UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF NOVEMBER 18, 2014

Attendees: Akinchita, Cameron, Catherine (Library), Hannah, Jason (Library), Kymberly (Library), Lori, Rodrigo, Rush

NOTES

1. **Welcome**

Catherine welcomed the attendees with a special shout-out to new attendees.

2. **Library updates**

Catherine provided updates about activities in the Library and in response to items that came up at the last meeting.

   a. Café in Geisel: The concept is developing and is becoming more a coffee shop concept than a full café. The café probably won't be ready until Fall 2015 because work will need to be done over next summer. In terms of food and drink availability when the café is closed, we want to have any off-hour vending managed by the company that is managing the cafe so that any funds made on vending can be used to support the cafe.
   b. 6th floor squeaky bathroom door: Library Facilities checked it out and determined that the door-closer was misaligned. Campus staff came and worked on it and it should be fixed now. Library staff checked out all the stairwell doors and bathroom doors to find additional squeaks – and there were many. We're starting out by trying a little WD-40 or something similar to see if that helps. Some doors may also need to have door closers added or replaced.
   c. WiFi: After the last LSAC meeting, we also heard complaints about the WiFi from other students. We talked to our IT group and they investigated with ACT on campus. We heard from ACT that from October 3rd through the 9th six access points on the Geisel second floor had "power issues", making them unavailable...meaning all of their loads were transferred to other network nodes in the building, resulting in poor service. ACT did a wireless study and fixed any issues that they noticed. But if anyone continues to notice issues with the WiFi, these should be reported to a library staff member so we can try to resolve the problem. Additionally, our IT staff will be following-up with ACT to see if it would be possible to put in some temporary extra access points in Geisel for Finals week. The focus would be on Geisel, floors 1 and 2.
   d. The Library is finalizing its funding priorities for this year and our plan is to fund new furniture for the Geisel 2nd Floor East, and to add electrical capacity to the upper floors of Geisel. These projects will take until at least the end of summer 2015 to complete.

3. **Question 1 - What do you think the UCSD Library "brand" is? What should it be?**

   - No coherent brand
   - Not necessarily a bad thing; Library is not a business, should be more academic
   - Campus/Education is already branded by the Regents
   - Library is a neutral space; want university to be a neutral space; corporate branding is everywhere else
   - Library is space to study / group study with whiteboards; library is more than books

- Library's brand is Research – emphasis on assistance with finding sources
- Branding the Library is problematic
- Not really useful
- Could be limiting
- The Library can be different things to different people
- "Research" as a brand seems limited to science
- Some majors are more research-based than others; might also depend on graduate versus undergrad
- A fair balance would be good

4. User Feedback Activities

Kymberly gave a general overview of the variety of user feedback methods the Library has used, emphasizing the importance of the Library hearing from users about their needs. Some projects were targeted and specific; others general; sometimes an incentive in given; other times not. Methods include:

- Online surveys
- Print surveys
- Comment posters in public spaces or at events
- Invitations via the blog and Facebook
- Generic email address for comments
- Contests
- Comment cards (sometimes attached to a drawing)
- Online suggestion forms
- Physical suggestion box
- Mapping exercise
- Card-sorting
- Website usability
- Talking with users informally
- Library Student Advisory Council
- Librarians as liaisons with faculty/academic departments
- Interactivity in library workshops
- White box project

Kymberly then asked if outside of this Council LSAC members had ever given feedback to the library:
1. If so, how did they do it?
2. If they had a specific suggestion, problem, or other comment about the library, how would they prefer to communicate that to the Library?
3. What are the least effective and most effective ways to get feedback from students?

Council member comments included:

- Students need to care about the event/result to provide feedback, ex.
  - Facebook event for Sun God
  - Survey for Housing & Dining
  - Survey for International House
- Students need to have a stake in result
- Raffle/incentive is secondary
- Text and email are OK for giving user feedback; email is most efficient; can't send ucsd.edu emails from phone
- Should make it easy to respond to request on one's phone
- Drawings seem like a less expensive way to get more participants
- Guaranteed incentive seems more likely way to get participants
- $20/hour is great
- Beginning of quarter is best time
- Likely to fill out Library surveys compared to other surveys
- Important to share results with users; communicate improvements made as a result of user feedback; tell them how we used the user feedback

- Important to share changes made as a result of feedback, e.g., You asked…We listened
- Need to have one-stop shopping for submitting feedback
  - Should be generic and easy to remember
  - Phone for immediate issues
  - Email for non-immediate issues
    - Need confirmation/receipt after submitting
    - Need direct follow up to person who submitted
- Surveys should be anonymous
- User initiated feedback doesn't need to be anonymous

Kymberly then provided an overview of 3 recent user feedback activities that she and her staff organized and ran (details below).

Feedback on new WalkStations (68 comments total thus far)

Highlights	Library Actions Taken in Response
Overwhelmingly positive (68 comments total thus far)	Purchasing book/tech holders
Wanted it to go faster	Purchasing wrist supports
Easier access to outlets	Put up a sign encouraging continued feedback and responding to inaugural feedback
Desire for book stands, wrist supports, privacy	Purchased tabletop outlets
Better than at RIMAC where judged	Purchased mesh screens for more privacy
Nice and quiet; doesn't disturb others	Library staff to clean buttons regularly
Glare; desk to incline	
Keep clean	
"Best thing to happen at Geisel!" & "Coolest thing I've ever seen!"	

Feedback on Rearranging of Furniture (65 comments total)

Highlights	Library Actions Taken in Response
Love new red chairs	Continuing to monitor use of those spaces and further rearranging done by users regularly
Liked breaking up the tables	Investigating software losses with ACMS; mostly fixed
Reflected ACMS problems which resulted in loss of various software (SolidWorks, Femap, Autocad, LabView)	Will buy more charging stations, if feasible
Want more charging stations and outlets	Cafe to open in Geisel Library in 2015
Want coffee	Digital Media Lab to open in Geisel in 2015
Like the "new" blue chairs with tablet arms	
Some missed computer lab; looking forward to Digital Media Lab	
Tissues, sanitizers, alcohol wipes (already offer)	
"Feels more connected!"	

Feedback about furniture in the Furniture Demo Lounge (over 100 comments thus far)

Highlights	Library Actions Taken in Response
Many mentioned being "happy to see something new," e.g., "sight for sore eyes," "replace all existing furniture with this stuff," "loved it all," "I love everything"	Will take into consideration this feedback when funding permits future furniture purchases

Overwhelmingly LOVED Speakeasy table; want more standing & stool height tables	May have a 2nd phase with new demo pieces
Many really liked Intima (quarter round)	Have chosen MyWays for new Digital Media Lab
Overwhelmingly hated unstable red stool	Increasing electrical capabilities in some Geisel areas
Disliked Scoop stools; too hard to sit on long; feels flimsy	
Overwhelmingly LOVED MyWay chair (one of clear favorites); loved accessible outlets; cup holder too small; want some for lefties & righties	
Disliked desk chairs, especially armless one (already know that users love the adjacent, recently purchased Cobi chairs)	
Most liked the Hush for semi-privacy, but hard to sit on	
Liked wheeled footrest	
Nearly all liked the short version of swivel chair with arm (but table too small), but most disliked the taller version (uncomfortable); no strong feelings about accompanying footrest; short version is one of clear favorites	
Liked the table with the easily accessible outlet (difficulty for us with few available outlets on the floor)	
Clearly loved the rounded/corner orange lounge	
Liked couches, but not the fabric; good for informal group work	
Overwhelmingly loved privacy lounge chair (one of clear favorites)	
Large number liked or loved Spot	

User Feedback Targets for Rest of Academic Year 2014-15:

- MediaScape study rooms
- Geisel's technology-enhanced study rooms
- Graduate Study Lounge at Biomedical Library Building
- WalkStations (second round of feedback)
- Extended Furniture Demo Lounge, if second phase
- December 3 Geisel After Dark
- 3 Stress-Free Zones

5. **Tech Lending Program Overview – Kymberly**

Kymberly provided an overview of the Library's soon-to-be-launched Tech Lending Program. Kymberly then asked for feedback from the Council on what items should be included and how to promote the program to students. Comments included:

- Phone chargers are a must! Need more iPhone and Mac chargers
- Everyone already has tablets of their own and that this might not be worth pursuing
- Laptops would be better
- Library's fixed computing is good
- Could the laptops be preloaded with software? e.g., STATA, MATLAB; should have the same programs as the library computers
- Advertise at all service desks (i.e., Did you know…?)

- Advertising primarily within the building, but also via social media
- Smaller convenience items should be promoted within the building; larger, destination items (portable projector, digital camera, etc.) could also be promoted more widely outside the building
- Include more iPhone/Mac chargers; new iPhone 6 release; many getting rid of their iPhone 4s
- Increase inventory of iPhone charger 4s by 5 at both desks (increase by 10 total); iPhone charger 4s at the LC desk would be heavily used
- Offer more of both headphones and headsets
- iPhone charger lightning and library flash drives were likely to be in high demand
- More iPhone chargers are needed, generically
- Need extension cords and power supplies
- LOVE the electrical towers bought last year
- Jason (from the Library) mentioned that the Library now has GPS units available for checkout

6. Getting Feedback On … Student Privacy

"Getting Feedback On …" is a standing item on the agenda to allow the Library to get feedback from the Council on specific topics. This meeting's topic was student privacy when it comes to their use of the Library. Comments included:
- Okay with Library using data depending on how information will be used
- Don't want to swipe ID card for services throughout Library/campus
- Want data collection to be transparent
- Don't want to be "surveilled"

7. Planning the next meetings

a. The meetings for Winter Quarter, 2015, will be:
   - Jan. 13, same time, same place
   - Feb. 24, same time, same place
b. Council members were asked Question 2 - What don't you know about the Library and would like to know more? These items will form the basis of presentations for future meetings. The Council will also talk about how the Library can better promote these services to students.
   Comments included:
   - What kinds of research assistance is available from the Library?
   - Didn't know that the Library has librarians who have subject specializations and support research and teaching in those areas – would like to know more
   - Don't understand how electronic course reserves work – would like to know more and perhaps see a demo