



UC San Diego Library Student Advisory Council January 17, 2017 Meeting Notes

Member attendees: Maedha B., Hanna C., Kim D., Catherine F., Rajpreet G., Gus G. (for Dev B. and Julia L.), Andrea K., Grace L., Lorraine L., Lux L., Jason S., JJ S., Riley Z., Jerry Z.

Guest attendee: Dominique Turnbow (from the Library)

I. Welcome + Introductions

Catherine welcomed the council members. New attendees Gus and Dominique introduced themselves.

II. Library updates

Catherine provided an update on questions/comments from the last meeting, as well as an inventory of recent/upcoming Library activities and new offerings.

A. Library statistics

- a) Library Annual Gate Count change 2014/15 to 2015/16 = +13.3%
- b) Gate Count Statistics – Academic Quarter data – See also the sheet at the end of these notes.

| Academic Quarter Gate Counts – % change | Winter 2014 vs. Winter 2016 | Spring 2014 vs. Spring 2016 | Summer 2014 vs. Summer 2016 | Fall 2014 vs. Fall 2016 |
|---|-----------------------------|-----------------------------|-----------------------------|-------------------------|
| Geisel | +16.4% | +30.8% | +15.8% | +19.3% |
| BLB | +25.1% | +18.2% | -4.7% | +32.9% |

- c) Highest use of Geisel during Fall Q, 2016, was on Wednesday, October 26 between 3-5pm; 2359 people were in the buildings which means about 76.5% of all seats in Geisel were occupied; the next busiest was on Wednesday, October 19, also 3-5pm, and then third was Tuesday, December 6, 5-7pm. In general, the busiest times are on Wednesdays between 11am–11pm; the least busy times are on Mondays between 3am-7am.
- d) The results of the 2016 Faculty and Staff Customer Satisfaction Survey are in and on 6 of the 11 questions, the Library scored in the excellent range and for the other 5 we scored in the good range. This is up from 2015 where we scored in the excellent range for 2 questions and in the good range for 9 questions. The scoring for 'OVERALL experience with the Library' moved up from 4.28 to 4.39. The student satisfaction survey is on now and we encourage everyone to fill it out and to encourage colleagues and friends to fill it out.

B. Events & Exhibits

SEE: <http://libraries.ucsd.edu/blogs/blog/category/events-and-exhibits/>

- **Today, January 17!** If you enjoy creative writing, you don't want to miss the Library's *Flash-Fantasy-Sci-Fiction: Short Tales from the Mothership* event! Students, faculty, staff, and alumni are encouraged to submit short Fantasy-Science Fiction stories of 250 words or less around the theme of Geisel Library — aka the Mothership. Entries are to be submitted to lib-adgallan@mail.ucsd.edu by this evening, Tuesday, January 17. On Thursday, January 19 at 7:30 pm, participants will read or have their entries read aloud at a Flash-Fiction gathering in the Seuss Room. Enjoy drinks and snacks while listening to fantastic stories of sci-fi interest!

- January 19, 10:00 – 11:30 a.m., Geisel Library, Seuss Room. Come for a book talk with author Rebecca E. Karl, Associate Professor of History at New York University, about her new book, The Magic of Concepts: History and the Economic in Twentieth-Century China.
- January 31, 5:30 - 7:00 pm, Geisel Library, Seuss Room. Join us for *Pedagogies of Access in Mutable Configurations of Space and Interaction*, a conversation about access and inclusion facilitated by Professor Brian Goldfarb (UC San Diego) and Professor Suzanne Stolz (University of San Diego). There also is an exhibit which is in place in the hallway leading to Audrey's Café.
- February 1, 3:00 – 5:00 pm, Geisel Library, Seuss Room. Join us for *From Crisis to Change: The Student Experience & Activism on Campus Program & Reception* and *Tell Us How UC It: A Living Archive Exhibit*, February – March 2017, Geisel Library, 2nd (main floor), near the Seuss Room. The UC San Diego Library is creating a “living archive” as a way to highlight, provide a space for dialogue, preserve and document events related to UC San Diego history. This type of “archiving” is living because it is constantly updated.
- February 2, 10:00 am – 5:00 pm, Digital Media Lab Open House, Digital Media Lab @ Geisel, East Commons (2nd Floor). Students, faculty, and staff are invited to the Library's Digital Media Lab (DML) Open House and Library Technology Showcase. Come see how the Library's technology resources and services can support you!

What has happened since the last LSAC meeting?

- November 18th → the Library participated in the annual Founders Day Celebration. We staffed a booth where students, staff, and other members of our community could learn about the digital transition academic libraries everywhere are experiencing.
- November 23 → the Library held its annual Turkey Calling Show. Presented in the style of an old-time live radio broadcast, it including turkey calls, poems, and lots of audience participation,
- December 1 → in remembrance of World AIDS Day, the University Carillonneur Scott Paulson presented the campus with a special music piece on the carillon atop Geisel Library.
- Finals Week, Fall Quarter → the Library hosted a Stress-Free Zone. There were a variety of activities and refreshments for students to take a break and de-stress from studying and taking final exams.
- Finals Week, Fall Quarter → the Library was able to make more study space available for students at BLB by opening up the Library instructional classrooms for quiet study use. The room was available Monday through Friday. We will likely do the same thing again each Finals Week.

C. Collections

- Work is currently underway to prepare the collection of oversize books on the 8th floor of Geisel for relocation to the 6th floor early in 2017.

D. Services

- The Library is pleased to announce that we have hired a new Librarian for Psychology, Cognitive Science, Linguistics, and Human Development. Her name is Tamara Rhodes and she started January 2. Contact information for Tamara and for the other subject librarians who can help with your research can be found @ <http://library.ucsd.edu/contacts/subject-specialists.html>.
- With input from the LSAC, the hours display on the Library's website [<http://libraries.ucsd.edu/hours/>] has gotten a refresh and some additional functionality. The default will be the current week for all Library locations, and then a monthly view will be available for each specific location.
- Starting this quarter, the Library is softly rolling out a paging service for students, staff, and faculty. The campus community was highly disappointed when this service was discontinued during difficult financial times several years ago. Library-owned items can now be requested in the online catalog, will be pulled from the shelves by Library staff, and will be made available for pickup at the Geisel or BLB Front Desks (and SIO for eligible patrons), typically within 24 hours. This service will save users time retrieving items from the stacks themselves. This is the first phase of a 2-part process that will also result in open (self-service) hold shelves at each building.

- Charging lockers (20) have been installed in Geisel’s lobby near the copiers behind the Info Desk. Each locker bay provides sufficient storage, security, and charging capability for a laptop, tablet, and phone simultaneously. The lockers are intended for electronic devices, not library books and other materials, and the limit is four hours. Policies and instructions are posted near the charging units.
- The following items have been added to the Library’s Tech Lending program [<http://libraries.ucsd.edu/spaces/digital-media-lab/tech-lending/>]:
 - A digital, hand-held recorder which has five microphones built in and records directly to a memory card
 - Six “GorillaPods” smartphone tripods which have bendable, gripping legs so they can be attached to a variety of surfaces at any angle or used as a simple tripod
- The Library has added 10 new charging stands to the BLB on floors 1 & 2. These semi-portable stands have eight charging cables for iPhone, iPad, Samsung Galaxy, Note Tablets, and more.
- Three more of the larger Lightning Power Stations have been installed in Library facilities. In addition to the unit in Geisel 1 West, one has been placed in the Geisel West Commons, another in Geisel East Commons, and one in the BLB Commons. These six-foot-tall towers have two shelves to hold devices and offer 24 power outlets, 16 USB ports, and a variety of charging cables.

E. Construction/Space renovations

- The technicians have completed work on the Library’s freight elevator. We are now waiting for final inspection by the state inspector. Once that is given, work will start on the last of the main public elevators.
- Design Drawings and Construction Drawings have been finalized for the Geisel Tower restrooms. These are now under cost estimate review.
- Design Drawings have been completed for the Geisel 8th Floor Study Lounge. These have now gone to the campus for cost estimating.
- The Library leadership structure for the Geisel Library Revitalization Initiative has been formed, with Jason Schulz serving as the Coordinator of the project’s Planning & Coordination Team. As work on the project progresses, LSAC will be consulted for input on both design and communication strategies.

III. Library-developed DIY videos (Guest presenter: Dominique Turnbow)

Dominique Turnbow, Instructional Design Coordinator from the Library’s Learning Services Program, gave a demonstration of the Library’s DIY videos [<http://ucsd.libguides.com/diy>] and asked Council members:

- Do you look for help on the Library’s website?
- What kind of help are you looking for?
- What is the best format to provide help?

Responses:

- Definitely need some method to easily explain a call number. LC Easy tool was great when I was hired at library.
- Help and appropriate links should be available at the point of search.
- Mixed feelings about use of QR codes.
- I’m more likely to ask a person at the Library than try to find help information on the website.
- I use trial and error to find articles on a subject; I’m not sure which keywords will give the best results.
- I’m not always sure of the best method to find a known article.
- Prefer help as simple, step-by-step directions/instructions; helpful to have pdf format for printing.
- Prefer help as web page text with bullet points.
- A video may be helpful for 1st year experience or to be used in advance of a need to learn how to do something (not for immediate needs).
- Sound on videos could disturb others; there might be compatibility issues with some phones and software/tools.

IV. Question: Thinking about your coursework during Week 1, Week 5, and Week 10, how does the way you use the Library change over the span of the quarter?

Week 1:

- Check course reserves during Week 1 to make sure items on reserves match syllabus; can alert professor early if problems.
- Check hours on website, specifically weekend/holiday hours.
- Study on 8th floor/at Library.
- Check for earlier editions of course reserve items.
- Check to see if course-required software is available on Library computers.
- Come to Library for more than just studying, e.g., puzzles, use software (e.g., Illustrator) for personal reasons, socializing.
- Place to wait between or before classes.
- Use group study spaces; used more because they are readily available (not as busy as later in term)
- I do not usually go to the library much during week 1 other than to check out if there are books that I need from the course reserve.
- Check course reserves to decide if I should borrow or buy book(s).
- There are three major activities that I do at the library throughout the quarter: waiting/"light" studying (class reading, some practice problems) between classes, using the computers, and "deep" studying (focusing on the reading, trying to understand concepts, or working on practice problems).
- Weeks 1-3 typically emphasize the "light" studying and using the computers. There's some work and "deep" studying, but most of my time in Geisel is before or between classes. I also tend to try to get things done on the computers, because there's no point in lugging my laptop around all day if I only need to send a couple of emails or look something up.

Week 5

- Check out course reserves.
- Study less on 8th floor/at Library as it becomes busy and crowded; study rooms get harder to find available.
- If I do study at the Library, I stay longer than earlier in the quarter.
- Study groups/collaboration increases.
- I start to use the library quite a bit just because it is a lot easier for me to focus in the library and a lot less distraction in the upper floors.
- Midterm Season lasts typically from roughly Week 4 to Week 8, with brief lulls for weeks that don't have any exams. My emphasis shifts toward "deep" studying, which needs a quiet environment (usually the sixth or eighth floors) in long shifts (two hours or so and longer). I don't use the computers much, but if I'm waiting around (and not in a bind) I'll do light studying on the second floor. Midterms also usually have me coming in on the weekends far more than the other periods.

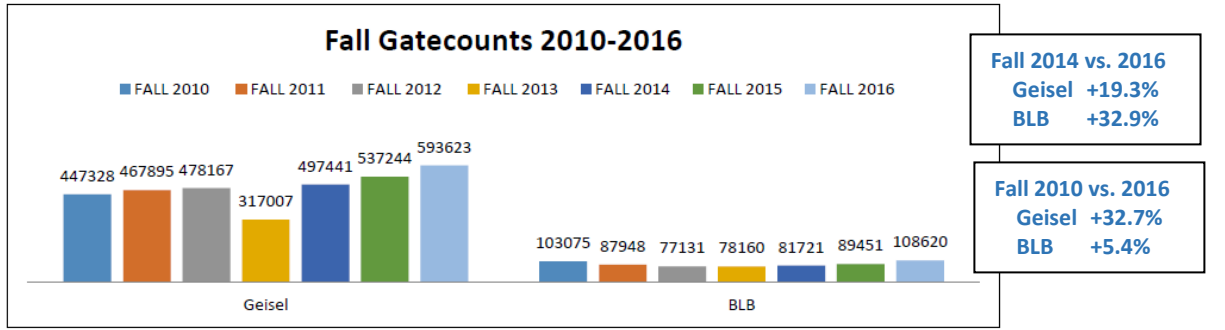
Week 10

- Check out course reserves.
- Use Library as study location even less because too busy/crowded/noisy to focus.
- Stay longer at Library when there, don't want to give up a seat.
- Study groups/collaboration increase, but there's not enough space and study rooms are packed and hard to find available.
- More collaborative study at BLB or elsewhere because there aren't enough seats at Geisel; can't be sure that a group will get enough seats together at Geisel.
- Increased "social studying": studying with friends, but not necessarily collaboratively.
- Not enough chairs in Geisel to accommodate impromptu group study and designated seating; can there be extra chairs?
- I would generally avoid the library because I know that the library would be too packed and uncomfortable for me to stay in.

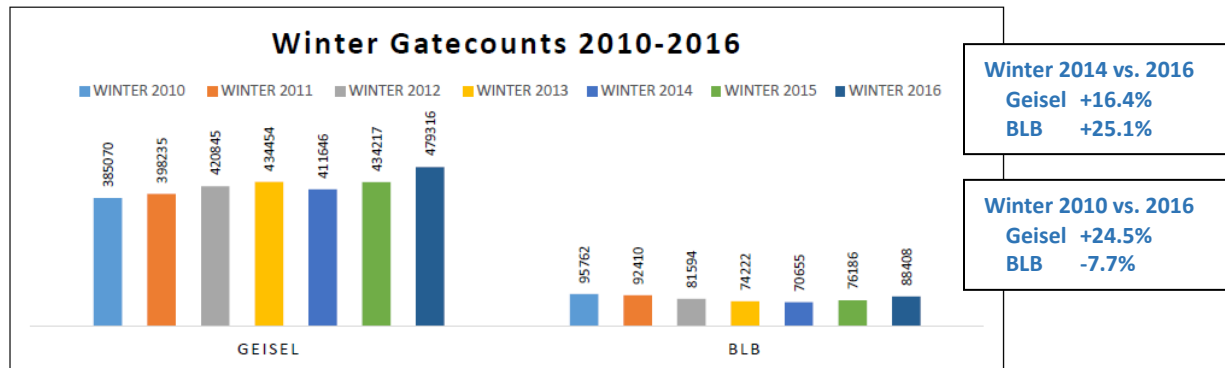
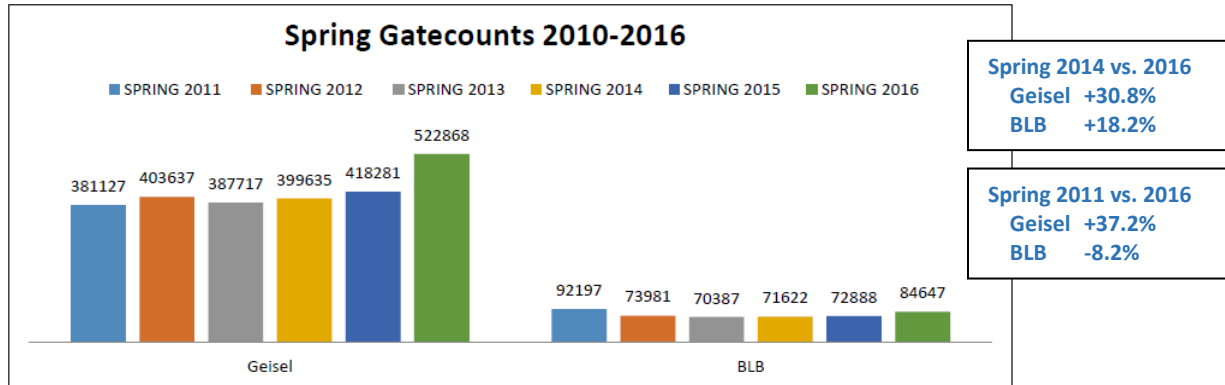
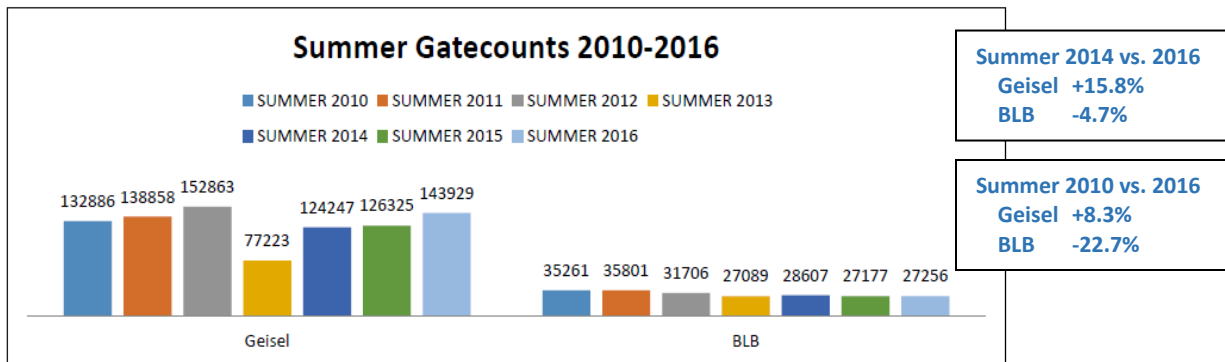
- Finals week is usually not my favorite time to go to any of the libraries: there are inevitably too many people who've been in the library for too long, space is hard to come by (especially if you're trying to study with a group), and the generally sleep-deprived state of the room is not a source of motivation. The coffee shop and library-sponsored fruit (and caffeine) were a nice touch last quarter. I usually avoid going to the library to study on the weekend after Week 10, and do my best to avoid coming after about 5PM on the finals weekdays, because I have a good study space at home and of the problems I mentioned above. "Deep" studying, which is the most important (for me) before finals is hard to do.
- I definitely use the library more towards the end of the quarter. Another thing that I have noted is that the bathrooms on the 7th floor don't have very good hygiene condition.

- V. **Virtual Reality demo in the Digital Media Lab and visit to the CAVEkiosk (Demo leader: Scott McAvoy)** – Members were given an introduction to the Digital Media Lab and its services by Scott McAvoy, the DML Manager, which included trying out a virtual reality headset. Services being offered by the DML include those related to virtual reality, 3D printing and other digital tools and technologies. [\[http://libraries.ucsd.edu/spaces/digital-media-lab/\]](http://libraries.ucsd.edu/spaces/digital-media-lab/) Members also were able to demo the Library's new CAVEkiosk [\[http://libraries.ucsd.edu/blogs/blog/cavekiosk/\]](http://libraries.ucsd.edu/blogs/blog/cavekiosk/).
- VI. **Next LSAC meeting is February 28** – Members were encouraged to send along agenda items.

UC San Diego Library Academic Quarter Gate Counts* 2010-2016



Problem identified in Fall (Oct-Dec) 2013 with Geisel's west entrance set of gates, resulting in those gates temporarily not adding the numbers appropriately. LSS estimated the discrepancy at an approximate error of about 30% (for that term only). Gates were then repaired & recalibrated.



*Academic Quarter counts start the Sunday of the week when each academic quarter starts and go through the Saturday at the end of Finals week.