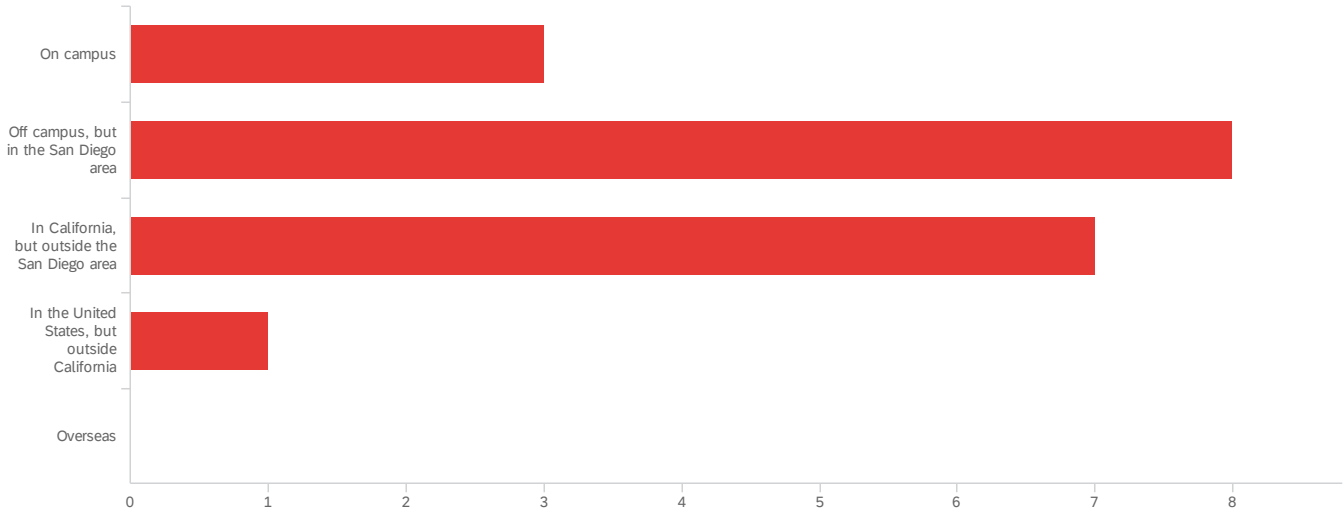


Appendix B

UCSD Library - COVID-19 Impact Survey (May 2020)

May 21, 2020 2:09 PM PDT

Q2 - 1. Where are you living for the Spring 2020 term?



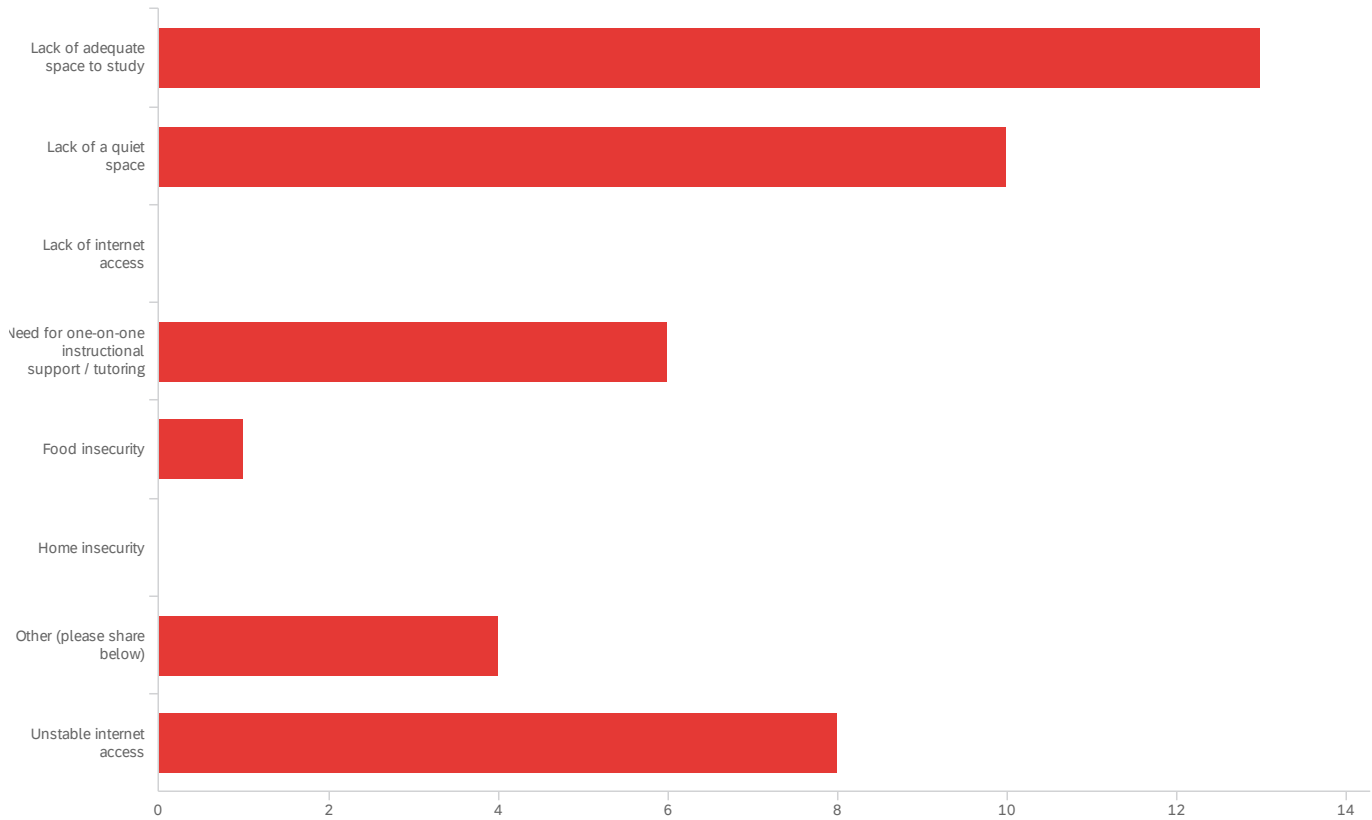
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	1. Where are you living for the Spring 2020 term?	1.00	4.00	2.32	0.80	0.64	19

#	Field	Choice Count
1	On campus	15.79% 3
2	Off campus, but in the San Diego area	42.11% 8
3	In California, but outside the San Diego area	36.84% 7
4	In the United States, but outside California	5.26% 1
5	Overseas	0.00% 0
		19

Showing rows 1 - 6 of 6

Q3 - 2. What study-related challenges have you been facing during the Spring 2020

term? [Select all that apply]



#	Field	Choice Count
4	Lack of adequate space to study	30.95% 13
5	Lack of a quiet space	23.81% 10
7	Lack of internet access	0.00% 0
8	Need for one-on-one instructional support / tutoring	14.29% 6
9	Food insecurity	2.38% 1
10	Home insecurity	0.00% 0
11	Other (please share below)	9.52% 4
12	Unstable internet access	19.05% 8

Other (please share below)

Lack of motivation

Access the VPN, been having lots of difficulties

Overload of schoolwork and stress

None

Q4 - 3. What, if any, unexpected study-related challenges have you faced during the Spring 2020 term?

3. What, if any, unexpected study-related challenges have you faced during...

Once I had to leave library because the WiFi was worse than it was in my dorm. Also when I broke my computer, I had to use the library computers to do my work but a lot were broken (certain keys didn't work, won't turn on, and etc).

It can be really hard to focus with new home responsibilities and limited quiet space (for instance, I prefer not to study in my home/where I sleep because I end up distracting myself with chores or people, but I cannot go anywhere to study).

My home and study locations blending together has led to a lack of discipline on my part. The library provided a nice neutral location for me to work at.

Except from procrastination and no motivation haven't faced any other challenges

Cant collaborate with other people (classmates, friends, roommates) when studying. Its a big detrimental.

It is hard to focus on classes when they don't feel real - staring at a screen with my professors speaking seem more like a Khan Academy video (not that it is TOO bad because Khan Academy is actually quite good). I also have more responsibilities at home such as taking care of my siblings/taking part in their education.

I find it difficult to keep focused and stay productive inside my house - with all of the noise from four other family members and depression from not being able to go outside and spend time with friends, studying has become difficult.

Having trouble with the VPN, lacking motivation

Sitting through online lectures is a lot harder than in-person lecture and more procrastination happens.

Little to almost zero motivation to attend lectures or focus when attending. More difficult to meet deadlines.

Unexpected challenges with family brought on by the crisis have negatively impacted my ability to focus as well as I used to be able to.

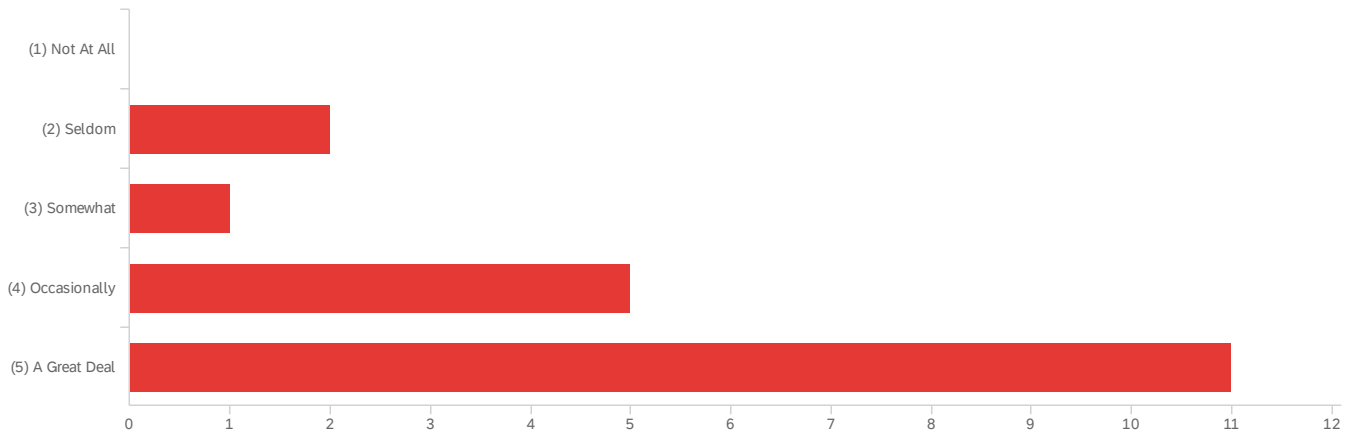
Lack of motivation

n/a

It's really tiring to stare at a computer screen 24/7 and try to learn. I already have dry eyes.

Not having in person discussion sections

Q5 - 4. On a sliding scale, how much do you miss visiting and studying at the Library?

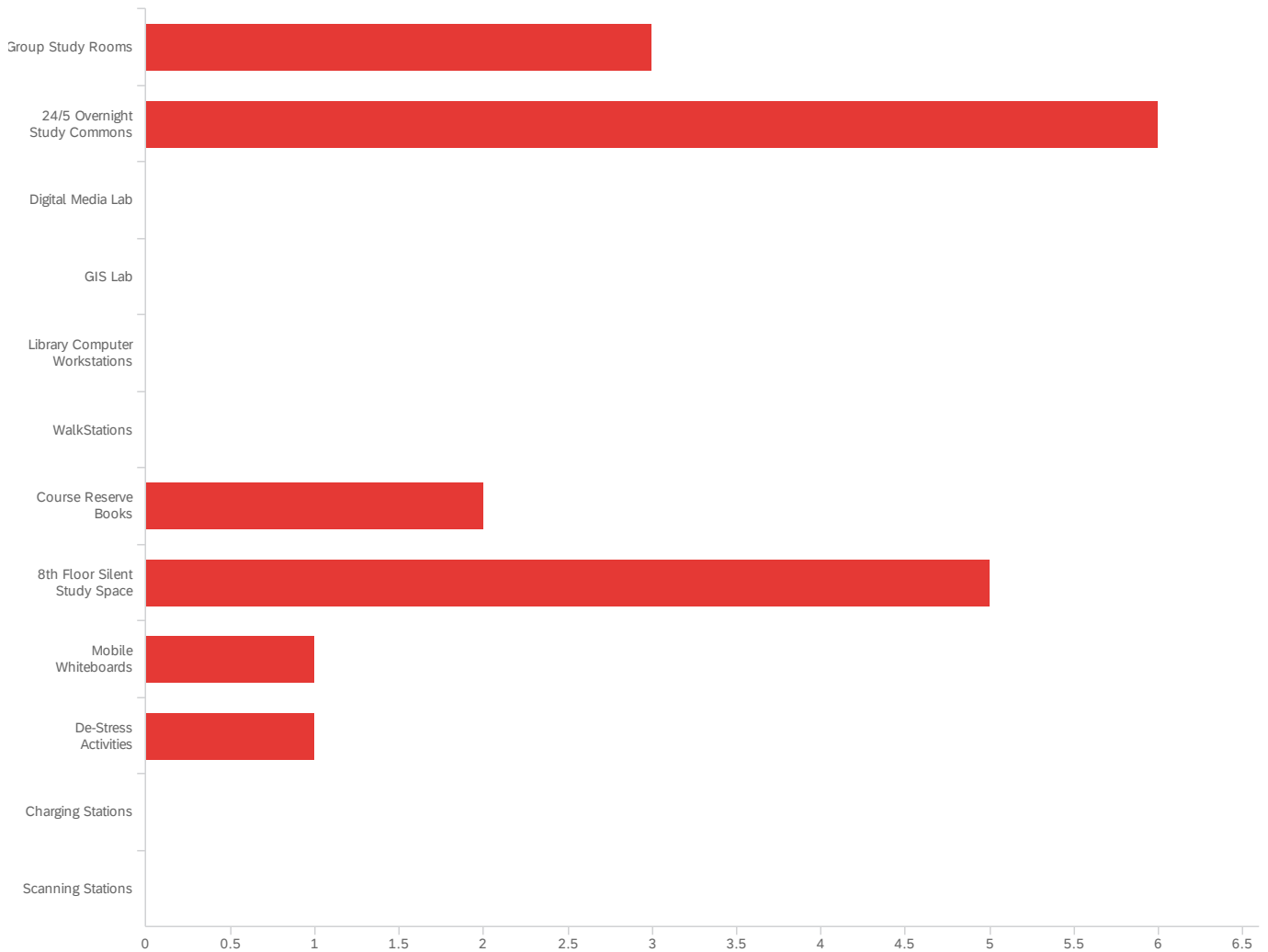


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	4. On a sliding scale, how much do you miss visiting and studying at the Library?	2.00	5.00	4.32	0.98	0.95	19

#	Field	Choice Count
1	(1) Not At All	0.00% 0
2	(2) Seldom	10.53% 2
3	(3) Somewhat	5.26% 1
4	(4) Occasionally	26.32% 5
5	(5) A Great Deal	57.89% 11
		19

Showing rows 1 - 6 of 6

Q6 - 5. What do you miss most about studying at the Library?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	5. What do you miss most about studying at the Library?	1.00	10.00	4.89	3.30	10.88	18

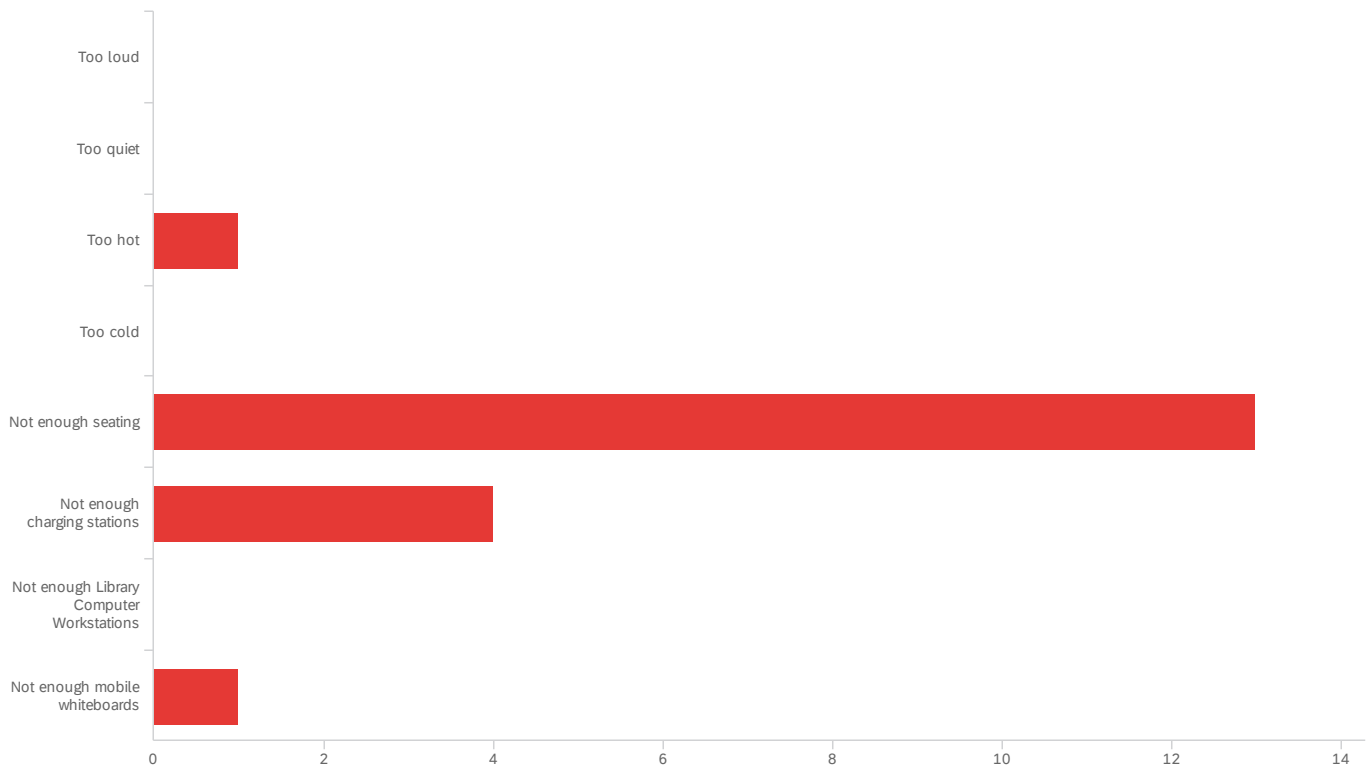
#	Field	Choice Count
1	Group Study Rooms	16.67% 3
2	24/5 Overnight Study Commons	33.33% 6
3	Digital Media Lab	0.00% 0
4	GIS Lab	0.00% 0

#	Field	Choice Count
5	Library Computer Workstations	0.00% 0
6	WalkStations	0.00% 0
7	Course Reserve Books	11.11% 2
8	8th Floor Silent Study Space	27.78% 5
9	Mobile Whiteboards	5.56% 1
10	De-Stress Activities	5.56% 1
11	Charging Stations	0.00% 0
12	Scanning Stations	0.00% 0

18

Showing rows 1 - 13 of 13

Q7 - 6. What do you miss least about studying at the Library?



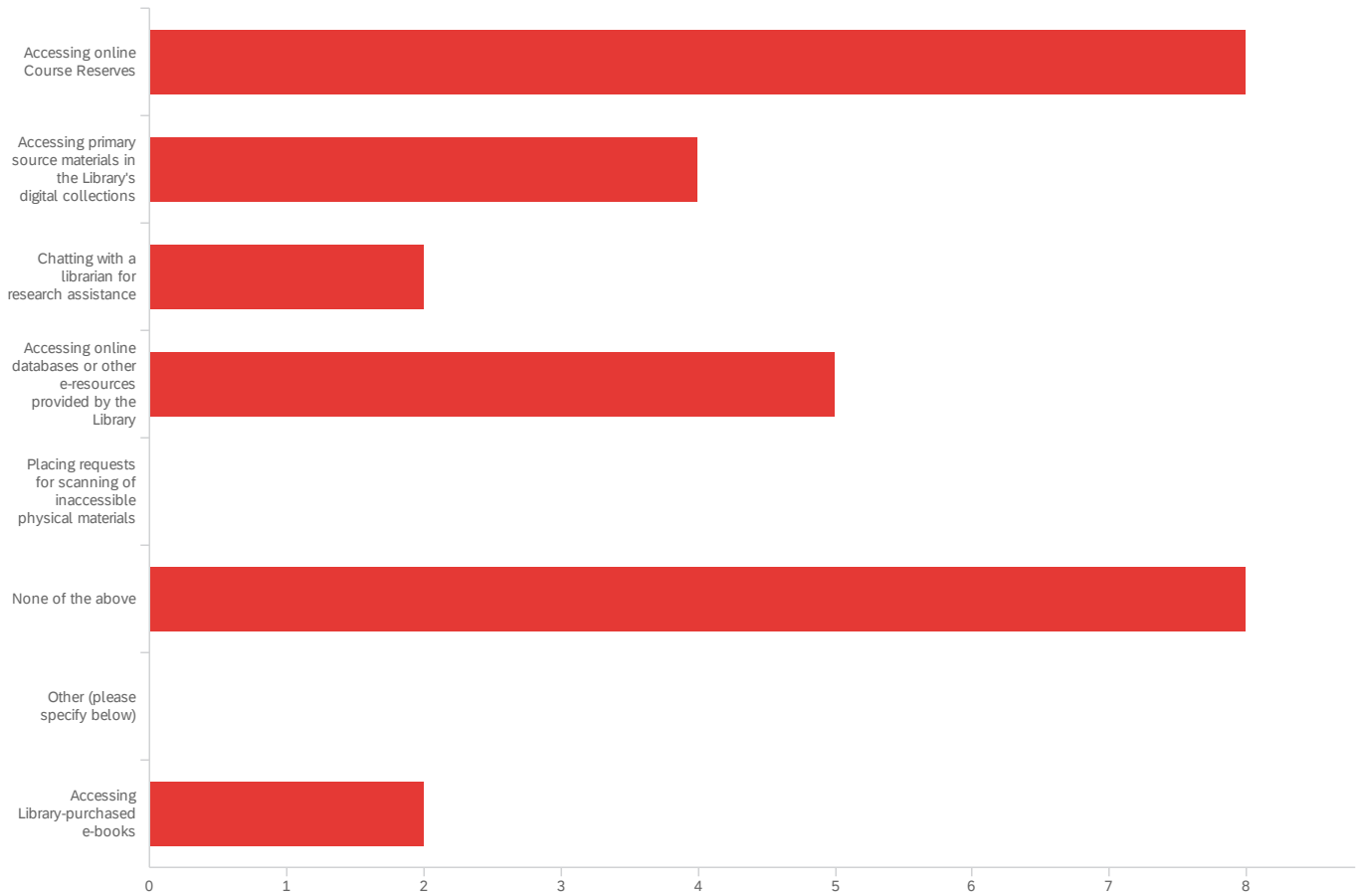
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	6. What do you miss least about studying at the Library?	6.00	11.00	8.26	0.91	0.83	19

#	Field	Choice Count
4	Too loud	0.00% 0
5	Too quiet	0.00% 0
6	Too hot	5.26% 1
7	Too cold	0.00% 0
8	Not enough seating	68.42% 13
9	Not enough charging stations	21.05% 4
10	Not enough Library Computer Workstations	0.00% 0
11	Not enough mobile whiteboards	5.26% 1

Showing rows 1 - 9 of 9

Q8 - 7. What Library services, if any, are you using during this time away from campus?

[Select all that apply]

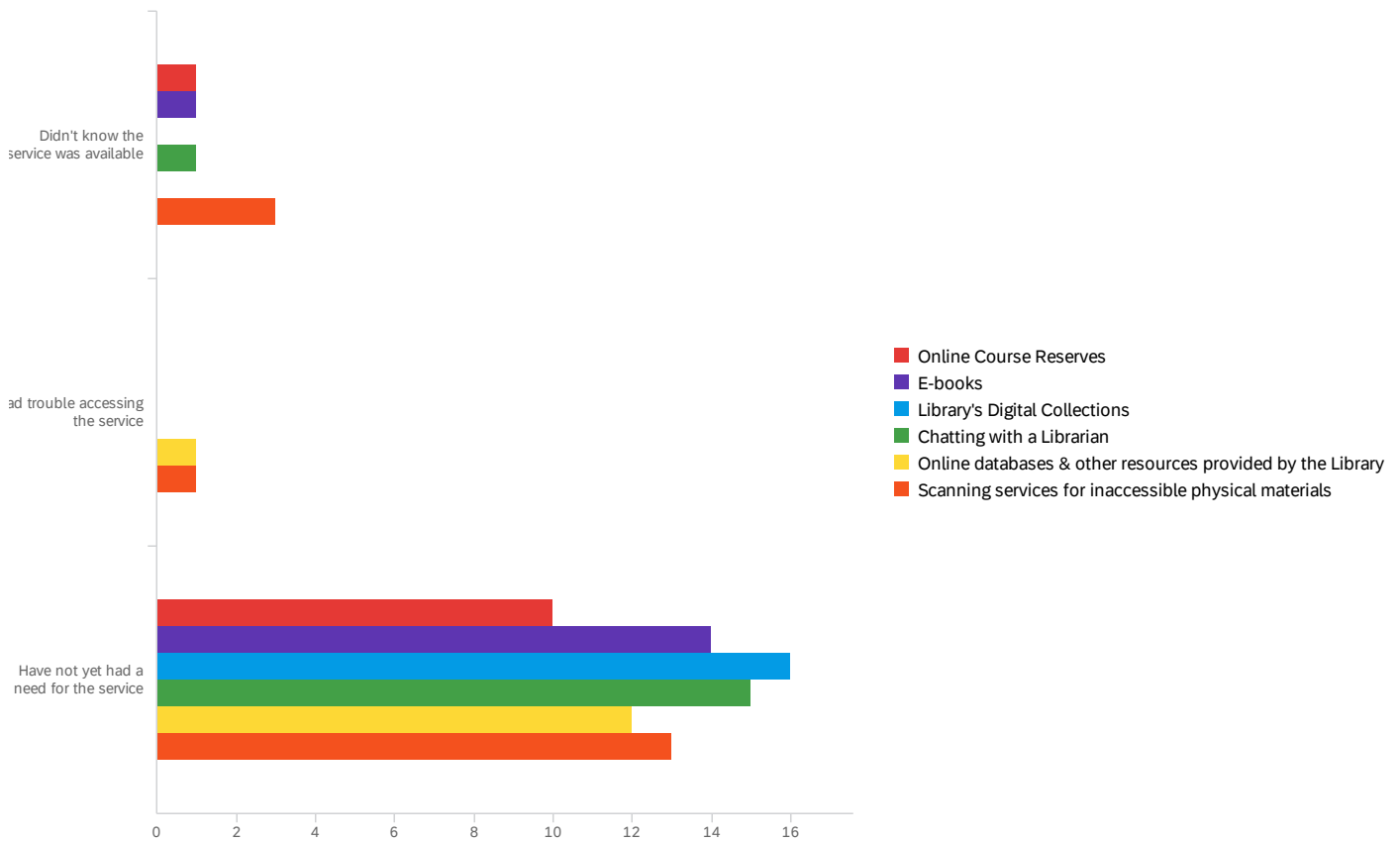


#	Field	Choice Count
6	Accessing online Course Reserves	27.59% 8
7	Accessing primary source materials in the Library's digital collections	13.79% 4
9	Chatting with a librarian for research assistance	6.90% 2
10	Accessing online databases or other e-resources provided by the Library	17.24% 5
11	Placing requests for scanning of inaccessible physical materials	0.00% 0
13	None of the above	27.59% 8
14	Other (please specify below)	0.00% 0
15	Accessing Library-purchased e-books	6.90% 2

Q8_14_TEXT - Other (please specify below)

Other (please specify below)

Q9 - 8. If you are not using any of the following Library services, please share why.



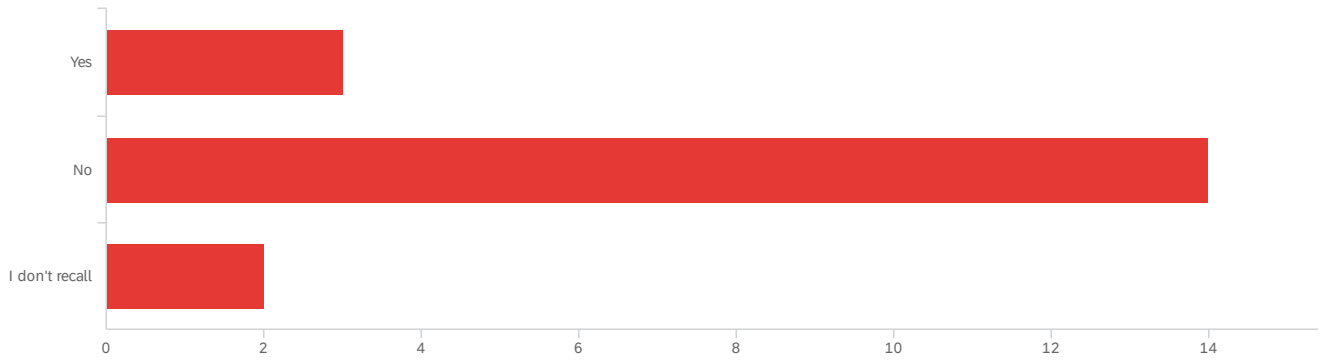
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Online Course Reserves	1.00	3.00	2.82	0.57	0.33	11
2	E-books	1.00	3.00	2.87	0.50	0.25	15
3	Library's Digital Collections	3.00	3.00	3.00	0.00	0.00	16
4	Chatting with a Librarian	1.00	3.00	2.88	0.48	0.23	16
5	Online databases & other resources provided by the Library	2.00	3.00	2.92	0.27	0.07	13
6	Scanning services for inaccessible physical materials	1.00	3.00	2.59	0.77	0.60	17

#	Field	Didn't know the service was available	Had trouble accessing the service	Have not yet had a need for the service	Total
1	Online Course Reserves	9.09% 1	0.00% 0	90.91% 10	11
2	E-books	6.67% 1	0.00% 0	93.33% 14	15

#	Field	Didn't know the service was available	Had trouble accessing the service	Have not yet had a need for the service	Total
3	Library's Digital Collections	0.00% 0	0.00% 0	100.00% 16	16
4	Chatting with a Librarian	6.25% 1	0.00% 0	93.75% 15	16
5	Online databases & other resources provided by the Library	0.00% 0	7.69% 1	92.31% 12	13
6	Scanning services for inaccessible physical materials	17.65% 3	5.88% 1	76.47% 13	17

Showing rows 1 - 6 of 6

Q10 - 9. Had you ever used the Library's chat service to speak to a librarian prior to the Library closure for the COVID-19 pandemic?

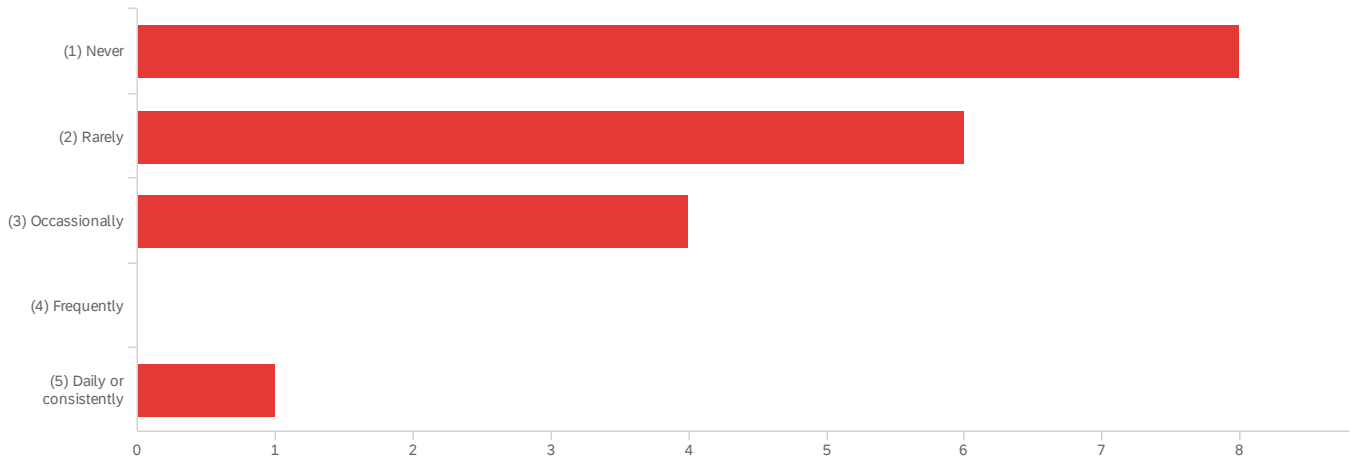


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	9. Had you ever used the Library's chat service to speak to a librarian prior to the Library closure for the COVID-19 pandemic?	1.00	5.00	2.16	1.04	1.08	19

#	Field	Choice Count
1	Yes	15.79% 3
2	No	73.68% 14
5	I don't recall	10.53% 2
		19

Showing rows 1 - 4 of 4

Q11 - 10. How often have you had trouble using the campus VPN since the start of the COVID-19 impacts in March 2020?

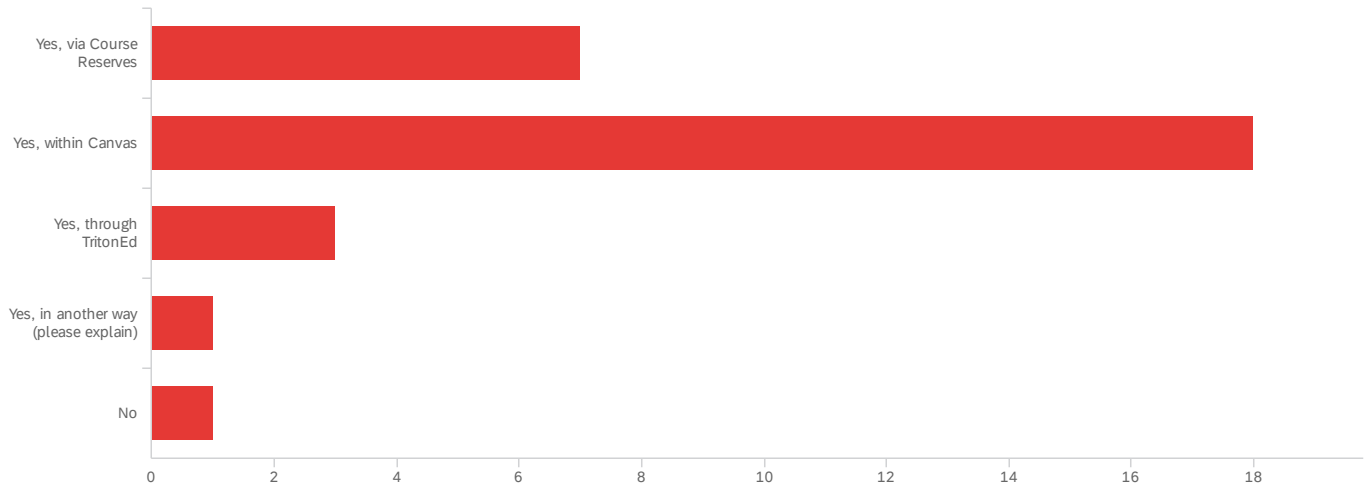


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	10. How often have you had trouble using the campus VPN since the start of the COVID-19 impacts in March 2020?	1.00	5.00	1.95	1.05	1.10	19

#	Field	Choice Count
1	(1) Never	42.11% 8
2	(2) Rarely	31.58% 6
3	(3) Occasionally	21.05% 4
4	(4) Frequently	0.00% 0
5	(5) Daily or consistently	5.26% 1
		19

Showing rows 1 - 6 of 6

Q12 - 11. Have your instructors provided online access to Spring 2020 course materials, such as readings and textbooks? [Select all that apply]



#	Field	Choice Count
4	Yes, via Course Reserves	23.33% 7
5	Yes, within Canvas	60.00% 18
6	Yes, through TritonEd	10.00% 3
7	Yes, in another way (please explain)	3.33% 1
8	No	3.33% 1
		30

Showing rows 1 - 6 of 6

Q12_7_TEXT - Yes, in another way (please explain)

Yes, in another way (please explain)

The instructor made us buy physical copies from amazon etc

Q13 - 12. What do you wish the Library could provide or do to support your academic pursuits during this time away from campus?

12. What do you wish the Library could provide or do to support your academ...

I would say the services offered at the moment are super helpful! One note I have (in regards to number 10) is that I have been having difficulty with my VPN. I was always an on campus housing student so I normally did not have to worry about the VPN while on campus, or when I did use it at home in LA it worked fine. However, when I have been using it throughout the quarter for my LISP 1D/1DX (Spanish) classes it has given me trouble logging onto it. It made me do a very round about way to log on each time I have used it this quarter and I always forget how to log on the way it wants, so it has been taking me an average of about 20 minutes of how to figure it out and log on. Once I am on though, it works, but I figured I should mention this problem.

Sadly the support I need can't come from the library. Overall I have had no issues with using library materials this quarter. The databases and course reserves I've needed have all been readily available, and the VPN has been working fine (there were some issues at the beginning but nothing since)

Send out informative campus wide newsletters.

Tips on using the vpn
Tips on doing research remotely
Motivation speech's please !
Group study sessions in zoom (maybe Geisel can have a zoom channel that's open 24/7 for students, you log in and study. I LOVED going to Geisel because seeing people study motivated me to be productive so if I could see my peers studying on zoom that would DEFINITELY motivate me)

Providing E-books for more classes

Making sure textbooks and readings are available. None other than that comes to mind.

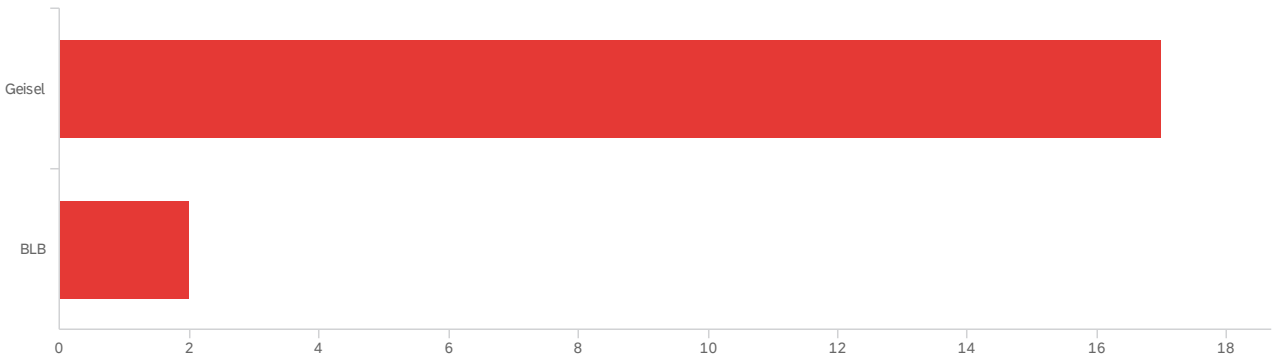
Having some key tips to help finding materials, relevant to classes, online.

I personally would've loved seeing the availability of online course reserves, tech lending for those who might be lacking technology, and maybe a community of students who would've been interested in studying together virtually (?). I'm sure a lot of these resources already exist, so maybe more effective marketing of current resources!

free textbook access for any course

Advertise which books you can access online better (ones you can read for fun)

Q14 - 14. If the curbside pick-up service were to be offered, would you prefer it to be located near Geisel Library (at turn-around by the book drops) or on the street near the Biomedical Library Building (BLB)?

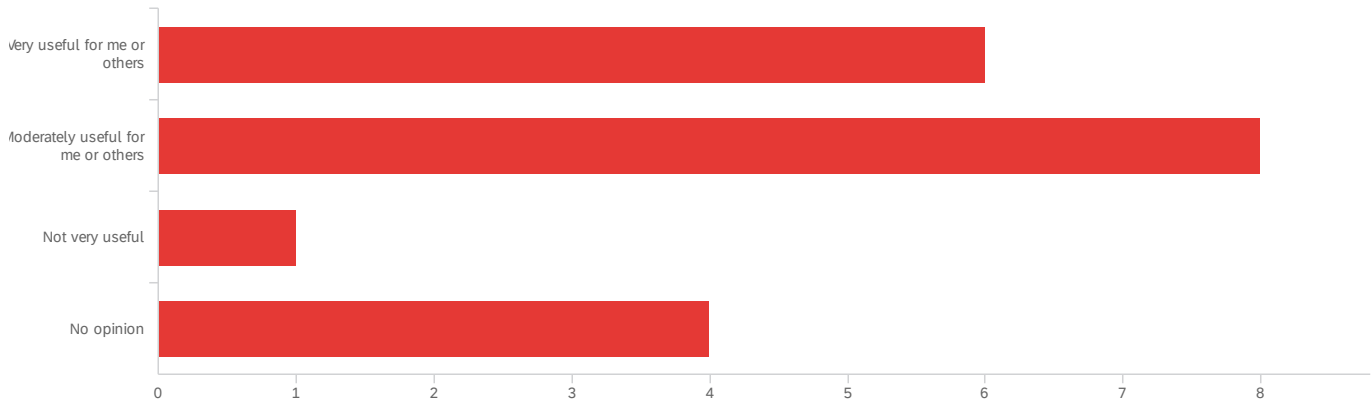


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	14. If the curbside pick-up service were to be offered, would you prefer it to be located near Geisel Library (at turn-around by the book drops) or on the street near the Biomedical Library Building (BLB)?	1.00	2.00	1.11	0.31	0.09	19

#	Field	Choice Count
1	Geisel	89.47% 17
2	BLB	10.53% 2

Showing rows 1 - 3 of 3

Q15 - 13. Upon the Library's reopening and your eventual return to campus, how valuable would it be for the Library to offer curbside pick-up (for materials Library staff have pulled from the collection at user request)?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	13. Upon the Library's reopening and your eventual return to campus, how valuable would it be for the Library to offer curbside pick-up (for materials Library staff have pulled from the collection at user request)?	1.00	4.00	2.16	1.09	1.19	19

#	Field	Choice Count
1	Very useful for me or others	31.58% 6
2	Moderately useful for me or others	42.11% 8
3	Not very useful	5.26% 1
4	No opinion	21.05% 4

19

Showing rows 1 - 5 of 5

Q16 - 15. What else would you like to share about how the Library closure has impacted you during the COVID-19 pandemic?

15. What else would you like to share about how the Library closure has imp...

I really just miss going in there, doing random puzzles, finding different spots to study, and overall just enjoy the atmosphere. I cannot wait to just be in there again.

I miss going and spending way too long working on a project I should have done last week. Overall the lack of a dedicated study space has lead to discipline waning on my part, as has the entire situation in general.

The closure probably has taken an impact on my grades (by a small degree).

I miss going to the library and studying there in between classes :(

It's been really hard. I used to visit Geisel DAILY to do work. I never did homework or study in my dorm on campus so it has been a MAJOR challenge to study

N/A

It is really hard to focus without the library. Library provides a space where I can focus only on work, while my own apartment has blended the space for relax and the space for work.

As someone whose habits are influenced heavily by the environment I'm in, not having the Library as a place to study has definitely drastically changed how I study. While I would definitely prefer having a quieter and more spacious place to study at the Library, I've also been able to slowly adapt to studying at home and working around factors like noise. Overall, I think closing the Library was definitely the right choice to make, as student safety comes before all else!

just miss it!

Nothing much, thank you to the librarians for being active!