

## UC San Diego Library Student Advisory Council

October 15, 2019

### Meeting Notes

Attendees: Mentari A., Shalom C., Timothy C., Christopher C., Pin D., Rebekah D-B, Catherine F., Kymberly G., Melissa H., Kai H., Sasha H., Guanwei H., Eunice K., Jasmine L., Allison L., Nick L., Nali L., Daniel M., Cameron M., Alexandra S., Leeda S., Andrea S., Shirley Z.

#### 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 2<sup>nd</sup> Floor East and 1<sup>st</sup> 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 1<sup>st</sup> 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

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- 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 8<sup>th</sup> floor
- Offer more cleaning supplies on upper floors
- Offer more areas with outlets or wireless charging
- Offer more plugs, e.g. 4<sup>th</sup> Floor tables do not all have plugs underneath
- Add more tables, especially on 1<sup>st</sup> and 2<sup>nd</sup> 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