research skills. Survey results can be found [here](#) for LSAC members and will be available [here](#) within 1 week for non-LSAC members.

X. Library news

- Learn about remote and on-campus [Library services](#) during the COVID-19 crisis, including [Library hours](#), [curbside pickup](#), [scanning](#), [e-reserves](#), and the BLB student [Study Space](#)
- BLB Study Space will be closed on Veterans Day (November 11); study space open noon to 4pm on the day before Thanksgiving break (Wednesday, November 25); the Library is still deciding about Fall finals week hours for the space
- Use the campus VPN to access Library materials, including course reserves; be sure to choose “2-Step Secured – Allthruucsd” from the group drop-down menu while authenticating; learn more about [connecting from Off-Campus](#)
- Consult the Library Guide for [Getting Started with Research](#) or the [course-specific Library Guides](#)
- Search [Library Guides](#) by subject to connect to [databases](#) and other resources
- See if your instructor has placed any materials on [electronic reserve](#)
- [Contact the Library](#) by phone, email, or chat for general or research assistance
- [Schedule a consultation](#) with your [subject librarian](#) for personal assistance with your research
- Over the summer, the Library hired a new Chief Administrative Officer and Associate University Librarian for Scholarly Resources & Tools; recruitment is currently underway for a new Associate University Librarian for Learning & User Experience, which among other responsibilities, will oversee LSAC
- We are currently celebrating the 50th anniversary of Geisel Library; learn more and join the celebration [here](#)
- See the [campus COVID-19 page](#)

XI. Next remote and asynchronous LSAC “meeting” is **November 17, 2020**; the agenda and assignments will be distributed on that date.

LSAC 2020-2021

LSAC - October 20, 2020 (Survey 1: Perceptions of the UC San Diego Library)

1. What is the first thing that comes to mind when you think of the UC San Diego Library?

- A plethora of books, studying space, spending way too much time there in a single day due to putting off assignments for too long and then finally completing them the day that an assignment is due.
- Studying
- The first thing that comes to mind to me when I think of the UC San Diego Library is the grand architecture that encompasses all of the helpful resources and study spaces that help our students, faculty, and community thrive.
- I think about all the facilities and resources that the UCSD library has, like TLC, the Writing Hub, study rooms, etc.
- The absolute best place to study on campus
- Silent study spaces!
- Study spaces and resources.
- The Geisel library building shape, or the comfortable spaces inside each floor
- The glass windows that overlook campus.
- When I think about the UC San Diego Library I think about how fascinating it is because of it's rare architecture and how it gets quieter as you move up floors.
- Dr. Seuss!
- I think of it (or more like remember it as) a place to chill in-between classes and study!
- A place to get my work done with or without discussion.
- A place to study.
- The unique architecture, studying at odd hours to get assignments done
- The mirrored windows
- Its unique and iconic structure and shape.
- A good place to study
- The overnight study commons for in a quiet space
- Reliable study space
- death (by studying)

2. In question 1, are you referring to Geisel Library, the Biomedical Library Building (BLB), or the Library more generally?

- Geisel Library 80.95% 17
- Biomedical Library Building 0.00% 0
- The Library in general 19.05% 4

3. If you are a freshman unfamiliar with the UC San Diego Library, please share something you appreciated about a previous public or high school library you've used.

- Something I always appreciate in libraries are the sitting spaces created around the books. The more comfortable and welcoming the environment in the library is, the more I will spend time there.
- With my high school library, I appreciated having a welcoming and productive environment for studying, and I appreciated the help of kind and knowledgeable librarians in finding wonderful materials for both research projects and recreational reading!
- I used to go to Qingdao's public library for self-study or group study because when I studied there, I could easily and conveniently locate the resource needed for my study. One thing for this library I would like to point out is that each floor is designated with a particular group of readers based on their purposes like the 1st floor for general browsing, 2nd floor for introductory browsing, 3rd floor for intermediate browsing, 4th floor for advanced browsing, and 5th floor for expert/research browsing.
- I'm not a freshman, but I love how my city's library has a seed bank service!
- Cool fiction books

LSAC 2020-2021

LSAC - October 20, 2020 (Survey 2: Library services & support during pandemic)

1. The Library currently offers a number of services to support students during this era of remote and limited in-person/on-campus learning. Please click on each link below to learn about our COVID-era services, and then select the three resources you are most likely to use in Fall term.

- Curbside Pickup of Library materials, including eligible Tech Lending items 6.67% 4
- Scanning of UC San Diego-owned library materials 3.33% 2
- General and research assistance by phone, email, or chat 11.67% 7
- Virtual De-Stress Activities 18.33% 11
- Electronic Course Reserves 13.33% 8
- Virtual Library Study Rooms 13.33% 8
- Virtual Library Tour 3.33% 2
- Virtual Consultations with Subject Specialist Librarians 10.00% 6
- Interlibrary Loan 5.00% 3
- BLB Student Study Hall 8.33% 5
- Circuit 6.67% 4

2. Share two ways in which the Library can support you during this unprecedented time of remote and limited in-person/on-campus learning?

- The library is doing a great job of continuing to be a place of student gathering during this time where actual gatherings are rather frowned upon. Provide online services for students away from UCSD.
- I think the best way to help our students is to continue to offer as many 'normal' resources as possible (tech lending, scanning services, curbside pickup, etc.), in addition to continuing to hold events the library normally holds/possible new events (i.e. Dr. Seuss' Birthday Celebration, Geisel's 50th Birthday Celebration). I believe this helps create a more 'normal' environment in the sense that our students will not have to stress about having access to resources while also having events to look forward to!
- I think the library is doing a great job of helping students during COVID. When I had to use the library for my online class last quarter, I was able to get in contact with a librarian who helped me find research articles. Having staff who can readily help students use library resources is one of the best things to help students during online learning.
- I suggest that the library should at least consider partially reopening and allow students to study in Geisel at limited capacity. I believe that this can be done as long as social distancing rules are enforced. The library environment encourages productivity that I cannot achieve by studying in my bedroom and I ask that a plan to reopen at partial capacity is at least considered.
- Given that it is safe to do so, I would really love to physically be back in the Library with social distancing and sanitization. I would also love for resources like textbooks (i.e. course reserves) to be made available for online use.
- Offering consistent support through Subject Librarians and the 24/7 chat.
- Activities or having study sessions are good ways to keep in touch with the students remotely
- I think the library can help by having easy access to materials like books or articles for research purposes for my courses.
- The Library can best support me by having remote and safe options to interact with the library, which the library already offers. :) The De-stress activities are really cool and it's nice to know that there are remote options.
- I feel like the library is already doing its best during these times. I feel like some people want to use the resources offered but don't want to search it up. Maybe including the current services in more social media posts.
- Making it easy to find resources and ask questions online is great!
- I think the library could either recommend really nice self-help books or recommend cool stories to read that would take our mind off of school.
- Open Geisel Library

- Offering support and assistance online
- Make efforts to publicize an email newsletter/add to existing email newsletter to promote resources on the website!
- Make it very easy to request documents to be scanned and uploaded online, since so many of us are working away from San Diego
- Provide a quiet, safe, distraction-free environment for self-study and also the print service.
- Encouraging more teachers to use the electronic course reserves (it seems a lot of teachers are not using it and it can affect students who might not have access to those books).
- Maybe provide resources for free downloadable textbooks if possible or resources for reduced priced textbooks.

3. Describe two characteristics or offerings you miss about Geisel Library. (Skip this question if you have not yet visited or used Geisel Library.)

- I miss the atmosphere. I miss meeting up with a group from class to focus on the same topic, or with friends all focused on different topics and pretending we were getting any work done while really just talking and distracting each other. I also miss checking out books and constantly being shocked by how old (but still useful and in good condition) some of the books were.
- I miss going to the group study rooms and being able to study late at night.
- Two things I miss the most about Geisel is simply walking around and seeing all the art displays/puzzles (mainly on the second floor), in addition to also missing the Digital Media Lab (I haven't had the chance to use it before, but I liked seeing all the cool projects going on in there, and I really would like to use it sometime for 3D printing).
- I miss using the Teaching and Learning Commons to get in-person help in my classes. I also miss going to the 8th floor and having a quiet place to study.
- I miss the option of being able to be in an environment that encourages productivity (not my bedroom). I miss the option of being able to reserve a study room.
- 1. 8th floor study space!! 2. Being able to grab Audrey's right before entering a study session
- Everything! But if I had to choose, I would pick Audrey's and individual study tables.
- 1. the quiet study space, the students that are all focused on their work 2. the puzzle/other de-stressing activity on the second floor
- I miss the de-stress activities like the community puzzles and the overall ambience of the 2nd floor of the library (because I prefer to hear people around me talking).
- Printing - space to just study together
- I miss the collaborative puzzles and borrowing books in person (the physical feel of a book is different from a e-book).
- Place to use computers/print papers. The views it provided at the top floors.
- Two characteristics are the study rooms and huge white boards.
- Personally I miss having access to Adobe Creative Cloud from Geisel
- I miss being able to go there late at night and study quietly. I also miss the white boards
- Study-room feature, the Teaching Learning Commons, and the cubicle.
- The ability to study with other students(either in the presence or absence of noise), Use of computers in the library (it has all the software downloaded which is great)
- The quiet study space it provides, digital media lab

4. Once we return to some degree of normalcy you will have access to many in person Library resources. Please identify three resources you are most likely to use once the Library is reopened.

- Consultation Spaces 0.00% 0
- Tech Lending 4.76% 3
- Physical Course Reserves 11.11% 7
- In-person Library Tours 1.59% 1
- Overnight Study Space 20.63% 13
- Group Study Rooms 25.40% 16
- In-person De-Stress Activities 7.94% 5
- Silent Study Areas 15.87% 10
- Printing / Scanning Services 11.11% 7
- In-person Consultations with Subject Librarians 1.59% 1

LSAC 2020-2021

LSAC - October 20, 2020 (Survey 3)

Go to the Ask Us page at <https://library.ucsd.edu/ask>. Choose a topic and search the FAQs for it using the main search bar on the [Ask Us](#) page.

1. What search term, phrase, or topic did you use?

- VPN
- return
- 3d printing
- study rooms
- access databases
- "where can I print things"
- "database"
- What tech is available?
- Research tips
- tech lend
- Library Card
- Where can I print besides the library?
- Digital resources
- "remote"
- Can I visit the Gesiel Library?
- Borrow
- print
- print, borrow, vpn, resource
- Lending
- How can I check out a book

2. Did you find something useful and relevant to your search?

- Yes 55% 11
- No 15% 3
- Sort of 30% 6

3. Offer comments on the search functionality for the FAQs on the Ask Us page.

- I would suggest adding a tab about how to reserve a study room, as I don't see that on here.
- I really like it! I wish that the general search function for the library website connected to it, however. That search engine is not great.
- I think overall it is well done! It populates topics while you type, which is nice since it helps prompt me to think about other questions I may have had.
- Since I searched for study rooms it would have been helpful to know how to reserve one. The search functionality works reasonably well.
- Gave me relevant results but not 100% what I was looking for. I would say that the functionality is good, but could be better.
- It seems very functional and straight to the point. I appreciated that there were links provided.

- Good, can add more content on how to reserve study rooms, check what tech is available (e.g. what kinds of chargers)
- The search page brings up a good variety of sources and recommendations on fixing the issue.
- The recent FAQ's seems to be another page for "Popular FAQ's". It would be great if there are more remote based questions on the FAQ page to accommodate the current learning situation
- The Ask Us page is easy to use and it's nice that there are common FAQs already on the page.
- I feel like it's really useful.
- Great! My first result was on-topic and informative, even including links to troubleshooting and a how-to video.
- The search bar (where it says "How do I access e-reserves?") implies that you have to enter in a specific question in order to get results, so I would suggest making it clearer that you can type in keywords to still get answers to the question. I would also suggest displaying the list of topics on the "Ask Us" Page, so users could just click on the topic to find a question.
- Very simple and easy to use
- When I entered the word "print" on the search bar, I only got 3 out of 5 results, which had the searched word "print" within them.
- maybe show all the FAQs on this page, like having several pages for the FAQ
- When I searched for the word lending I was not able to get any results. I was expecting to be shown results referring to the new COVID-19 policy on lending, how it is carried out e.t.c
- When I typed in "How can I check out a book," the question was not answered in the search results, although similar questions were answered.

4. Write the name of the 1st entry you identified here:

- How do I request library instruction?
- Can UC San Diego alumni have online access to the databases, e-journals, and e-books from the library? Can I check out a physical book that is also in HathiTrust ETAS?
- How do I access library resources and databases from off campus?
- My professor gave me a list of articles and chapters to read; how can I find them?
- Where can I return library books?
- "What is a charging locker?"
- How do I request library instruction?
- May I get a scan of a book chapter or article emailed to me?
- How do I put an item on reserve for a course?
- Where can I find the Dr. Suess Collections?
- How do I see what books I have checked out?
- How can I find my Library barcode number?
- My professor gave me a list of articles and chapters to read; how can I find them?
- Why do I have a charge on my account? How do I appeal the fine?
- Why do I have a charge on my account? How do I appeal the fine?
- How do I renew my books?
- I think most entries are clear enough
- Where can I return Library Books?
- How do I renew my books?

5. Offer your suggestions for improving this entry.

- While it does take the user directly to the form, those using the FAQ may not be sure exactly what that is or what it would be used for. A bit more info on what Library instruction and what the form is for could be useful.
- I have no improvements!

- I think this can be confusing in terms of students thinking this may be connected with the curbside pick up program. I have not heard of HathiTrust ETAS before, and when I first saw this, I thought it was directly connected to the curbside pick up program, and upon first glimpse it made it seem as if no physical lending is going on.
- It was actually fine but I remember when I had to set up the VPN during spring quarter for DOC I got confused. maybe shorten the text a little bit; this is slightly convoluted
- Include visual of locations on a map!
- Specify if these are still available to use when Geisel has not been (fully?) reopened.
- What exactly is "library instruction"? Maybe elaborate or reword for clarity.
- There is just a simple typo at the end of the instructions stating to use UC elinks for items "we do no own". I'm assuming this meant to say " we do not own".
- Adding picture reference could help when giving instructions on how to do something and resolve some confusion that may surface.
- The site mentioned the Seuss Room but didn't say where exactly in the library it's located.
- Is it possible to change to the student PID? I feel like students don't always have their cards and sometimes after a while the number on the card is rubbed off too. Unlike the PID the 14 digit code is rarely used.
- Specify that, on the UC San Diego app, the Library barcode number is the same as "Student ID."
- I'm not really sure if you can physically go to the Research Assistant Desk during this pandemic, and not sure if all the services listed are remote. It should be clear and give options for in-person services (if any) and also include remote services.
- Make these 2 questions into separate tabs.
- A list of fines and its details should be linked.
- List details of each procedure of renewing the books instead of just writing the general direction for readers to locate.
- This is just something with the FAQ page in general. I think it might be more effective to have drop-down boxes for the answer to the FAQs rather than connecting to an entirely new page.
- Provide a link directing to the exact page where you renew your book, rather than a link to just the library website.

6. Write the name of the 2nd entry you identified here:

- I've looked through all the other pages and they all look good.
- How do I figure out where to find this article?
- How do I request library instruction?
- Where can I return Library Books?
- How do I put an item on reserve for a course?
- Where can I print outside of the Library?
- "Where can I find the Dr. Seuss Collections?"
- May I get a scan of a book chapter or article emailed to me?
- How do I access library resources and databases from off campus?
- May I get a scan of a book chapter or article emailed to me?
- Is the Library offering curbside pickup?
- How do I access library resources and databases from off campus?
- Can students at other UCs use the UC San Diego Library?
- How do I see what books I have checked out?
- Where can I find a Photo Kiosk
- How do I see what books I have checked out?
- My professor gave me a list of articles and chapters to read; how can I find them?
- How do I request library instruction?
- How do I see what books I have checked out?

7. Offer your suggestions for improving this entry.

- I was able to understand what each one meant.
- Very helpful! I liked that it mentioned the VPN which some students are unfamiliar with
- I am not too sure what 'library instruction' is, even after clicking on the link to reserve a time. Is it to make an appointment to get assistance with a librarian for research? I would recommend writing a small explanation of what library instruction means to help clear up this confusion.
- I actually wanted to say this entry is very thorough. I appreciate it.
- change the name reserve to something more recognizable
- Include another entry about printing in the Library and the availability of this service during COVID-19. Specify if it is available for public viewing during this unprecedented time.
- The text says to click on a "WE CAN SCAN" link that is not present. However, there is a red emergency banner that takes you to another webpage to read where and how to scan. Linking to that webpage might be easier.
- I think it would be helpful to showcase an image of what the VPN would look like when in use. There's a typo "do no own" instead of "do not own"
- It's well explained but it would be nice for a new title to be called "Can I check out books during covid?" which would help people know that they can check out books.
- I feel like it's good enough however I never used an off-campus VPN but since there's a thumbs down maybe it's hard.
- Maybe should be a separate entry, but clarifying whether other UCs provide resources for UC San Diego students would be helpful.
- I think it would be more helpful with visual instructions showing the library website (or roger) step-by-step and with arrows pointing at where to click. I suggest including both PC and mobile tutorials.
- Add a "?" to the sentence.
- Where to find the 14 digit campus ID card number.
- I think it should list the location of the Research Assistance Desk and the Email or links which can provide appointment service with the Librarians.
- Just the Suggestion I had above about the drop-down menu. I appreciate that the answers are concise and to the point.
- This link to this page did not work for me.

8. What major, discipline, or area of interest did you use?

- Literature: Writing
- climate and atmospheric sciences
- Biology
- Cognitive Science
- Architecture
- Biology
- Education Studies
- Computer Science
- Psychology
- Psychiatry
- Psychology
- Biology
- Computer Science
- Ecology
- Chemistry
- Public Health

- Economics
- anthropology
- Chemical Engineering
- Biology

9. What is the name of the subject specialist librarian for this area?

- Nina Mamikunian
- Amy Butros
- Jenny Reiswig
- Tamara Rhodes
- Laura Schwarz
- Jenny Reiswig
- Lisa Friedman
- Deborah Kegel
- Tamara Rhodes
- Bredny Rodriguez
- Tamara Rhodes
- Jenny Reiswig
- Deborah Kegel
- Amy Butros
- Teri Vogel
- Karen Heskett
- Adele Barsh
- Sarah Buck Kachaluba
- Teri Vogel
- Jenny Reiswig

10. Write the name of the course guide you reviewed here:

- LTEN 120A: Eighteenth Century Gothic: Home
- GIS & Geospatial Technologies
- Music
- Classical Studies
- Architecture
- Biology
- Cognitive Science
- Computer Science and Electrical Engineering
- Psychology
- Psychology - Test and Measures
- Psychology
- Biology: Home
- Computer Science and Electrical Engineering
- Ecology & Environmental Science
- Chemistry & Biochemistry
- Urban Studies & Planning
- Economics
- chinese studies
- Philosophy
- Ecology and Environmental Science

11. Write one Library service or resource that you learned about from the guide.

- I learned about the The Encyclopedia of Romantic Literature, an online encyclopedia that can be accessed from the library, or using the VPN.
- How to download GIS software
- In the UCSD Roger catalog, there are study scores available for different genres of music such as opera, quartets, and more! I also learned that the Music Scores Collection is located in the Geisel Library West Wing 1st Floor, which I did not previously know.
- Loeb Classical Library
- Links to external websites curated by the library, making them easy to find
- When looking for scientific papers, I learned that there are a wide variety of databases to search outside of Pubmed, such as the BIOSIS Citation Index.
- Different resources to create and store citations. It had a very helpful chart in comparing different resources such as Zotero and Endnote showcasing different features and its cost.
- Access to all O'Reilly for Higher Education books
- This guide had page setup to aid in creating citations and I wish I had known about it earlier for my first year. I learned that the library has a textbook focused on test and measures in research
- The course guide helps me find books and e-books that are related to psychology, there are a variety of books covering different topics in psych.
- Roger: The UC San Diego Library Catalog
- Inspec indexes journal articles about the discipline.
- Encyclopedia of Biodiversity
- Ability to browse numerous science journals
- I learned that there was general statistical sources listed that can be used for data.
- I can use CEIC data to explore real-time economic data.
- san diego circuit
- Electronic Enlightenment - This is a database that recorded conversations between famous philosophers and writers and their friends and acquaintances. It is an interesting thing to document, it seems intrusive but at the same time I know that it has given a lot of insight into the writers thinking way beyond what their book provides.
- Roger

12. Did you get a chat response in an acceptable timeframe?

- Yes 100% 20
- No 0% 0

13. Was your question answered to your satisfaction or referred effectively to another appropriate individual for resolution?

- Yes 90% 18
- No 10% 2

14. Based on this experience, how easy was the chat service to use?

- Extremely easy 70% 14
- Somewhat easy 20% 4
- Neither easy nor difficult 5% 1
- Somewhat difficult 5% 1
- Extremely difficult 0% 0

15. Would you recommend the chat service to a friend or fellow student?

- Yes 95% 19
- Maybe 5% 1
- No 0% 0

16. Comment on any other aspects of the chat service or functionality.

- I mean the big ones are ease of use, timeliness, and getting informational answers, and it hit all those points. x
- I really appreciated how fast that I got a response back. Furthermore, I really like that you can email a transcript of the message to your email, so you can keep the information/resources that you just discussed! I also got the opportunity to talk to a librarian from out of state (which is really cool!) and she was really helpful!
- I think I somehow disconnected from the chat after I closed the pop up window and I don't know why. Maybe some clarification on what connected/disconnected means would be helpful.
- Likely the most useful feature on this site
- It's great that there are librarians from other locations to respond to your question, but if a question is UCSD specific, it might be more efficient to direct it to a UCSD Library staff member. Overall, chat response time was short and it was intuitive to use!
- It was nice to see a follow-up chat saying "sorry for the delay." Even though I was not waiting for more than a few minutes, it was nice to know that my question was submitted and will be responded to ASAP.
- The response time was very fast (within 5 seconds)
- The response was not as quick as I anticipated, but I liked how the "submit your question" link appeared after a while of waiting. I asked how I could check out books if I live off campus, and if ebooks were available. The question was answered, but I hoped that a link would be provided to give more info on how I could access the ebooks.

17. Select the "Info for...New Users" link in the lower right of the Ask Us page. Thinking about when you were new to UC San Diego and to the UCSD Library, offer one or more suggestions for improving the content, format, or functionality of the New Users page.

- It's an incredibly antiquated need, but one that I once found myself needing to use and didn't know the library had it, so I would put somewhere on there that there is a fax machine that the students can use in Geisel.
- What are the hours? What are the library policies?
- I think one thing that would be nice to add to this section would be a general floor layout of at least the 1st and 2nd floor, that way if a new student were to look this up on their phone for instance, they would have an idea where to go in the library before they even visit!
- Maybe put all the questions at the top and when you click on one you are then directed to that section of the page.
- Maybe change the font and use bolding to make key terms easier to see
- Include a section about navigating the physical location of the Library - where it is relative to campus, what each floor represents (i.e. silent vs. collaborative), etc. - Format might be more effective as a drop down menu
- There is a line missing to separate 2 different sections/questions. Everything looks very clear and concise.
- Mention what services are or aren't available due to COVID-19. Also mention some licenses or software that students have access to.
- I think it would be helpful to have a couple pictures showcasing how the areas tend to look.
- The only suggestion I have isn't to improve the content, but I feel like this page shouldn't be hidden in the bottom right corner of a FAQ page. Instead, it should be somewhere that new students could find easily as they are not familiar with the school websites. This could be the home page, or other sources (webreg or MyTritonLink for example) that will link to this page so that it can be easily found

- The "New to the Library?" was easy to read but the "Info for...New Users" is a little hidden and might not be seen. I feel like all the resources that I personally used were listed.
- Adding sub-questions to break up the information might make the answers easier to process visually.
- Hmm... maybe I would suggest a glossary? New users might not know what a "reserve" or "database" is for example. Maybe new users could be able to hover over key words like that and have definitions appear over it.
- What types of rooms does Geisel or BioMed provide? Like quiet room vs talking aloud rooms where anyone is allowed
- Library-Hosted Events
- Use more vivid images or graphical visualization instead of FAQ format in words.
- Maybe more graphics on this page
- Considering the times, I suggest updating this information with the new COVID-19 guidelines, which resources are open and closed. It might be nice to have a section dedicated to it on this page.
- Maybe include a section talking about events the library hosts and links on how to stay updated

18. You can see features on the Ask Us page that allow you to contact the Library by chat, phone (numbers at the bottom of the page), or email ("Ask Us A Question" link at the right). Which of these would be your typically preferred method of asking a question of Library staff or of seeking Library assistance?

- Phone, because I would think that would lead to my answer being, uh, answered the quickest. chat or email
- I would say I would use the emailing method for longer, more in depth questions or multiple questions of the same subject since it would allow me the time to fully think about what I want to say. I would likely use the chat/phone option if I have a quick question or question that is more time sensitive.
- Probably by chat
- Chat
- I'd probably use chat or phone.
- I would call the numbers provided depending on the type of support I need.
- Email
- I would prefer to seek assistance through email or the chat.
- By chat
- I would probably use the email option when seeking Library assistance.
- I would probably just use the ask a question link.
- I would prefer email.
- I would use email
- Phone or email. During COVID I would immediately go to email because I feel like no one is present to answer phones right now.
- Chat
- Chat
- Chat
- Contacting by email would be my preferred method.
- I would prefer chat and phone.

19. Why would you typically prefer this method of contact?

- See above.
- I don't want to talk on the phone. I would choose chat if I needed something immediately and email if the request wasn't time sensitive and was more lengthy.
- I overall like the chat option the best because it seems to give the best of both worlds: the ability to think about what you are going to say (like an email), while also getting a prompt reply (like a phone call).
- It seems to have the fastest response time

- I will be able to get a quick response and I personally prefer not to talk verbally when possible. These options make me feel like I'd get a faster response, especially for logistical questions like Library hours. Email makes me feel as if it will take longer to respond to in comparison to a phone call.
- Emailing seems less intrusive and is easier of a method of initiating communication than a chat or phone call. I prefer not to have a phone call with someone and just explain what is going on by typing it out. Chatting doesn't require me to talk and it's less intimidating to message across chat
- I might have a quick question and no time to be on the phone and potentially be put on hold. I'm also more comfortable with emails rather than phone calls.
- Yes, I would.
- I would prefer this message since it is a way to contact a UC San Diego Librarian but might be quicker than making a phone call.
- I like email because most of my questions are non-urgent, and I would like to think that staff are not being put on the spot with a question right away ahaha
- Phone is very direct and I can be assured that I will get an answer back almost immediately. Email is a good option for COVID.
- It feels less formal than having to write an email.
- It can offer a quicker answer and also avoid embarrassing language-speaking barriers for new international students.
- it is easy and fast
- This can be because I know that I am connecting with someone who can solve my problem as opposed to contacting others through chat and phone.
- It is more convenient and the responses are quicker.

20. Offer any additional comments on the overall layout, display, content, or functionality of the Ask Us page.

- The ask us page is very sleek and simple, something you want out of an Ask Us page. I think it works well as is, but I'm also sure my fellow LSAC members have put forth some smart ideas for it as well.
- I really like it! I think this should be more prominent in the library home website
- Overall I think it has a nice layout with a lot of great information! One idea that may be nice is to have like a 'tutorial' of how to use the page; for instance, I like the layout of this survey since it directed me where to go for all the resources this page has to offer, so maybe writing out these 'directions' under a 'get started' tab or even creating a short intro video of all the resources available on this page and how to find them would be nice.
- I would change the colors and fonts to make the page look a bit more exciting.
- Home page of Ask Us page has a great format and functionality, but pages that are linked (i.e. "Info for New Users") could be refined.
- It looks great! I love the right side of the page with the chat and contact information.
- It looks good!
- I think it's very functional and easy to follow.
- I actually really like it.
- The links on the right side could be reorganized. For example, the "Course and Subject Guides" and the "Info for..." sections could be highlighted a bit more, with headings like "Contact Us" and "Chat" have.
- The "Info for . . ." section just seems too hidden and I feel like it's easily to be glanced over to a new user . NA
- The only comment I have is on the content. I noticed that on the FAQ some of the questions are not being updated with the COVID-guidelines as well. I imagine that it will be taxing to go through and update all of them. Can there be an FAQ asking for COVID changes or guidelines where the person is referred to the library COVID page.
- Make the side bar have a bigger font or more colors to make it more visible.

Library Student Advisory Council

November 17, 2020 [meeting/activities held remotely and asynchronously due to COVID-19 closure]

<p style="text-align: center;">November 17, 2020 Meeting Minutes: Please share with constituent groups and other interested parties</p>

- I. Members were thanked for their participation with the October LSAC activities and invited to send questions, feedback, or comments about the Library from other students or student councils to Kymberly Goodson at any time (lsac@ucsd.edu).
- II. **Newsletter Feedback Results:** The November newsletter asked members their preference for the reservation period for reservations at the BLB Study Space. 10 members responded, with them overwhelmingly agreeing that the 2-hour maximum reservation period at the Biomedical Library Building's individual study space should be increased: 50% of respondents support increasing the reservation period to up to 3 hours, 40% support increasing to up to 4 hours, and 10% support leaving the period at 2 hours.
 - I. **Required Activity 1:** Members were asked to complete the 2nd part of the Get-To-Know-Each-Other activity that was begun at the October meeting. Members viewed each other's profiles to become familiar with their LSAC peers and then contacted and interviewed another student member.
- III. **Required Activity 2:** Members were asked to explore the Library's Digital Collections. Within the Digital Collections, members were to find an image about their discipline or college, or one that spoke to them for another reason. After downloading the chosen image and loading it to Padlet, members added a brief explanation of why the image interests them. Members selected images on subjects ranging from residence halls and apartments to cultural celebrations and items made in the Digital Media Lab, showcasing the wealth of images available in the resource.
- IV. **Required Activity 3:** Members were asked complete all 10 brief surveys about current Library services that comprise this year's Geisel After Dark event, held virtually this year rather than in person. Individual survey topics included Curbside Pickup, Scanning Service, Virtual Library Tour, Course Reserves, Library COVID Services Page, LinkedIn Learning, Tech Lending Program, Library Help Center, Library Subject Specialists, and COVID Impact: Student Check-In. Although held virtually this year, Geisel After Dark remained a successful event for the Library. **18** LSAC members completed the 10 surveys offered during this virtual event. In total, **163** participants completed at total of **1,055** surveys. A detailed breakdown of total surveys completed per topic are below:
 - Curbside Pickup – 153
 - Scanning Service – 95
 - Virtual Library Tour – 96
 - Course Reserves – 95
 - Library COVID Services Page – 115
 - LinkedIn Learning – 99
 - Tech Lending Program – 100
 - Library Help Center – 98
 - Library Subject Specialists – 105
 - COVID Impact: Student Check-In – 99

- V. **Optional but Requested Activity 4:** Members that had used the **BLB Student Study Space** since it opened on October 19, 2020 were asked to complete [this survey](#) about their experience to help the Library further refine the space and its policies to suit student needs. As of 12/2/20, 65 respondents, including 1 LSAC member, have provided this feedback. 1 of those 65 respondents was an LSAC member. The BLB Study Space survey remains open, so additional LSAC and non-LSAC respondents may offer additional feedback as they experience the space.
- VI. **Library News:** *Please share with constituent groups and other interested parties*
- October LSAC minutes are available [online](#)
 - Join the Library for our 7th annual Geisel After Dark event. This year the Library is hosting a virtual version of our pinnacle event, available online from **Wednesday, November 4, 2020, through Monday, November 30, 2020**. Participants who complete our virtual survey cards will be entered into weekly raffle drawings for an e-gift card. Encourage your friends to participate and for a chance to win. Visit [Geisel After Dark 2020](#) for more details.
 - New 'Here to Help' Video: Learn more about currently available Library services in this short [video](#)
 - [Geisel Library took home](#) the American Institute of Architects, San Diego Chapter (AIA SD) [Legacy Award](#); this prestigious award recognizes iconic architectural works in San Diego that were built at least 25 years ago and celebrates the architects responsible for each building's majesty--in our case, William Pereira and Associates
 - Explore the vast wealth of the Library's [Digital Collections](#)
 - New Geisel Historical Timeline Video: This new [video](#) mimics the entries included on the [historical timeline](#) featured on our 50th Anniversary microsite (hashtag #Geisel50!)
 - Learn more about Geisel Library's [50th anniversary](#) by reading [this article](#) from the Fall 2020 issue of [Triton Magazine](#)
 - View the Library's [October 2020](#) and [November 2020](#) e-newsletters
 - See interviews of the University Librarian, Erik Mitchell, with UC San Diego [Athletics](#) and for a [Return to Learn Q&A](#)
 - **Cool job alert! Student Job Opportunity:** The Communications & Engagement team at the UC San Diego Library is looking for a Graphic Design Assistant. Ideal candidates will have experience working with Adobe Creative Cloud and be proficient at creating modern graphics to support the C&E department's various initiatives (events, exhibits, and programming). This exciting opportunity will help the candidate get better acquainted with the vast resources at the Library, while gaining valuable experience in marketing communications. Those interested in applying can search <https://career.ucsd.edu/> for job #4121532, and can direct any questions to ucsdlibrary@ucsd.edu.
- II. Next remote and asynchronous LSAC "meeting" is **January 19, 2021**; the agenda and assignments will be distributed on that date.

Enjoy the Thanksgiving holiday!
Best wishes with mid-terms and finals!