



UC San Diego Library Student Advisory Council April 10, 2018 Meeting Notes

Attendees: Elizabeth B., Carolina G. B., Brian C., Hanna C., Patricia C., Catherine F., Winnie G., , Kymberly G., Alex H., Valerie L., Jasmine L., Allison L., Zaid M. (for Caroline S.S.), Jason S., Winston W., Ulric Y.

I. Welcome and Library Updates

Catherine welcomed all members and guests to the meeting and provided an update on questions/comments from the last meeting, as well as a summary of recent Library events and exhibits. [SEE END OF NOTES FOR COMPLETE SUMMARY.]

II. Member Input: Thinking about the arrival of a new leader for the Library, what are the most important things Erik (i.e., Erik Mitchell, the new Audrey Geisel University Librarian) should know about 1) the Library and 2) the student experience on this campus?

- He needs to understand the six college system; how each college is special and important and what each one contributes to the campus overall (not just in terms of academics) and how the system impacts the student experience
- He should appreciate the full scope of resources the Library provides, including the importance of technology and digital resources
- I second the comment about the six college system—the stereotypes of the individual colleges do shape the students; make sure Library continues to support the writing programs and supports each college in ways that are meaningful and valuable to them
- The Library provides better access to its administration than other departments; Library is a place to study as well as work together
- How special Geisel Library is; how each floor has a different culture, "separate biomes" as it were; more and more studious as you go up the tower
- He should remember that there are only two libraries on campus, as opposed to the multiple libraries at Berkeley
- Geisel is not just a location for long-duration studying; it also functions as a pit stop, a place for people to do a quick assignment or action, or to spend downtime between classes
- Geisel is iconic to campus; people make an effort to visit the building when they visit campus (parents, prospective students, and other visitors)
- The Library matters a lot; more than other places on campus; I don't believe you can graduate without stopping at the Library
- He should understand the culture of UCSD; it's generally not as intense as Berkeley, where I've heard stories of people sabotaging their fellow student's work; however, the Library is packed during Finals, people are working really hard, and UCSD is also well regarded academically
- Library is supremely popular; people always want more hours; there will always be a demand for more Library hours

Additional input from LSAC members who could not attend or checked with their Student Councils

From members:

- Erik should be familiar with what we, UCSD students, care the most about the Library. These include, but are not limited to, working water fountains, availability of electrical outlets, and transparency on renovation timelines.
- It would be optimal for Erik to structure events to reduce students' stress, especially during midterm and final season. In general, he should also be aware of students' interests and preferences, and plan Library events accordingly.
- The diverse audience that the Library serves (not only students, but also researchers, professors, citizens, etc.).
- If he hasn't really worked in the quarter system before, he should know that the quarter system moves extremely quickly. Though it might not feel like it in the first couple of weeks, time passes fast and students (and faculty!) are constantly facing a barrage of projects.
- Students generally really appreciate the existence of Course Reserves, but they also really appreciate digital reserves (bonus points if the digital reserves are relevant to coursework).
- Something that I would like the new university librarian to know is probably the dynamics of the students at UCSD so that they know what kinds of people usually use the services at the library, which may provide knowledge on how to improve library services.
- Students' lives revolve about studying and thus a lot of them spend large amount of times in the library. So I would want Erik Mitchell to just keep in mind that for a lot of us regard the Library as a second home and value it a lot.
- He should know that our student community is very diverse and it's very hard to address concerns of every person and sub-group, but it's definitely what he should try to achieve.
- The UCSD population is friendly and the library is a resource that people often use. People often want more spaces, more study rooms, more places to host coffee :).

From Eleanor Roosevelt College Student Council members (collected by ERCSC rep to LSAC):

- It is important to consider the high demand for study space, especially for finals and midterms. That has always been a concern.
 - Students have even started demanding study spaces from places that aren't in charge of that
 - Can we open up more 24-hour study spaces, especially for finals and for things in general
- Geisel looks good on the outside, but when one goes inside, people think they are going to die
 - Can we have comfortable bean bag chairs
 - Can we add colorful furniture to make it a more fun place to be
 - During finals, comfort on the second floor goes down, so can we make it more pleasing
- We especially need more course reserves in Biomedical Library, but also Geisel in general
- The group study room walls are like paper, and groups can be very loud. It is very distracting. May we either have a policy of quietness or make the rooms more soundproof
- There's a shortage of whiteboards and a lot of markers that you can rent out don't work
- If they could open up more 24 hour quiet study hours, that would be nice, because the first and second floors can be quite loud during the times Geisel is open for 24 hours
- There should be more ventilation
 - Stank builds up from things like food and body odor
 - Some people have mentioned how they have actually not moved from a specific seat for 3 days and had not showered during that time
 - You can possibly add mobile fans, especially for finals week

From Warren College Student Council members (collected by WCSC rep to LSAC):

- Students here study a lot!
- The books students usually check out are for academic purposes. Thus, there should be more textbooks made available to students.

What about the Library should he focus on the most?

- The first and second floors are "stuffy", especially during finals week.
- Make sure bathrooms are working.
- Renovate group study rooms.

III. Provide Input: Food in Library facilities

A. Where do you stand on food in the Library?

1. How many of you think that it's important to allow food in the Library outside Audrey's café and lounge area?

There was consensus among the Council that they would like to be able to eat and drink in the Library outside of Audrey's Café and Lounge area.

From Eleanor Roosevelt College Student Council members (collected by ERCSC rep to LSAC):

What are your thoughts about food in the library?

- The current policy is pretty good, where Audrey's is fine, and in all other places, food should be contained
- No food next to computers
- We agree that something similar to the alcohol/drug Responsible Action Protocol (RAP) is a good idea. If you see a spill or something else that can damage university property, if you report it, you will not be charged or punished, (unless it is proved that you damaged property deliberately and with malicious intent.)

2. What kinds of issues have you encountered related to food in the Library? Does it need to be allowed everywhere? Could there be areas where it is not allowed?

Geisel

- People don't clean up after themselves; you have to clean up after those before you
- The Library gets really dirty during Finals with food spread everywhere
- You can hear everything on silent floors; opening a bag of chips is distracting
- Sometimes I need to throw away coffee cups that people have left in study rooms, but it's not a big deal; good the rooms have their own trash cans
- Loud chewing can be distracting
- Policy is great if you're staying in the Library for a long time; eating can help boost your mood. However, people can take it to extremes. During freshman year, I walked into G2E study room and it smelled like ramen. I later saw ramen packets in the bathroom trash
- Food is a necessary evil, but maybe don't allow food on the 8th floor; 1st/2nd floors would be okay, since they are more active areas
- I need food in the Library, but I can see how it might be a problem for people who are sound/smell sensitive; I see food stains on lots of chairs
- Don't allow "meals"; don't allow messy foods; limit the amount of food; shouldn't allow a "Thanksgiving feast"
- Because a lot of students usually stay at the library for the whole day, they tend to eat foods in the library which I think is fine; however, one problem I've heard people say is that some foods can be very smelly and distracting to studying. So maybe policies such as allowing dry foods only in certain areas may improve this problem

Biomedical Library Building

- BLB is farther from center of campus; people seem to be more studious/courteous there
- There's not really a ready place to get food near there
- I think you could allow food on the bottom floor, but not on the top floor
- I think you should allow food in the group study rooms, even if they are on the top floor

Activity #1 – Council members were asked to indicate on posters where they thought food should be allowed within the Library, where it shouldn't, and whether there should be limitations to types of food and drink.

[SEE END OF NOTES FOR FULL RESULTS.]

Summary:

- For BLB, see notes immediately above
- Consensus that no food should be permitted on 8th floor or in Geisel Tunnel
- Consensus that food should be allowed on Geisel 1st Floor West and all of 2nd Floor
- Consensus that food should be permitted on floors 4-7, but perhaps should be limited in amount and type

B. What do you think about Library's current Food & Drink policy?

Activity #2 – Catherine distributed copies of the Library's policy as well as copies of food and drink policies from other universities for comparison and comment by the Council.

- Arizona State/Florida State/Oregon State: ASU summary paragraph was good; could replace bullet points; recommend UC San Diego use a column system for ease of reading; language should be clear with simple indications of yes/no; OSU policy was only two sentences, which isn't sufficient
- UC Santa Barbara/UC Santa Cruz: liked that the policy specifies all drinks must be covered; it's not effective to say food and drink is "discouraged"
- UC Berkeley: straightforward; UC San Diego is more specific, but a shorter version could be effective; recommend condensing UC San Diego's first two paragraphs; "leave what you find" language is effective
- UC Irvine: liked the "no fault" policy that says you won't be held accountable/punished if you report a spill; recommend keeping the policy short; emphasize important things
- UC Riverside: not comprehensive enough; UC San Diego "why" is common sense; like the concept of columns; three initial sections are redundant; add a food policy graphic with study noise graphic; make sure to keep it simple about areas where food is allowed/disallowed; no need to specifically call out recycling; 1st bullet point about "smelly, messy, or noisy food" is vague
- UC Los Angeles: only three sentences, but they are bad sentences; it's too short and vague

There was a general recommendation not to have too many signs in the Library; recommend rotating signs occasionally so you don't have "banner blindness"; and table tents are good ways to target messaging for specific areas.

C. How can we raise awareness about the policy?

What ideas do you have for raising awareness of the policy? Especially if we want to start afresh with getting compliance? How can we let students know about it or know what it says?

- Recommend surveying Silent Study floor users about food and drink on the floor—get direct feedback; should do it over the summer, so new policies can be set and in place before floor opens (don't change policies later on)
- People will understand disallowing food on the 8th floor if it's a new space
- Signs can be bigger at the Library front entrance; direct signs preferred; people will ignore "happy signs"
- Gift cards are good for getting survey feedback
- Recommend clear signage about food and drink policy for the floor as users exit the elevator
- The Library could have a "public shaming wall" of violators
- Perhaps have an incentive for people to read and be aware of the policy, e.g., a table where people learn about the policy and then get a slice of pizza

D. What do you think makes for effective food policy signs for students and in Library facilities? Why and why not?

Activity #3 – Sample food policy signs from the Library and other institutions were displayed for the Council. They were asked to write on the posters about what they thought made the sign effective or not. Additionally, they were asked if they would pay attention to such a sign in the Library – why or why not?

[SEE END OF NOTES FOR RESULTS.]

E. What are effective and fair ways to enforce the policy?

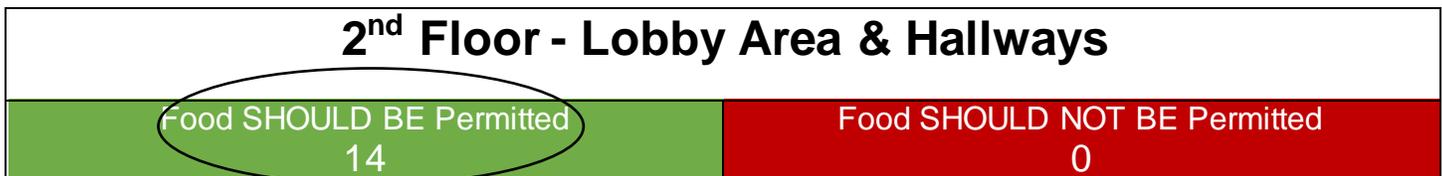
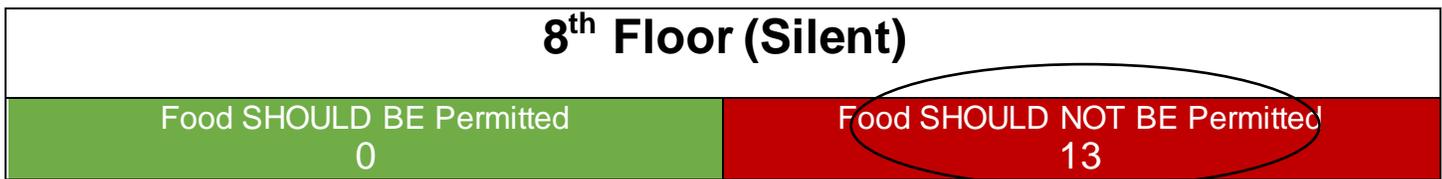
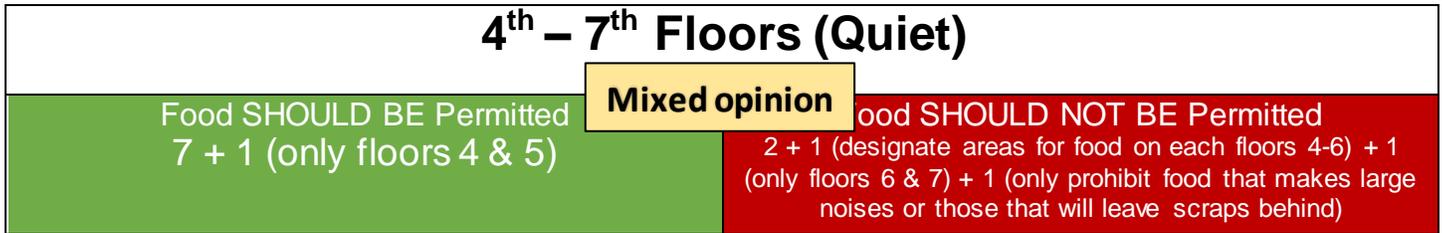
What strategies do you think would be effective knowing that we don't want to alienate students or damage their opinion of the Library? Also remember that the Library has two buildings, Geisel itself is an 8-story building, and we have limited staffing.

- Explain the policy politely
- Don't lecture
- Deal with repeat offenders on an individual case basis
- Be more lenient during Finals Week

Next LSAC meeting is May 22, 2018.

Activity #1 Results – Council members were asked to indicate on posters where they thought food should be allowed within the Library, where it shouldn't, and whether there should be limitations to types of food and drink.

Geisel Library



| | |
|--------------------------------|-----------------------------------|
| Food SHOULD BE Permitted 14 | Food SHOULD NOT BE Permitted 0 |
|--------------------------------|-----------------------------------|

| 2nd Floor - East Commons / Overnight | |
|--|-----------------------------------|
| Food SHOULD BE Permitted 14 | Food SHOULD NOT BE Permitted 0 |

| 1st Floor West – Brody/Media Desk | |
|---|-----------------------------------|
| Food SHOULD BE Permitted 10 | Food SHOULD NOT BE Permitted 4 |

| 1st Floor Tunnel (Computers) | |
|--|-----------------------------------|
| Food SHOULD BE Permitted 5 | Food SHOULD NOT BE Permitted 7 |
| Mixed opinion | |

Biomedical Library Building

| BLB 1st Floor (Computers) | |
|--|--|
| Food SHOULD BE Permitted 7 + 1 on dividing line | Food SHOULD NOT BE Permitted 6 + 1 on dividing line |
| Mixed opinion | |

| BLB 2nd Floor (Quiet) | |
|---|-----------------------------------|
| Food SHOULD BE Permitted 8 | Food SHOULD NOT BE Permitted 6 |
| Mixed opinion | |

Activity #3 Results – Sample food policy signs from the Library and other institutions were displayed for the Council. They were asked to write on the posters about what they thought made the sign effective or not. Additionally, they were asked if they would pay attention to such a sign in the Library – why or why not?

Sign #1



Pros

- 1 green dot ["Like"]
- 1 green dot ["Like"]
- Pretty dear
- Clear
- Easy to see what is & isn't allowed visually
- Very Formal
- Good language, presented in a non-attacking way

Cons

- People can translate "meals and messy foods" differently than others
- Put a picture of a snack in the green circle
- Attacks Italian food
- Instead of saying "food & drink policy" @ the top, put "no food" & get rid of the drink part
- Bad use of color; does not stand out
- Agree, can blend into wall

Sign #2



Pros

Looks like something from public transit

Cons

Weird examples

Looks more like a logo than warning sign

Confusing, looks like some advertising about services

Designated meal zones?? Should specify where exactly

Too pretty & passive

What are designated "meal zones"?

Text too small

Is the hamburger allowed or not?

Too small

Sign #3



YOUR HOT, SMELLY AND/OR MESSY FOOD IS CREATING A STINK IN THE LIBRARY!

Reminder: The UCSD Libraries' Food Policy allows covered beverages and small, snack food items (except in designated areas).

NO HOT FOODS, ODOROUS FOODS AND/OR MESSY FOODS ARE ALLOWED IN THE LIBRARIES!



<http://libraries.ucsd.edu/services/foodanddrink.html>

Pros

- Attempts humor...?
- Very detailed
- Good at calling attention to the smell problem
- A clear warning and a call for action

Cons

- A little too much...too wordy
- A bit wordy
- Might make person reading it feel attacked
- Too much to read
- Too many colors (at least the blue & gold border distracts)

Sign #4



Pros

- Use of symbols
- Appeals to “emoji” use/vibe
- Easy to read

Cons

- Should be “silence” your cell phones
- Need bigger symbols/color to make it stand out
- The first line is cheerful and doesn’t convey that it is a rule sheet because people will only skim the first line and not read the rest
- Attempts to say too much
- Unrealistic expectations
- Very vague/UCSD’s policy is more complicated
- Should focus on one message only because people don’t have long enough attention spans to read through all four panels
- Feel attacked

Sign #5



UCSD Libraries' Food and Drink Policy

The UCSD Libraries' Food and Drink Policy permits the bringing in and consumption of beverages from containers with lids and individual size snack food items, EXCEPT IN DESIGNATED AREAS.

All other food and beverages are NOT permitted in the Libraries

YES! got food? **NO!**

YES! Candy bars, granola bars, power bars, and other non-messy, non-sticky individual snack foods

NO! Hot entrees, burgers, French fries, pizza, noodles, sub sandwiches, burritos, tacos, soup

YES! Individual "snack size" containers of chips, cookies, candy, and other snack foods

NO! Large size bags or packages of chips, crackers, cookies, doughnuts, salads, etc.

YES! Small amounts of finger foods (e.g., small size fruits and vegetables, dried fruits and nuts, string cheese)

NO! Hot, sticky, messy items unwrapped or in boxes, bags, carry-out containers, etc.

YES! Beverage containers with lids, including pop-top cans. Lids should be kept on, bottles and containers except when drinking

NO! Beverage containers without lids, such as open topped coffee mugs, disposable coffee cups without lids, and soda cups without lids.

All other food and beverages are NOT permitted in the Libraries

Patrons who refuse to comply with the UCSD Libraries Food and Drink Policy are considered in violation of the UCSD Libraries Use and Conduct Code. Policy effective August 30, 2006

Pros

- A lot of pictures
- Clear examples provided

Cons

- The writing is too small
- Too busy
- A lot of information
- A little too much...
- Too much going on
- Poor graphics
- Makes my brain hurt
- Needs brighter pics
- Too much going on
- Too wordy. People might find food that shouldn't be allowed but is not in either of the pics
- Should change color of font between "yes" and "no"

Sign #6



Pros

- Simple 😊
- On Point
- So bright
- Clear
- Big font
- Straight forward
- It's very to the point

Cons

- Not very descriptive
- Similar colors so might not stand out
- Not aesthetic
- Bad font
- Too vague
- Feel attacked

Sign #7



**BEYOND THIS
POINT**

Pros

One green dot ["Like"]
Straight forward
Super clear & authoritative
"Stop" sign draws attention
Straight forward
Clear
Good for locations where food is prohibited
Uses only three colors, very to the point

Cons

Could be not useful depending on how you define point
Feel attacked (just a joke)

Please keep the library

FREE

of

PIZZA

No hot food is permitted
in the library.

A seating area is available
on the ground level foyer.

Pros

Funny
I like the design
Eye-catching red theme
Nice graphical design

Cons

Seems to appear that only pizza is not allowed
“Free” and “Pizza” are highlighted, making you read
it closely, but still might be a waste of time to read
People tend to skim, not read
People might just read “Free Pizza”
Only bans “hot” foods
Movie sign?
The graphics make it appear as if there’ll be a movie
night....people aren’t going to take it seriously

Sign #9



Pros

- One green dot ["Like"]
- Clear about computer stations
- Clear
- Not too much text

Cons

- I don't like the water bottle legs
- Odd font
- People will miss the "carpeted" part
- Hard to notice
- Weird looking drawings
- Bad graphics
- Long sentence
- Should add a computer picture next to the food graphics so people know what the main point is

Library Updates as of April 10, 2018

General

1. We welcome Erik Mitchell, the new Audrey Geisel University Librarian, on Monday, April 16.
2. As requested by students in the Library's recent Group Study Room User Feedback Initiative, new Sun Shades were installed in the study rooms on the south side of Geisel's 6th Floor (Rooms, 625, 626, 627, 629, 630, and 631).
3. As requested by students, the Library has added an additional 11 power towers spread out between Geisel and BLB, to help fill in electrical dead zones on Geisel's 6th floor, in the East and West Commons, and at BLB.
4. Geisel 8th Floor Renovations - A pre-bid walkthrough with potential contractors was held March 22. Bids are due this week. We anticipate work will be completed by August, with a more detailed construction schedule available once a contractor has been selected.
5. Geisel Restrooms Renovation - Gender inclusive restrooms on floors 4-7 are now available for public use and the standard restrooms are closed. Renovations are scheduled to be completed by early June.

Collections

1. For students just starting out on their reading journeys in Chinese, Japanese, and/or Korean, the Library has developed an in-Library use collection called the CJK Graded Reading Collection. If you're interested, go visit it on the 4th Floor of Geisel.
2. The arts print collection has now been moved to the compact shelving located in Geisel 1 East. This places all the print collections on Geisel 1 into the compact shelving. Signage and location codes in the online catalog have been updated.
3. The Library recently added two new collections to its Digital Collections website:
 - [inSite Archive](#): Over 500 documents, images, videos, and audio files detailing project installations from the five inSite iterations from 1992 to 2005.
 - [Cinewest](#): Over 500 images documenting several Cinewest production initiatives including "Border Brujo", "California Murals off the Wall", "Mexico History and Image", and others.Both collections feature many local, national, and international artists and showcase the art and performances of the San Diego-Tijuana border region.

Exhibits & Events

1. April is National Poetry Month. Check out the **digital display at Audrey's Café & Lounge** for brief biographies of renowned poets, samples of their work, and information about poetry forms. In observance of National Library Week (**April 8–14**), the digital display will also highlight Library collections and services.
2. The Mingei Museum in Balboa Park has an **exhibition titled "Voluminous Art: Treasures from San Diego's University Libraries."** The UC San Diego Library is one of the three libraries from whose collections work has been selected. The 25 items from the Library's Special Collections & Archives showcase artists' books, books illustrated with original art, and examples of fine printing and the book arts. The exhibit runs through September 3.
3. **DIY Makers' Day**, Wednesday, April 18, 11:30am – 1pm, Geisel Library, Seuss Room. The Library is hosting a DIY Makers' Day celebrating Earth Month on campus, and using sustainable, non-toxic, reusable, and recyclable materials.
4. **A Telescopic History of the Sri Lankan War, a talk with writer Samanth Subramanian, Friday, April 20, 3:30 – 5:00pm, Geisel Library, Seuss Room.** Subramanian is a correspondent for The National, writes frequently for many major publications, and is the author of two books of reportage, [Following Fish: Travels around the Indian Coast](#) and [This Divided Island: Stories from the Sri Lankan War](#). His longer articles occupy the confluence of politics, culture and history, examining the impact of these forces upon life and society; his shorter pieces include op-eds, cultural criticism, and book reviews.
5. **Film Screening: Chicano Legacy**, Monday, April 23, Noon – 1pm, Geisel Library, Seuss Room. View this short documentary on the power of students to create change. The film explores how the first ever permanent, minority inspired public artwork on campus has inspired students and its impact on campus life. The screening will be followed by a Q&A with the film makers Horacio Jones and Jorge Mariscal, and folks featured in the film, including Fnann Keflezighi.
6. **Losing the Nobel Prize: A Book Discussion & Signing**, April 25, 5:30 - 7:30pm, **Location: Atkinson Hall Auditorium**. Join a discussion that explores the perils of science's highest honor with astrophysicist and UCSD professor Brian Keating and celebrated science fiction writer David Brin. **Presented by the Arthur C. Clarke Center for Human Imagination and the UC San Diego Library.**
7. A **video recording of the January 18 event "China Through the Lens of Friendship Delegations in the 1970s"** is now available for viewing as part of the Library's Digital Collection. This video documents the launch event for the [Committee of Concerned Asian Scholars Friendship Delegations \(CCAS\) Digital Collection](#).
8. A **video recording of the February 28 Holocaust Living History Workshop** featuring international lawyer Philippe Sands discussing his award-winning book "East West Street: On the Origins of Genocide and Crimes Against Humanity." Is now available on UCTV's Library Channel.