



UC San Diego Library Student Advisory Council 2016-2017

Meeting Notes for:

October 11, 2016

November 15, 2016

January 17, 2017

February 28, 2017

April 11, 2017

May 23, 2017



UC San Diego Library Student Advisory Council
October 11, 2016
Meeting Notes

Attendees: Maedha B., Dev B. (for Julia L.), Kimberly D., Catherine F., Kymberly G., Aleia H., Maya K., Morgan K., Grace, L. Lorraine L., Xingyu L., Hatchly M., Zaid M., Sean P., Jason S., JJ S., Ulric Y., Riley Z., and Jerry Z.

- I. Introductions and answering the question: When you think about the UCSD Library, what is the first thing that comes to mind?

We went around the room and everyone introduced themselves and answered the question.

Student responses:

- Stress
- Crowded; stress; studying; finals; home
- Huge cement building that looks like a UFO or books
- Sleeping—I don't like to study away from my home computer; place to take a nap
- Thinking place; I struggle to write at home; my best essays were written at Geisel
- Slow elevators; dirty bathrooms; markers out of ink; study rooms; tech stuff; wonky inconsistent wireless; course reserves; add nap pods; more bathrooms on 8th floor; hydration stations
- Personal little touches; Geisel is different; it has personal stuff—walking stations; coloring stations; I feel at home; more than just a place to study; also a place to relax from stress
- Focus; peacefulness; it's easier to focus at Geisel than in a cramped messy triple; get your own space; relaxing; reflective windows
- It's the anchor that holds the entire campus together
- Workspaces with room to spread out
- Different perception from first year; see efforts to make constant improvements; don't be overcrowded; make sure facilities are getting attention needed
- Limited time operations Fri/Sat; overstuffed
- Place to get things done that I've been putting off for too long
- Stone fortress; so crowded; flooded with students
- Architecture; view it gives to campus; focal point when I get to campus
- Reserved study room in advance of coming to school on Sunday; noticed increased number of students
- Silent, especially floor 8; intense atmosphere that motivates
- A space for all students to study with the noise level they are comfortable with.
- Silent, especially floor 8. I realize it's always quite there; I also found the library as "intense", like when a bunch of people just study individually, but in the same room, that creates a pretty intense atmosphere, which motivates people to do work and stop procrastinating
- A space for students to collaborate with peers; being a library, a place for students to be students and study

II. The purpose of the LSAC and how it works

Catherine went over what the Library Student Advisory Council is meant to do, who is on the LSAC, and then what students members of the LSAC are expected to do.

III. All about the Library

We went over the packet of information distributed to all Council members. This included discussing Library promotional materials, the Quick Guide to Library Resources, bookmarks from Special Collections, the Library's Strategic Plan, and the *About the Library 2015* data sheet (see below).

Note: The Library is still compiling statistics from 2015-16 and will provide an updated *About the Library 2016* data sheet at a future LSAC meeting.

What else do you want to know?

Q: The Library seems very full. How many students are now on campus?

A: As part of the budgetary compact between the state and UC, UC San Diego was slated to enroll at least 700 more students for 2016-17. The Registrar's office releases official enrollment data at the end of 3rd week. We are awaiting those numbers.

Q: How does the Library calculate statistics?

A: The Library pulls usage data from electronic resources and an integrated library system that tracks checkouts. We gather gate counts from our security gate system. Security officers perform routine headcounts in the building.

Q: How has the increase in campus student population increased floor use? Is there a quantitative difference?

A: Although there appears to be a qualitative difference, we do not yet have enough data about floor use to say there is a quantitative difference.

Q: New ACMS computers in the East Commons lack some software that was there previously, e.g., Adobe software: Photoshop, Illustrator, etc. Was that intentional?

A: The new ACMS computers should have the same software as previously. We will contact ACMS about the oversight.

Additional comments:

- Furniture in tower impacts decision whether or not to study upstairs
- Library should have individual space even if sitting next to another student; not complete segregation
- 4th floor study desks provide a good amount of space; appreciate individual study space
- New integrated computer/monitors in the East Commons put the monitor closer than previously; there's less work space; the furniture doesn't seem as deep
- Review peak times in Library; seems some people are coming to Library to eat lunch because Price Center is full
- Coffee at Audrey's is far better than Starbucks

IV. If you could provide the UCSD Library with one piece of advice, what would it be?

- Should post more information on social media about what Geisel has to offer, e.g., DML has Oculus Rift, not just events
- Chair arrangements make it look unprofessional; messy; sometimes one table has 3-4 different styles of chairs; could a staff rearrange chairs routinely?
- Cleaning of computers; keyboards sometimes dirty; could they be cleaned on regular basis?

- Concerns about changing tables from elongated rectangle to round; less space to sit down; more crowded to navigate to find a seat; in tower, some tables with plugs that don't work; request for more plugs on 1st/2nd floor
- Maintain bathrooms; printers on 2nd floor could be more convenient (click, not swipe); test tech lending computer chargers routinely to make sure they are working/available; be loud, proud, keep doing your job
- Additional outreach; comprehensive list of what Geisel has to offer; the Library does so much, but students don't know
- BLB is cleaner; more professional looking than Geisel; Geisel should adopt the BLB look when renovating
- Work with ACMS to boost Wi-Fi connectivity
- Student staff members roaming floors to enforce policies, i.e., food/drink
- The Library should provide safes/lockers for daily use to store materials
- Review processes and be ready to reinvent as tech and student growth increases; outreach to pockets of people who don't know what Library has to offer; unless proactive, students won't seek out; students aren't aware of what they don't know
- Extend weekend hours; does Library host events, e.g. author readings?
- Some people want a more social collaborative environment, but 1st and 2nd floor can be too noisy for that. Maybe add some sort of group cubicles to the 4th floor? Or maybe parts of the 1st and 2nd floor can be reserved for some sort of collaborative space?
- Library be open 24 hours/day on all floors (or at least, the 8th floor - just so students have a quieter place to work!)
- I'm not sure which floor food is allowed, but realize that when people eat chips or any snack with plastic bags, it creates distracting noises; perhaps we could find a way to deal with that? Some people just don't follow the rules, like low volume in upper floors, we probably need to find a way to address that
- Holding activities or stations that help relieve stress for students during midterms and finals season as many students feel extremely stressed and overwhelmed

V. Getting feedback on ... [8th Floor Renovation]

Catherine made a brief presentation about a proposed new furniture layout for the 8th floor. She solicited feedback about the overall seating density, the ratio of lounge seating to study table seating, and which of two personal tables was preferred: Lagunitas or Free Stand?

- 8th is more traditional study; should be more desks; it's an area for intense study; desks should have electrical so I don't need to crawl on floor to find an outlet
- Like the Bob lounge style chair; do a lot of reading; would be there for hours
- Design seems light on traditional desks; should add some more tables
- Shouldn't be design for 8th floor; more appropriate for 4-7; 8th floor should be intensive study; traditional; conventional; straight tables and chairs; no collaborative study
- Like the idea of a lounge; proper lighting makes it easier; 8th floor is not a place people use for casual reading; it's a place of intense study; love the pods; like the "cocoon" feel
- Needs more traditional tables, but I don't like studying at desks; keep lounge seating; studying at a desk doesn't feel natural to me
- Like the pods; able to isolate; that's why people go to the 8th floor; swap lounge furniture for more tables

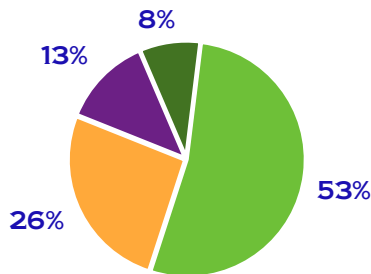
- I think it is possible to have the 8th floor accommodate more students without making the 8th floor feel cramped nor promote a social atmosphere; I recalled seeing some psychology documentaries or studies about how color affect human perception - I think that certain combinations of colors of furniture and different heights might trick students into thinking that the 8th floor is more spacious than it actually is
- Go to 8th floor for intense study; don't want to see other people; if window seats are full, I couldn't study there; like the sturdy chairs, no flimsy plastic chairs; plastic chairs shown on slide don't look sturdy enough for hours of study; don't want them to wiggle
- Furniture that feels comfortable will help us relax; 8th floor proposal works for that; can inspire adopting a new more relaxed lifestyle
- Desks to hold more people will give study space; concern more lounge seating will increase talking
- Like the pods; like additional desk seating at windows, but now seems too cramped; people like to have some space to spread out
- Could 8th floor be collaborative space? It's the place people go to "for best views" when visiting campus; another location could be used as silent space
- Consider a chevron arrangement of chairs to discourage talking
- Be careful about density; don't make it feel like an airport lounge
- 8th floor needs to remain open, quiet space; increasing density would encourage discussion
- Consider Visalia chairs back to back without benches
- Benches seem like a coffee table; promotes communal space; consider eliminating
- Color can affect human perception; maybe certain combinations of colors for furniture and differing heights might allow the 8th floor to accommodate more students without making the floor feel cramped or promoting a social atmosphere
- Prefer extra surface space of Lagunitas table; respects traditional use of library
- Lagunitas table is better; use notebook and Laptop when studying and it allows room for both
- Lagunitas with more desk space is better; think I would trip on prongs of Free Stand

VI. Planning the next LSAC meeting

The next meeting is November 15, 2016, 5-6:30pm, in the Seuss Room in Geisel Library. If Council members have other things they would like to know about the Library or want to discuss, please contact Catherine.

ABOUT THE LIBRARY 2015

BUDGET ALLOCATIONS 2015-16 \$32 MILLION



- SALARIES & BENEFITS (STAFF AND STUDENT EMPLOYEES)
- COLLECTIONS (PRINT & DIGITAL)
- OPERATIONS (INCLUDING INFORMATION TECHNOLOGY)
- BUILDING MAINTENANCE & PROJECTS



FACILITIES

- 378,260 ASSIGNED SQUARE FEET
- 136 HOURS OPEN WEEKLY (INCLUDING THE 24/5 OVERNIGHT STUDY COMMONS)
- 5158 PEOPLE ENTERING EACH DAY
 - 36,106 ENTERING EACH WEEK
 - 1,774,397 ENTERING EACH YEAR
- 4054 STUDY SEATS
- 54 GROUP STUDY ROOMS
- 463 COMPUTERS FOR STUDENT USE



- 245 STAFF (INCLUDING 54 LIBRARIANS)
- 265 (66 FTE) STUDENT EMPLOYEES



COLLECTIONS

7.6 MILLION ITEMS INCLUDING:

- 3 MILLION PRINT VOLUMES
- 2.4 MILLION E-RESOURCES
 - 2,313,499 ELECTRONIC BOOKS
 - 120,823 ELECTRONIC JOURNALS & SERIALS (96% OF TOTAL)
 - 1,093 ELECTRONIC REFERENCE SOURCES
 - 31,864 ITEMS IN COLLECTIONS DIGITIZED BY THE LIBRARY
- 2.1 MILLION MICROFICHE
- 15,991 MANUSCRIPT & ARCHIVAL UNITS
- 117,511 MAPS



SERVICES

- 82,522 INFORMATION & REFERENCE QUESTIONS ANSWERED (IN-PERSON & ONLINE)
- 520 INSTRUCTIONAL PRESENTATIONS
 - 18,492 PARTICIPANTS
- 280,522 ITEMS CHECKED OUT
- 19,387 ITEMS SUPPLIED FROM OTHER LIBRARIES
- 32 LIBRARY TOURS
 - 551 TOUR ATTENDEES
- 61 EVENTS & EXHIBITS
 - 5775 ATTENDEES AT EVENTS
- 2,378,814 PRINTS & COPIES MADE BY USERS
- 48,582 GROUP STUDY ROOM RESERVATIONS

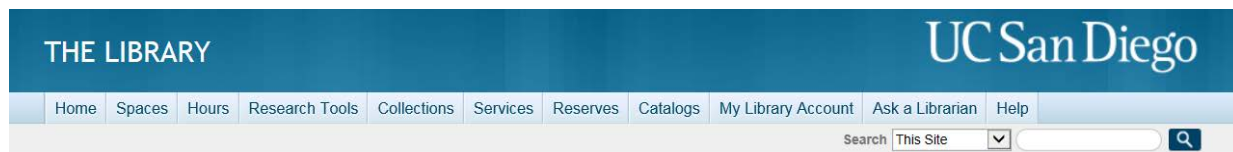


MORE ABOUT THE LIBRARY 2015



USE OF THE DIGITAL LIBRARY

- 9,985,543 USES OF ITEMS IN UC-WIDE E-RESOURCES PACKAGES (2013 DATA)
 - 5,513,309 USES OF E-JOURNALS
 - 4,472,234 USES OF E-BOOKS & DATABASES
- 3,916,568 SEARCHES OF THE ONLINE CATALOG
- 188,899 E-RESERVES HITS (E-TEXT & STREAMED MEDIA)
- 1,721,743 SEARCHES OF LIBRARY DIGITIZED COLLECTIONS
- 1,293,608 VIEWS OF LIBRARY DIGITIZED COLLECTIONS
- 705,955 VIEWS & DOWNLOADS OF VIDEOS ON THE UCSD LIBRARY CHANNEL



WEBSITE

- 2,075,341 VISITS
- 6,020,897 PAGE VIEWS
- 987,150 UNIQUE VISITORS



SOCIAL MEDIA

- LIBRARY BLOGS
 - 57,437 POSTS VIEWED
 - 34,580 UNIQUE VISITS
- FACEBOOK
 - 2279 GEISEL PAGE LIKES
 - 868 BIOMEDICAL LIBRARY BUILDING PAGE LIKES
 - 797 LIBRARY PAGE LIKES
- 10,149 TUMBLR FOLLOWERS FOR SPECIAL COLLECTIONS & ARCHIVES
- 1198 TWITTER FOLLOWERS
- 1209 INSTAGRAM FOLLOWERS



UC San Diego Library Student Advisory Council
November 15, 2016
Meeting Notes

Attendees: Dev B., Maedha B., Hanna C., Kim D., Catherine F., Hannah F., Rajpreet G., Andrea K., Manmeet K., Maya K., Morgan K., Bernice L., Grace L., Lorraine L., Lux L., Sue M., Sean P., Jason S., Ulric Y., Riley Z.

I. Welcome + Introductions

Catherine welcomed everyone with a special welcome to all the new appointees from the student college councils. We then went around the room and everyone introduced themselves.

II. Library updates

Catherine provided the following updates:

A. Questions/concerns from previous meetings

- 1) Wireless issue: the Library is working on improving wireless; we have done a walkthrough with campus networking folks; we found problems with connections and have cleared those up and are adding hotspots to areas with weak signals
- 2) Update on the 8th floor: ID Studios has taken into account LSAC input and will be providing the Library with final design drawings soon.
- 3) Noise on the Geisel upper floors and at BLB: working with Library staff to come up with strategies, but minimally will improve signage at Biomedical Library Building and our Security Officers will remind talkers when doing security rounds
- 4) Library statistics:
 - a) Seat counts: as of Sept., 2016, we have a total of 3083 seats in Geisel and 856 seats in the Biomedical Library Building, for a total of 3939 seats
 - b) Highest use of Geisel during Fall Q so far 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 taken; the busiest times have been on Wednesdays between 11am-11pm; the least busy times have been on Mondays between 3am-7am
 - c) Library Annual Gate Counts (for both Geisel + BLB):
 - 2015/16 vs 2014/15 = +13.3% increase
 - 2015/16: 2,011,268 Total / 40,927 Entering Each Week / 5847 Entering Each Day
 - 2014/15: 1,778,018 Total / 36,106 Entering Each Week / 5158 Entering Each Day
 - d) Geisel Quarterly Gate Counts - April/May/June and July/August/September
 - Spring Quarter 2016 compared to Spring Quarter 2014 = +27.8%
 - Summer 2016 compared to Summer 2014 = +48.1%
 - e) BLB Quarterly Gate Counts April/May/June and July/August/September
 - Spring Quarter 2016 compared to Spring Quarter 2014 = +16.5%
 - Summer 2016 compared to Summer 2014 = -1.6%

B. Events & Exhibits

What's happening now:

- September, 2016 – January 2017 - The Library is collaborating with the Visual Arts Department and the Faculty Club to present three exhibitions celebrating the 50th anniversary of UCSD's Visual Arts Department.
 - October 24, 2016 - January 4, 2017 - "Artists & Language: Celebrating 50 Years of UCSD's Visual Arts", Geisel Library, main floor; original works of art, artists' books, and unique archival pieces document the intersection of art and language in the works of faculty and graduates of the Visual Arts Department.
 - October 8-December 16 - "A Retrospective Space: UCSD's University Art Gallery", Faculty Club; drawn from archival sources, the exhibition provides a "looking back" on this singular space for visual arts at UCSD.
 - September 26-December 5 - "VisArts@50", Geisel Library, 1st floor; a variety of print publications from faculty and graduates over the past 50 years.
- November 20 – A celebration of the naming of **The Lou Dunst Classroom** will be held 2-4pm at the Faculty Club. [Lou Dunst](#) was a Holocaust survivor, businessman and educator. His widow Estelle, through the Lou Dunst Trust, made a generous gift in his honor to support the Holocaust Living History Workshop, a joint initiative of the Library and the Jewish Studies Program at UC San Diego.
- November 30 – Deadline for submissions for the *Tell Us How UC It: A Living Archive* 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. A living archive is a collection of materials presented in a way that allows for the expression, exhibition, documentation, and preservation of a sentiment or movement in a particular community. This type of "archiving" is living because it is constantly updated. Submit your creative work – the submission form can be found on the Library's website. [<http://libraries.ucsd.edu/blogs/blog/howucit/#more-5576>]. There will be a physical exhibit from February 1 – March 31, 2017 and an online exhibit.

What has happened since the last LSAC meeting, but before this one:

- The third annual *Geisel After Dark Student Success & Safety Information Fair* was held. A wide variety of Library and campus units participated and there were free snacks, games, and activities. Special highlights included a self-defense demonstration by the UC San Diego Police Department and the chance to win \$20 gift cards. More than 380 students attended.
- A major milestone in the in the two-year *At-Risk Cultural Heritage and Digital Humanities* project was reached with the unveiling of a life-size 3-D CAVEkiosk in Geisel Library. Quoting Professor Levy, "...visitors to the kiosks can "travel" to cultural heritage sites and explore them as if they were there." The unveiling event was attended by about 50 people.
- The Library celebrated the 10th anniversary of the *One Book, One San Diego* project by having author Zohreh Ghahremani and Professor Babak Rahimi discuss her debut novel, *Sky of Red Poppies*. The novel was chosen as San Diego's 2012 One Book.
- The Holocaust Living History Workshop, a partnership between the Library and the Jewish Studies Program, screened the original documentary *Mr. Rakowski* from Dutch film-maker Jan Diederer. The film screening was followed by a panel discussion which included one of the subjects of the film.
- The Library organized *UC San Diego China Partnerships: Looking Back, Looking Forward* which was attended by 120 people. Delegates from UC San Diego's first official visit to China in 1979 shared many of their own memories from this momentous trip, in addition to photographs, newspaper clippings, drafts of the original MOU, and vivid diary excerpts detailing the trip. The highlight of the evening was the screening of a rare film documenting the visit. The event concluded with a short, newly created film showcasing UC San Diego's many collaborations with Chinese universities and cultural institutions over the last few decades.
- During weeks 4 – 6, the Library held a series of Mid-Terms Take-A-Break events. Students could build with Keva Planks or Legos, be creative with advanced coloring activities, or participate in a variety of individual and group games. 126 people participated.

- The Library participated in Open Access Week events. Along with libraries and other institutions across the country and internationally, we held events to encourage and promote free, immediate, online access to scholarly research and to advocate for the right to use and re-use that research as needed. Activities included a screening and discussion of the film *The Internet's Own Boy*, a talk on the NIH policy on rigor and reproducibility, and a session on UC's Open Access Policies.
- The Library, along with millions of other Californians, participated in The Great Shake Out on October 20. Did you?
- The Library hosted UC San Diego alumnus and sports journalist Mark Johnson as he discussed his new book, *Spitting in the Soup: Inside the Dirty Game of Doping in Sports*, which traces the doping culture in professional sports.
- The campus community celebrated the opening of the Teaching + Learning Commons in the lower level of Geisel. The Commons provides many resources focused on improving teaching and student learning on campus such as supplementary instruction, engaged learning tools, and assessment workshops.
- The Library hosted a public lecture titled "The Dark World of the Dead in the Founding of the Ming Dynasty," given by UCSD History Professor Sarah Schneewind. There was also a virtual exhibit that showcased the Ming tomb artifacts from the San Diego Chinese Historical Museum.

C. Collections

- Faculty, staff and students now have access to BrowZine. It's a service that allows you to browse, organize, read and keep up with your favorite scholarly journals licensed by UC San Diego, either on your desktop/laptop via their website, or through an app on your mobile device. BrowZine covers arts, humanities, social science, engineering and science journals from hundreds of commercial, society, and university press publishers. The Library has licensed it through June 2018, at which point we will decide whether or not to continue licensing, based on usage, available funding, and user feedback. For more, go to: <http://libraries.ucsd.edu/blogs/blog/browzine/>
- 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

- A 3-D CAVEkiosk has been installed in the East Commons on Geisel's main floor, just to the right of the Digital Media and Active Learning Labs. The kiosk, which will be available for use by the campus community and the public at large through the end of 2017, currently showcases cultural heritage sites, including many that are at-risk. 3-D glasses and a software controller are available nearby, and staff from the East Commons service desk and the Digital Media Lab are available to assist with kiosk technology if needed.
- The Zone's Resources & Relaxation (R&R) Squad is back to offer chair massages for students in two locations in Geisel Library for fall quarter. The massages are offered on Mondays from 5 to 6pm in Geisel's East Commons and the Brody Study Space, 1st floor.

E. Construction/Space renovations

- All lounge furniture has been installed in Audrey's Café and Lounge except for four barstools which are slated to be delivered this week. Video monitors have been installed and the digital signage software has been activated.
- The technicians are now working on the Library's freight elevator. This phase of the work should be completed in about a month. After this work is completed, the technicians will work on the last of the public elevators.
- Design Drawings have been finalized for the Geisel Tower restrooms. We expect Construction Drawings for review in a few weeks.
- ID Studios is now creating Design Drawings for the Geisel 8th Floor Study Lounge.

III. Question 1: What one thing a) do you like best OR b) could be improved about Audrey's Café and Lounge?

Responses:

- Convenient; helps me get caffeine
- I don't like that there are no sugar packets, only syrups.
- I like the construction, but could it be more partitioned from the Library? Would it be possible to better separate it from the Library/study area?
- Maybe glass partitioning could be added to separate the study space from Lounge space?
- I've seen people ask Audrey's staff if they could reheat food for them. Could the Library add microwaves for students to use?
- Perhaps Audrey's could offer a wider selection of food to eat, although that may lead to people trying to use the Library as a dining hall; I like the idea of better separation of study space and Lounge space.
- Could the Library share the food & drink policy with LSAC as conversation starter? [Here is the Library's Food & Drink policy: <http://libraries.ucsd.edu/about/policies/food-and-drink-policy.html>]
- Q: Could Audrey's accept Dining Dollars?
A: Dining Dollars and Dining Dollar locations are administered solely by campus Housing Dining Hospitality (HDH). The Library asked about accepting Dining Dollars at Audrey's, but HDH declined.
- Q: Could Audrey's have longer operating hours, later in the evening?
A: Audrey's monitors consumer trends and will adjust hours if there is sufficient demand and revenue to justify the additional staffing costs. For example, Audrey's was open until 9pm during Spring Quarter, but beginning Fall Quarter adjusted regular hours until 11pm. Audrey's will extend hours until midnight during Finals Week.
- It can be overly bright to study in the Lounge due to the window wall.
- The Lounge is a very inviting space; I like the range of furniture and monitors on the back wall.
- I agree that there are issues with sunlight adjacent to glass curtain walls.

From LSAC members unable to attend:

- Staff can sometimes come across as a bit rude when dealing with customers or not very engaged. Might just be an occasional experience because some of the staff has been absolutely wonderful as well but maybe more universal training in terms of customer service.
- I feel like we could improve through better or healthier food/drinks for Audrey's Cafe. As for Lounge, probably more space?
- One thing I really like about Audrey's cafe is that "home" feeling we get when we're there (unlike Starbucks which feels awfully like a commercialized business who don't care about their customers and to be honest I don't really fancy their coffee much as it isn't made with love, it's made with hurry and frustration of workers). I like the fact that coffee is accessible to kids who study all day at Geisel in Geisel itself! It sort of completes the whole beautiful library "package experience". Study areas, lounge seats, and coffee!

IV. Library website redesign

Jenn Dandle, the Library Web Manager, made a [presentation](#) about the redesign of the Library website and asked for feedback. [<https://www.slideshare.net/secret/mHz9trxl2DHrlw>]

Comments:

- Hours should be immediately available on the home page
- Appreciate the slimmed down version; I sometimes get lost right now
- I like that the architecture is flattened
- MyLibrary Account should be on the main landing page, not under Find Borrow Request
- Would it be possible for us to create a personal dashboard based on student AD login?

From LSAC member unable to attend:

- The library website feels really outdated and very crowded on the front page. Prioritize information that can be deemed as more relevant to immediate necessity.

To see the latest version of the new website's information architecture, go to:

<https://www.lucidchart.com/documents/view/39cc3131-7688-4dc6-8a5f-f43fb60f4ec5>

LSAC members who wish to provide additional input on this can do so via this survey where they can also sign up for future website user studies:

https://ucsdlibraries.co1.qualtrics.com/SE/?SID=SV_1GHDQjqxu3mVRTD

V. Question 2: The Library is planning to renovate large areas of Geisel's' first and second floors over the next three years. What is the most important thing that we should keep in mind as we plan these changes?

Responses:

- Seating and sanitation; if you expect spaces to be more crowded, make sure to compensate and make sure the building remains reasonably habitable
- Consider circulation patterns; how people can move through spaces; I recently had no way to get to a study room upstairs due to library materials being moved.
- Be mindful of space; make sure electrical outlets and seating are coordinated
- Consider furniture that allows full sized Apple chargers. There are three things I need to study: big table, Wi-Fi, electrical outlet
- Some 2nd floor table outlets are not working
- Maintain a diversity of furniture
- Consider noise levels
- Don't sacrifice the overnight study area
- Consider a silent study computer lab; the tunnel computer lab is too dark
- Definitely increase hours at BLB if reducing hours at Geisel
- Consider that renovations on 1st and 2nd floor may drive students upstairs into the Tower and reduce quiet study; maybe consider reallocating some Tower space as collaborative space during renovations
- Promote BLB as alternative space
- Advertise other study spaces on campus, including Resource Centers
- Ensure advanced notice to students so they don't inadvertently arrive at an impacted space
- Advertise School of Global Policy and Strategy space and Marshall commuter lounge (or other commuter lounges)
- Review Where to Study on Campus website list; coordinate with those groups to make sure it's up to date
- The Zone may have additional information on study locations
- More outlets
- Keep whiteboard tables

- Round tables are not as organized; they make it difficult to get through space, particularly with a rolling bag
- Reach out to students via social media about peak use periods

From LSAC members unable to attend:

- Spacing is definitely key and maybe making more distinguishable lounge/study areas; a lot of times people use the library first floor to eat when PC is crowded and it's been really distracting when you have people eating full meals in the middle of a large study area, nothing against them but it would help if there was a larger "lounge/relaxing" area with tables that would draw more attention to that.
- I think we should have a plan for where students could study/use computer when the space in 1st/2nd floor are renovating; also the noise level may be a problem too.
- From LSAC member and others he asked about this
 - Don't sacrifice the overnight study area when they renovate the floors
 - Places to charge laptops/phones; outlets!; more group study areas
 - More outlets for students to charge computers!
 - Keep the whiteboard tables :(Or have more of them
- Since the 2nd floor of Geisel is super busy, my concern is that during construction, kids might get disturbed and the whole "crowd" of people might rush to the top levels of the library which thus, would no longer be as quiet as it is supposed to be and might end up feeling dingy and stuffy (due to so many kids up there). Also, there might be a problem with the slowness of elevators since too many people would want to go upstairs (I would assume) and especially the upstairs restrooms wouldn't be enough for so many kids (as there is only one restroom per floor and to be honest, it's pretty cramped!).

VI. Getting feedback on... Library digital display monitors and content

Catherine asked if Council members were aware that the Library had digital display monitors and, if so, where they were located. Members were able to identify the following locations: overnight study location in Geisel 2 East; Reference in Geisel 2 West; Media Desk in Geisel 1 West; BLB.

Comments:

- I would like to see photos of the history of UC San Diego
- I like the Meet a Librarian displays
- The Library could use the Front Desk monitor to provide information about construction
- The Library could use monitors to indicate where things have moved

VII. Planning the next LSAC meeting

The next meeting is January 17, 2017, 5-6:30pm, in the Seuss Room in Geisel Library. If Council members have things they would like to know about the Library or want to discuss at that or future meetings, please contact Catherine.



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.

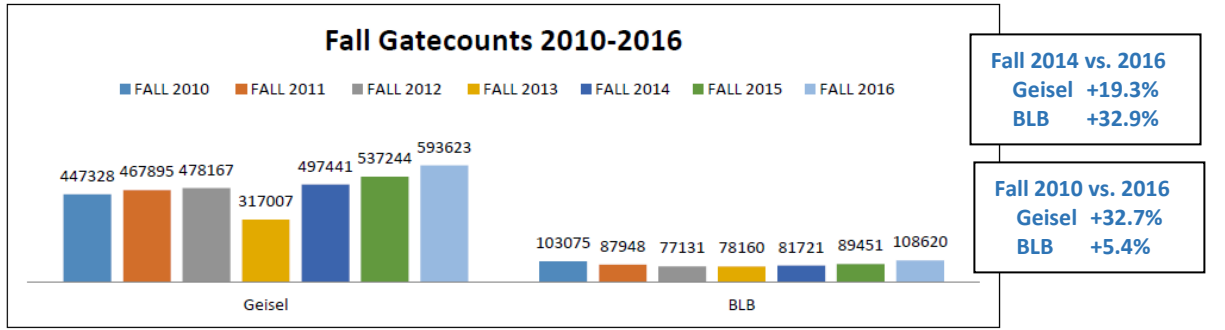
Week 10

- 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.

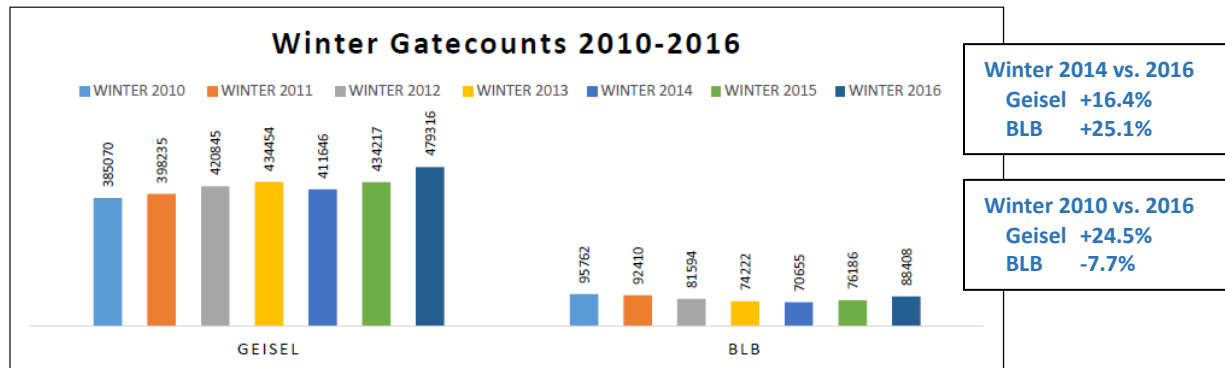
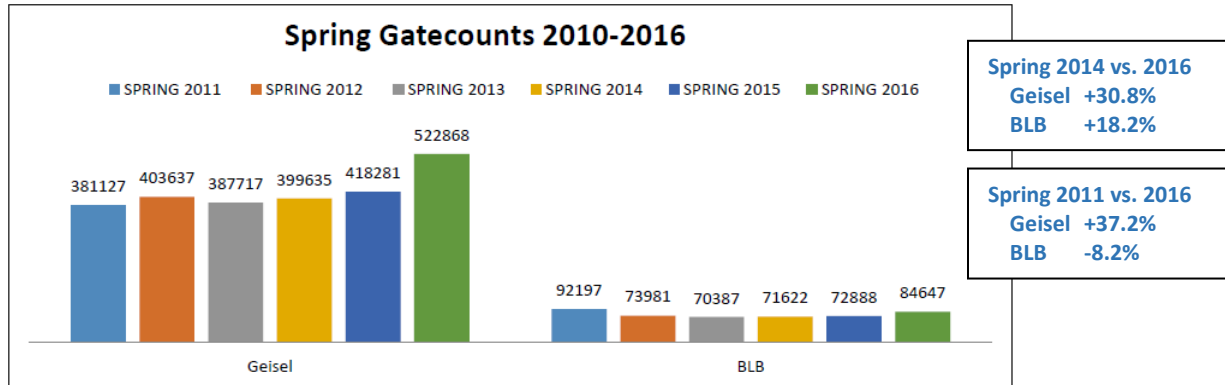
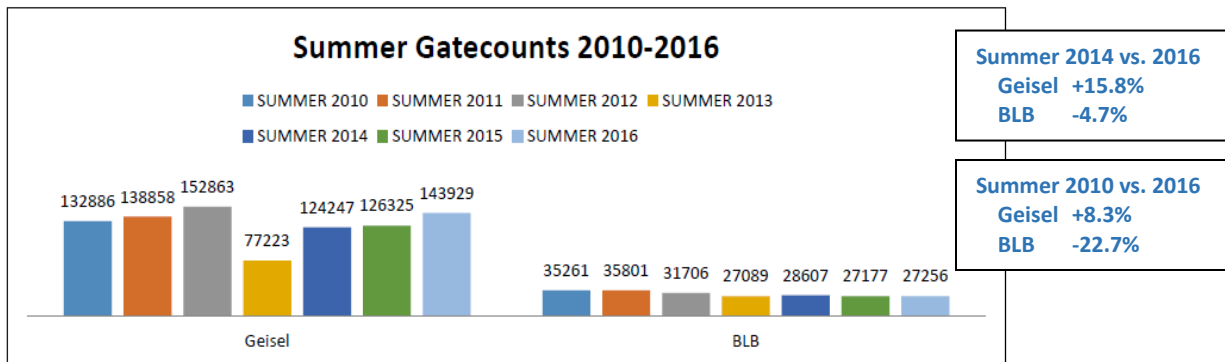
- Finals week is usually not my favorite time to go to any of the libraries: there are inevitably too many people who've been in the library for too long, space is hard to come by (especially if you're trying to study with a group), and the generally sleep-deprived state of the room is not a source of 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.



UC San Diego Library Student Advisory Council February 28, 2017 Meeting Notes

Member attendees: Maedha B., Dev B., Hanna C., Kim C. (for Morgan K.), Kim D., Catherine F., Hannah F., Kymberly G., Rajpreet G., Aleia H., Maya K., Bernice L., Lorraine L., Lux L., Jason S., Ulric Y., Riley Z, Jerry Z.

I. Welcome & Library updates

Catherine welcomed Council members, welcomed Kim C. who was filling in for Morgan, and gave a summary of recent Library activities. [A more complete list of activities is included here.]

A. Events & Exhibits

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

- March 1, 12noon – 5pm, Geisel Library, main floor, west wing. Data & GIS Lab Open House. Light refreshments will be served and Lab staff will be on hand throughout the day to offer research demonstrations.
- March 2, 12noon in front of Geisel Library. Happy Birthday, Dr. Seuss! The Library and campus host an annual birthday party for beloved author, artist, and cartoonist Theodor Seuss Geisel, better known as Dr. Seuss. This year marks the author's 113th birthday and the celebration coincides with national *Read across America Day*. An exhibit of the famous author's materials is on display inside the Library through March 24.
- March 9, 5:00 pm - 6:00 pm, Geisel Library, Seuss Room. Gender Equity & Health: A Discussion with Dr. Anita Raj. Gender inequities and gender based violence pose a major threat to the health and full social and economic development of women and girls across the globe. Join Dr. Anita Raj to discuss the issues being tackled by the UC San Diego Center on Gender Equity and Health.
- March 10, lunchtime. The Library is sponsoring the International Friday Café.
- March 14 deadline. Participate in the Library's VIP Study Room contest. Students can enter by completing a "Pi" chart forms (available at Geisel East Commons service desk, and on display boards in tunnel and East Commons). Entering gives the chance to win a study room for 24 hours during Finals Week for the winner and 6 friends, in addition to a gift basket with supplies for Finals Week. Completed forms can be submitted into the ballot box at the East Commons desk. Winners will be drawn on March 14.
- April 14 deadline. The Library is co-sponsoring the 10th annual ArtPower Student New Media Festival, which includes a virtual reality competition this year. We are promoting the Digital Media Lab's free technologies and services—including its new VR equipment—to students who are interested in submitting a video/VR project in the competition. Submissions are due by April 14 and the festival will take place at The Loft on Wednesday, May 10 at 7pm. To learn more about the competition, visit the [ArtPower](#) website.

What has happened since the last LSAC meeting?

- January 17. *Flash-Fantasy-Sci-Fiction: Short Tales from the Mothership* event. Students, faculty, staff, and alumni submitted short stories around the theme of Geisel Library — aka the Mothership. On January 19 participants read or had their entries read aloud at a Flash-Fiction gathering in the Seuss Room.
- January 19. 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. *Pedagogies of Access in Mutable Configurations of Space and Interaction* event. This was 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 a related exhibit still in place in the hallway leading to Audrey's Café.
- February 1. *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. On February 1, the Living Archive Project held an opening reception for the "Tell Us How UC It" exhibit featuring student submissions on campus climate. The exhibit also included a comprehensive timeline that highlights social events and incidents throughout UC San Diego's history that affected campus climate for students in such a way that they were compelled to act or react. Student submissions can be viewed in the [online archive](#). Lastly, the video from the "From Crisis to Change: The Student Experience and Activism on Campus" panel is available [on YouTube](#). In conjunction with the reception, the featured event, highlighted four speakers--Fnann Keflezighi (Thurgood Marshall College), Angela Kong (OASIS), Jorge Mariscal (Literature), and Agustín Orozco (OASIS) who currently work on campus and were involved in activism as students or faculty. The event was attended by over 100 people, including many students from several classes, eager to learn about the history of UC San Diego. A special guest was Dr. Joe Watson, Vice Chancellor of Student Affairs in the 80's and a faculty member who was an instrumental activist in creating change.
- February 2, Digital Media Lab Open House, East Commons (2nd Floor). The Digital Media Lab Open House event last week boasted 262 attendees. Speaking of the DML, it now offers virtual reality headsets on all of its reservable PC workstations.
- February 3. The Library co-sponsored ArtPower's first Foovie [Food + Movie] event of the year at the Loft. The event included a screening of the film, *The First Movie*, and a short discussion with KPBS reporter and Middle East film expert Rebecca Romani and the Library's Media Curation librarian, Stefan Elnabli.
- Weeks 4-6, the Library held its Take-A-Break Mid-Terms event series, offered on Tuesdays, Wednesdays, and Thursdays. Different activities were offered each day to provide stress-relieving breaks for students during the busy weeks of mid-terms.
- February 12. "Cake Wars," the Food Network reality television show, visited UC San Diego yet again in January to film another winning Dr. Seuss-themed cake. Student employees from the Library, plus a few Library staff, gathered to cheer the winning cake structure and to be filmed for the show. The episode was aired on February 12, at local Cake Wars time.
- February 13. Talk called The Voice of Your Brother's Blood: The Murder of a Town in Eastern Galicia featuring Omer Bartov. This event was sponsored by the Holocaust Living History Workshop.
- February 13-17. In honor of Valentine's Day, the Library sponsored a pop-up display called *Blind Date with a Book*. The display consisted of wrapped books from a selection of loveable literary reads to take home and enjoy on Valentine's Day.
- February 21. Director Heung-Soon Im from South Korea visited the Library and gave a lecture titled "Things that do us Part: Belief, Fear, Faith, Betrayal, Love, Hatred, Ghost." His works explore the lives of people marginalized in social, political, capitalist, and national context and are embodied through different visual mediums such as photography, installations, cinema, and public art, as well as community art.
- February 27. Talk - Creativity and Purpose: The NIA Cultural Organization and Black Power in San Diego, 1967-1977 with *Mychal Odom*, doctoral candidate in the UC San Diego History Department. Drawing from oral histories he has conducted, private collection material, periodicals, and rare materials housed in the Library's Special Collections & Archives, Odom explained the role NIA's educational programming, cultural work, labor activism, and African liberation support continued the work of Black Power and laid the very important ground for anti-apartheid struggles in San Diego during the 1970s and 1980s.

B. Collections

The relocation of the oversize collection from the Geisel Library's 8th floor to the 6th floor will occur over spring break week, March 27-31.

C. Services

- The book paging service for students, staff, and faculty has been rolled out. 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. Planning continues for the second phase of this project which will result in open (self-service) hold shelves at each building.
- The following items have been added to the Library’s Tech Lending program [<http://libraries.ucsd.edu/spaces/digital-media-lab/tech-lending/>]:
 - third portable LCD projector
 - full-size USB keyboard available for 24-hour checkout
- The DML has acquired another 3D printer and is currently testing it and investigating service models to better support the needs of small research groups requiring longer prints with higher quality and precision.
- We tracked Library homepage menu usage in April 2016. We tracked this for 24 days which covered a total of 25,000 visitors. The top user activity was to search for books and articles, followed by “exploring for Library resources.”

Library homepage menu and link usage ranking

<u>Function/Link</u>	<u>Usage Counts</u>
Search	15216
Explore for Resources (Databases A-Z, Subject A-Z, Ejournals, etc.)	4332
Images on the homepage (75 total images)	1233
Reserves	987
My Account	804
Spaces	799
Hours	328
Services	204
Ask a Librarian	192
eBooks	187
About the Library	145
Help	103
News & Events	99
New Users	53
Faculty	40
Printing & Copying	35
Maps & Directions	32
Social Media	13

In the new Library homepage design, there will be the following tabs with drop-down menus:

- Borrow & Request
- Research & Collections
- Computing & Technology
- Visit
- Ask Us
- About

D. Construction/Space renovations

- Renovation work on the last of the main public elevators has begun.
- Design Drawings and Construction Drawings have been finalized for the Geisel Tower restrooms. These are under cost estimate review.
- Design Drawings have been completed for the Geisel 8th Floor Study Lounge. The cost estimates have come back to us from the campus and we are identifying what reductions can be made.

Council members passed along some comments/concerns:

- Tower restrooms on the 8th Floor are awkward to use. There is insufficient ventilation in the restrooms. *[The restrooms on Floors 4-8 of Geisel Library are scheduled to be renovated beginning Spring 2017. Gender inclusive and ADA compliant restrooms will be added to each floor and existing restrooms will be updated.]*
- Noticed a woman (non-student) with several bags in the Library *[The Library is a public building open to all; we do have some transient users. According to the Library's Use and Conduct Code, a person may be asked to leave if exhibiting significant body odor that is disruptive to others. Contact Library Security for assistance at any time.]*
- There have been issues with streaming video course reserves. *[Reserves staff is aware of and is working to resolve recent issues with media reserves. For the past two weeks, videos have been loading slowly and causing errors for students viewing the materials. To solve the problem in the short-term, we recommend attempting to view the items from a different browser.]*
- Computer stations in Geisel 1st Floor West aren't deep enough due to the computer/monitor combination; the monitor ends up too close to the front edge of the work surface, leaving insufficient room for the keyboard and no elbow support. *[The Library is reviewing those workstations in conjunction with Campus ETS. The Library offers several different workstation configurations throughout the Library to accommodate various user needs, preferences, and work styles.]*

II. Visit to the Library's Special Collections & Archives

Librarian Heather Smedberg provided an overview and introduction to the Library's Special Collections & Archives [<http://libraries.ucsd.edu/collections/sca/>]. While the visit was interrupted by a building evacuation due to a fire alarm, Heather continued to talk with the Council about the collections and answer questions while we all waited to be allowed back into Geisel. [See end of Notes for handout.]

III. LSAC Tabling at Warren event – April 6, 2-5pm

Bernice informed Council members that Warren College is hosting an External Fair event on Thursday, April 6 from 2–5pm. This is when non-WC campus groups can table in Warren and talk about their group to the general Warren community. 300-400 attendees are expected. The organizer would like the LSAC to participate. The Council agreed it would be a good opportunity to promote LSAC and receive feedback from students. Catherine solicited volunteers to assist with tabling. Maedha will already be there. Riley and Bernice volunteered. If others are interested, they should contact Catherine. The group will work on materials to promote the LSAC and the Library will provide promotional materials as giveaways.

IV. Video Wall in Audrey's Café

Jason informed the Council that the Library is in the process of expanding content displayed on the video wall at Audrey's. Additional content will be through the lens of the Library's educational support role on campus and as a method to increase student engagement. For example, the Library will be drawing on its collections to promote National Poetry Month in April. Although cable television capabilities exist for the center monitor, the Library is dealing with limitations associated with using campus software for the display infrastructure.

Question: What would you like to see displayed on the video wall?

Responses:

- Primarily news/educational content; occasional entertainment as respite—Lounge is not always for studying
- Perhaps CNN or another news channel, to remind us all that there's a world outside of the library
- Mostly relaxing/stress relieving content
- Content appropriate for awareness months, e.g., Black History Month
- Historic events: Political debates, swearing-in ceremonies, etc.; C-SPAN is a good non-partisan channel
- No cultural events: Academy Awards, Grammys, Super Bowl, World Cup, etc.
- Photos of/information about UC San Diego history (campus, people, events, etc.)
- Graphics from the Library's Special Collections & Archives, with information on the pieces
- Feature library resources and events; if they are waiting in line for coffee (and hopefully not on their phones), they can find out all this good info
- Information about features and services that Geisel has to offer, like 3D printing and virtual reality
- Maybe later in evenings it could display popular television shows or even some inspirational/relaxing yoga videos
- It should relax people and make them feel at home, just like in the show *Friends*—a café brought people together
- Day's/week's weather forecast
- Digital flyers/notification of upcoming campus/library events
- Content should not have accompanying audio; Lounge already can get loud
- Offer closed captioning
- Perhaps simple calming music during later in evenings when people are cramming with anxiety
- Audio can be offered via phone app—"Tunity" allows you to listen to a TV channel through your phone

V. Next LSAC meeting is April 11

Agenda topics:

- a. Recycling in Library buildings
- b. Library Website Redesign

Special Collections & Archives

About the Collections

Encompassing UC San Diego's Mandeville Special Collections and the Scripps Institution of Oceanography Archives, Special Collections & Archives houses a wide range of rare books, manuscripts, maps, photographs, artworks, recordings, and archives. These primary source materials support UCSD's instructional and research programs, and distinguish UCSD's library collections from all other research universities.

Special Collections focuses on building its collections in concert with UCSD's academic programs to build comprehensive research collections around specific subjects. Areas of exceptional strength include:

- Early voyages of exploration and discovery to the Pacific prior to 1850
- Scientific endeavors in marine sciences, post-1850
- Spanish Civil War - the largest extant collection on the subject
- Post-1945 American poetry in the "alternative" tradition, including extensive collections of poets' manuscripts and correspondence
- History of San Diego, southern California, and Baja California
- Contemporary science and public policy, including the personal archives of some of the nation's most renowned scientists
- Culinary history of Mexico, Latin America, and the Pacific Rim
- Melanesian anthropology
- The UCSD Archives document the history of the campus
- Artists' Books

Using Special Collections & Archives

All SC&A materials are cataloged in Roger and finding aids for manuscript collections are available on our website, along with our policies and more information about our collections: <http://libraries.ucsd.edu/collections/sca/>

Register online to use Special Collections & Archives: <https://spcoll-request.ucsd.edu/logon>. Once registered, you can place requests online directly from the catalog and finding aids, or log in to your account to queue requests for a future visit and view previous requests.

Digitization has made many of UCSD's special collections more widely accessible. Search or browse the digital library collections here: <http://library.ucsd.edu/dc>

Hours: M-F, 9-5; 9-7 on Wednesdays during the quarter

Questions? Email us at spcoll@ucsd.edu or drop by, we're on the Main Floor of Geisel



UC San Diego Library Student Advisory Council April 11, 2017 Meeting Notes

Attendees: Maedha B., Natasha B. (for Dev B. and Julia L.), Sabrena C., Hanna C., Hannah F., Catherine F., Maya K., Morgan K., Bernice L., Grace L., Lorraine L., Jenny R. (for Kymberly G.), Amanda R. (guest), Jason S., Gayatri S. (guest), JJ S., Ulric Y., Riley Z., Jerry Z.

I. Welcome & Library Updates

Catherine welcomed Council members, including new member Sabrena C. representing Sixth College and Natasha B. who was filling in for Dev and Julia. She then provided a few of the Library's current activities. [A complete list of activities is included in these notes.]

A. Events & Exhibits See Also: <http://libraries.ucsd.edu/blogs/blog/category/events-and-exhibits/>

- **National Poetry Month, April 1-30**, Video Wall in Audrey's Café

April is National Poetry Month. Check out the digital display in the lounge area of Audrey's Café for brief biographies of renowned poets, samples of their work, and information about poetry forms.

- **"Poems in Sheets," April 1-30**, Geisel Library, exhibit cases just outside of Special Collections & Archives

A small exhibition of broadsides from SC&A's Archive for New Poetry (ANP) celebrates April as National Poetry Month. Poetry broadsides, a single sheet usually printed on just one side and often illustrated by a related image, are a special format collected for ANP; the ANP holds more than 2,000 examples.

- **"Artist of the Pines," April 10 - May 26**, Geisel Library, exhibit cases in the hallway leading to Special Collections & Archives

Exhibit features the exquisite pencil drawings of Japanese-American artist Tsuyoshi Matsumoto (1908-1982). On loan from the artist's daughter, the drawings are largely of trees in the Torrey Pines State Reserve.

- **Archiving Atrocity: The International Tracing Service and Holocaust Research, April 12**, 5pm-, Geisel Library, Seuss Room

Based on her recently published book, *Nazi Persecution and Postwar Repercussions: The International Tracing Service Archive and Holocaust Research*, Suzanne Brown-Fleming provides new insights into human decision-making in genocidal settings, the factors that drive it, and its far-reaching consequences. Brown-Fleming is director of the Visiting Scholar Programs at the U.S. Holocaust Memorial Museum. Presented by The Holocaust Living History Workshop.

- **Geisel Library "Block Party," April 13**, 3-5pm, Geisel Library, Seuss Room

You supply the creativity, we supply the KEVA blocks. Take a break from studying and de-stress and get your creative juices flowing at the Library's 2017 Block Party. Enjoy free snacks and coffee with friends while constructing a variety of unique structures.

- **Deadline for submission to the 10th annual ArtPower Student New Media Festival, April 14**

The Library is co-sponsoring the Festival, which includes a virtual reality competition this year. We are promoting the Digital Media Lab's free technologies and services—including its new VR equipment—to students who are interested in submitting a video/VR project in the competition. Submissions are due by April 14 and the festival will take place at The Loft on Wednesday, May 10 at 7pm. To learn more about the competition, visit the ArtPower website.

- **DIY Maker Day, April 18**, 11:30am-1pm, Geisel Library, Seuss Room

The Library is hosting a DIY Maker Day celebrating Earth Month on campus focused on using sustainable, non-toxic, reusable, and recyclable materials. Maker stations include: make your own cleaning supplies, make your own body sugar scrub or deodorant, plant a succulent, and learn how to upcycle clothing. Also watch a demonstration of a 3D Printer (wood filaments and vegetable-based plastic!). Participants will leave with samples of projects and ideas to continue making eco-friendly products and reusing consumables on a daily basis!

- ***The University and the Universe: A Black Feminist Archive of the Possible, April 19, 1-3pm, Geisel Library, Seuss Room***

Sista Docta Alexis Pauline Gumbs will offer an interactive training for students, staff and community members interested in connecting their global passions to their daily lives within the structure of the university. Using writing, listening, and small and large group activities, we will explore self, space, power, and purpose.

- **Film Screening: *Chicano Park, May 1, Noon-1pm, Geisel Library, Seuss Room***

The theme for this year's Cesar Chavez Celebration is United, Resistant & Unafraid! Join the Library for a screening of the documentary *Chicano Park*. From the book *Mediating History*, "This documentary traces the history of the San Diego Chicano community of Logan Heights, or Barrio Logan... Community residents, artists and activists discuss the long process of creating Chicano Park, which was finally opened in 1970 on a freeway underpass. The park became the site for community events and expressions from cultural performances to murals.

What has happened since the last LSAC meeting?

- April 8, the Library had a booth at Triton Day with working demos of our 3D printers and Oculus Rift headsets (from the Digital Media Lab), as well as lots of giveaways. We also offered guided tours of Geisel.
- April 7-9, the Library co-sponsored the 36-hour Virtual Reality Cyber-Archaeology Hackathon hosted by UC San Diego's Virtual Reality Club and the Center for Cyber-Archaeology and Sustainability (CCAS). During the event, students worked in teams to create a VR experience with applications for at-risk archaeological sites. The projects were judged and the winning ones will be featured on the CAVEkiosk in Geisel's East Commons.
- April 4, the Library joined more than 160 independent movie theaters in 148 cities across 42 states in screening the 1980's movie adaptation of George Orwell's classic novel *1984*. About 30 people attended.
- April 3-7, SOVAC (the student voter registration group) tabled in the Geisel lobby.
- March 21 marked the 4th year that the Library conducted a VIP Study Room Contest. The grand prize was exclusive use of a study room for 24 hours during Finals Week, a gift basket, a Triton Cash gift card, and eight guest passes for friends. Mathew Rolàn, a 3rd year student in Sixth College, was this year's winner. The artistic entries of six other students earned them each a \$10.00 Triton Cash gift card.
- March 16, the Library hosted *Breaking Habits: A Discussion* with Professor Christina Gremel. Professor Gremel explored these questions and more: what happens in your brain when you switch from habit to deliberate action? What happens when you are unable to make that switch?
- March 16, the Library hosted a staged reading of Lydia R. Diamond's *Smart People*. The play dissects racial politics in today's academic culture while posing urgent questions about the representation of professors and other academics.
- March 9, the Library hosted *Gender Equity & Health: A Discussion* with Dr. Anita Raj. Dr. Anita Raj discussed gender inequities and gender based violence pose a major threat to the health and full social and economic development of women and girls across the globe.
- March 2, many Dr. Seuss fans attended the Dr. Seuss Birthday celebration held at noontime in front of Geisel Library. The festivities included a cake and cupcakes, a giant inflatable *Cat in the Hat*, and musical entertainment by The Teeny Tiny Pit Orchestra. In addition there was an exhibit in Geisel of materials from the Dr. Seuss Collection.
- March 1, the Library hosted the Data & GIS Lab Open House featuring data and GIS research demonstrations from Library experts. More than 80 visitors, from 15 different UCSD departments, attended the tour and presentations.

C. Collections

1. The Library has identified and migrated 22 more journals from print to online access.
2. The Library's Special Collections & Archives have recently acquired 130 rare artists' books, a donation from Gerry McAllister, a former, longtime director of the University Art Gallery. The gift includes works by well-

known artists such as John Baldessari, Ed Ruscha, Kara Walker, Allan Kaprow, and Chris Burden, and adds significantly to SC&A's extensive collection of artists' books.

3. The move of the Oversize collection from the Geisel 8th floor down to the 6th floor has been completed. All information in the Roger Catalog is current as is the signage.
4. The relocation of the Geisel SB call numbers, currently located in the lower level of the West Wing, began in mid-March. Regular stack size materials will be integrated into the Q-Z book collections in the East Wing compact shelving. The oversize materials will be integrated into the 8th floor collection.
5. The specialty reference collections, including the materials that support the MMW classes, were moved to a location behind the Research Assistance Desk. This move has increased the visibility of books on finding grants and scholarships, and the college, graduate & professional school directories.

D. Services

1. The Library now includes customer satisfaction surveys in any correspondence with users of our book borrowing services, including Search & Notify and Claims Returned responses, Course Reserves notifications and assistance, and general inquiries. Survey responses will be used to assess and improve services and identify potential new services.
2. On April 18th, the Library will be implement open (self-service) hold-shelves where users can pick-up standard Library items placed on hold for them. This includes books paged by Library users and ILL items. Self-service check-out workstations have been moved to be next to the open hold shelved.
3. The Library has added 2 GoPro camera kits and 4 135mm Nikon DSLR lenses to the Tech Lending Program [<http://libraries.ucsd.edu/spaces/digital-media-lab/tech-lending/>]. The GoPro cameras are Hero 4 Silver models and come in a kit with the camera, micro SD card, waterproof housing, and more. They're available at the Media Desk, Geisel, 1st Floor.
4. The Library has expanded its Tech Lending Program to BLB. BLB's Front Desk is now lending three types of calculators and laptop chargers, in addition to the laptops, marker kits, and headphones that were previously available there. All items loan for three hours.
5. The Digital Media Lab has installed two new Oculus Touch Systems virtual reality systems, allowing room scale apps and hand tracking. They also have acquired a new virtual reality sculpting program called *Kodon*, which allows users to virtually sculpt a ball of clay using two controllers.
6. One of the classrooms in the BLB was opened from 12:00 to 8:00 pm during Finals Week to provide an extra study space for students. We received a wealth of positive feedback from students using the room and plan to not only continue the service in spring, but to expand its hours each day.
7. Audrey's Café now offers a dark roast blend for those who prefer a more robust brewed coffee.
8. The Library received feedback from attendees at last quarter's Stress-Free Zone (SFZ) event. Elements of Geisel they most use or appreciate are: Computers/Wi-Fi (113 responses), Active Study Spaces (106), and Printers/Scanners (77), and Quiet Study Spaces (75).
9. The Library's Data Services & Collections Librarian has left for a position at UCLA. We will start a recruitment to fill this position shortly.
10. We are interviewing to fill the position of GIS Librarian. We hope to have someone in this position before students and faculty return for Fall.
11. We are interviewing to fill the position of First Year Experience Librarian. We hope to have someone in this position before students and faculty return for Fall.

E. Construction/Space Renovations

1. The Library has received project documentation for the Geisel 8th Floor Renovation project. This outlines the scope of the project and provides a summary for final sign-off by campus administration. Next steps will be working with campus Facilities Design & Construction on construction bids. Construction is expected to occur over the summer, although an exact construction schedule has not been established.
2. New tables like those found elsewhere on Geisel's 1st and 2nd floors have been added to the hallway leading from SC&A to the West Commons/Reference Area. These tables increase access to outlets in that area and increase seating from 20 seats at 5 tables to 28 seats at 7 tables.

3. Additional new furniture for the East Commons: 150 new task chairs, 16 lounge chairs in 2 different styles, and 8 small pull-up/side tables.
4. New chairs have been added to the Seuss Room lobby area. These provide additional study/casual seating for students. The chairs will be moved to the surrounding areas when there are exhibits in the lobby space.

II. Feedback/Concerns/Questions for the Library

Council members passed along some comments/concerns:

1. Tower elevators do not seem to work reliably; sometimes two are out of order
Response: The Library is in the final stages of an 18-month long tower elevator refurbishment project, which should be completed late June 2017. During the project there have been instances when the work being done has had temporary and/or unexpected impacts on the operating elevators. We expect all three tower elevators to operate reliably at end of project.
2. There is a hygiene/smell problem in the upstairs restrooms in Geisel
Response: The restrooms on Floors 4-8 of Geisel Library are scheduled to be renovated beginning summer 2017. Gender inclusive/accessible restrooms will be added to each floor and existing restrooms will be updated, including upgraded exhaust fans.
3. There is a need for additional seating, including seating that is comfortable not just that looks good
Response: The Library continually reviews its seating and furniture plans to see where seats and what kind of seats can be added. We know there is a need for more and this year we've been able to make some additions. As of April, there are new lounge chairs in the East Commons, new tables in the hallway outside Special Collections & Archives (Geisel 2nd Floor), additional tables and chairs in the Brody Space (Geisel 1st Floor West), and new adjustable-height tables in Geisel's East Commons. Together these have added 64 seats to Geisel. The Graduate Study Lounge (BLB) refurbishment in early May will increase seating in that space.
4. Study rooms: Want to be able to reserve study rooms for longer periods.
Response: The maximum reservation period was created to strike a balance between allowing for in-depth group study while minimizing monopolization of a space by a single group. While we don't encourage this, groups needing the space for longer than 3 hours could have a second group member attempt to reserve the space for the subsequent time block, thus resulting in a group having the room for 6 hours (or 9, 12, etc.)
5. More electrical outlets
Response: The Library will continue to work on this.
6. Extended Hours: Could the 1st and 2nd floor of Geisel be opened beginning Sunday of Week 10 instead of Wednesday? There are some finals on the Saturday of Week 10.
Response: The Library will look into this.
7. Computer stations in East Wing are not deep enough due to the computer/monitor combination. The monitor ends up too close, there is little room for the keyboard, and no elbow support. Could any furniture solutions under consideration be shared at the final LSAC meeting?
Response: The Library is reviewing those workstations in conjunction with campus Academic Computing. While these particular ones might not work for everyone, we do offer different workstation configurations throughout the Library to accommodate various user needs. Computers on deeper tables are available in the Geisel tunnel, Geisel West Commons, and at BLB.
8. Why doesn't the D!BS room reservation program use PID instead of library barcode number? The barcode is long and difficult to remember.
Response: The room reservation system is available for use by UC San Diego faculty, staff, and students, but only students are assigned a PID by campus. All eligible Library accounts have a library barcode; not all have a PID.
9. Does Library advertise events on student events Insider? Alternately, via college email notifications? And/or to RAs?
Response: The Library shares its event notifications with the Insider and to RA mailing lists. We will investigate sharing with college councils and college-specific email notifications.

10. There should be more student art displayed around the Library (submitted by email after the meeting)
Response: This idea will be turned over to the Library's Learning Spaces program to consider.
11. During finals week: add somewhere students can get food with Dining Dollars (i.e.: snack station) (submitted by email after the meeting)
Response: We will look into what options might be available for accepting DD in the Library for food/drink.
12. Add more hydration stations (submitted by email after the meeting)
Response: We will look into adding more hydration stations.
13. People smoking on the third floor (outside?)—look into that (submitted by email after the meeting)
Response: The Library knows this is a big concern for everyone. We are currently working with others on campus to implement a system by which students found smoking on the forum level (what we call the outside third floor) will be cited.

I. Recycling in Library Buildings

Gayatri Singh and Amanda Roth from the Library's Environmental Sustainability Group joined the Council for a discussion of recycling in Library buildings. Gayatri made a short presentation about campus recycling efforts and the Library's role in helping campus meet its goal of achieving zero waste by 2020. Currently, the Library only recycles approximately 8% of eligible materials. She then posed the following questions:

1. How can the Library encourage recycling?
2. What types of signage and language are helpful in determining where items should be thrown?
3. Other ideas?

Responses:

- Smaller containers with decentralized availability are better than large containers at a centralized location; it needs to be convenient to recycle
- Physical samples would be helpful to demonstrate what goes in which container
- Signage should be image based rather than text based; show images of most common items; atypical items could be text
- Recycling bins should not just be color coded; they should have the recycling logo on them; trash cans should be black
- Recycling bins should be at least 28" high for visibility
- Canisters should be standardized to visually delineate what should go in the canister, i.e., all recycling bins should look the same, all trash cans should look the same
- There should be some method to obtain greater in-depth information about recycling; I don't want to contaminate recyclables
- Color code and make canisters taller
- I'm not sure what level of remaining food/drink residue is acceptable. I'm afraid my "food contamination" will "ruin the recyclables" and I end up putting a possibly recyclable container in the trash
- Maybe use some videos to marketing recycling, what changes are occurring, and why
- According to the Student Sustainability Collective, recycling centers can clean small food particles
- Trash and recycling containers should always be adjacent to each other

II. Review of LSAC Tabling at Warren External Fair

Bernice L. provided a recap of the event that was held 2pm–5pm on Thursday, April 6. She stated that a lot of people were surprised that LSAC existed. Based on the positive response, she suggests additional tabling events to be held during midterms or finals to promote exposure with students.

- Catherine stated that the "surfer alcove" at the Library entrance has been used as a tabling space for select campus groups and could be used by LSAC.
- Council members agreed that students have opinions/feedback; it would provide an opportunity to stop by and interact
- LSAC is a closed meeting; not many students read the minutes
- Need to reach out to students to get feedback

- Method for people to provide additional feedback via flyers/website
- Face to face communication is better; provides a "face" to the Library
- Peer contact via a tabling event may provide more and better feedback than using only "official channels"
- Maybe 2-question survey while people wait for their coffee at Audrey's? They are waiting anyway.
- An alternative might be to use the system of white board responses. It seems to work well for the Library for furniture/space/service evaluations.

The discussion about this idea will be continued at the next LSAC meeting.

III. **Library Website Redesign – the new search box**

Librarian Jenny Reiswig made a short presentation about changes coming this summer to the Library's homepage. Jenny showed the Council the new search box and explained some of the language and text that will be found there. She also described the tabs that will be included for articles, databases, journals, and other "buckets" of materials.

Jenny asked the following question: Where do you start looking for articles?

Responses:

- Google – most Council members responded affirmatively
- Google Scholar – 4 Council members responded affirmatively
- ProQuest (recommended by MMW) – 2 Council members responded affirmatively
- Library (after working with Librarians throughout college career) – 1 Council member
- PubMed/PubChem – 3 Council members responded affirmatively
- JSTOR – most Council members responded affirmatively
- Web of Science – no Council members used the database
- Citation Linker – Council members did not express much interest in finding specific articles
 - DOC not using readers; use Google to find citations
 - Prof gives "can find on Library website" direction
- New website framing is less overwhelming

IV. **Final LSAC meeting for AY2016-17 is May 23**

Agenda items:

1. Celebration!
2. LSAC Tabling
3. Student Customer Satisfaction Survey results
4. Council's year plus/delta



UC San Diego Library Student Advisory Council

May 23, 2017

Meeting Notes

Attendees: Sabrena C., Hanna C., Catherine F., Kymberly G., Maya K., Morgan K., Bernice L., Grace L., Lux L., Jason S., Caroline S. (sub for Maedha B.), JJ S., Ulric Y., Jerry Z.

Library Guests: Martha Hruska, Erin O'Brien, Jenny Reiswig, Amanda Roth, Dominique Turnbow, Heather Smedberg

I. Celebration & Thanks

Guests from the Library joined the LSAC for the celebration. Catherine thanked all the LSAC members for their service to their fellow students and the Library. Staff from the Library shared their thanks as well. Catherine thanked Erin O'Brien for her support of LSAC activities.

II. Library Updates

Catherine provided a few of the Library's latest activities.

[A more complete list of activities is included in these notes.]

A. Events & Exhibits See Also: <http://libraries.ucsd.edu/blogs/blog/category/events-and-exhibits/>

1. **"Artist of the Pines." April 10 - May 26**, Geisel Library, exhibit cases in the hallway leading to Special Collections & Archives
Exhibit features pencil drawings by Japanese-American artist Tsuyoshi Matsumoto (1908-1982). On loan from the artist's daughter, the drawings are largely of trees in the Torrey Pines State Reserve.
2. **"Scarred for Life: Monoprints of Human Scars." May 15 - July 31**, Biomedical Library Building breezeway
This exhibit of work by artist Ted Meyer is a collaboration between the Library and the Oceanside Museum of Art, which is holding a major exhibition of the artist's work from May 27 through September 17, 2017. The exhibition is a result of Meyer's 18-year project that chronicles the trauma and courage of people who have lived through accidents and health crises.
3. **The Nazis Next Door: How America Became a Safe Haven for Hitler's Men. June 7, 5:30-7:30, with a 4:30 reception**, Price Center East Ballroom
Ticketing is now open for this Holocaust Living History Workshop marquee event, featuring Pulitzer Prize-winning author and New York Times investigative reporter, Eric Lichtblau, who will discuss his 2014 book, The Nazis Next Door: How America Became a Safe Haven for Hitler's Men. The event will start at 5:30 p.m. The UC San Diego Bookstore will be onsite selling copies of the book. Click here to reserve your seats.
4. *Archiving Atrocity: The International Tracing Service and Holocaust Research*, the April 12 HLHW talk by Suzanne Brown-Fleming, director of the Visiting Scholar Programs of the [Jack, Joseph and Morton Mandel Center for Advanced Holocaust Studies](#) at the [U.S. Holocaust Memorial Museum](#), is now available to view on [The Library Channel](#) and the [Library's YouTube Channel](#).
5. May is Jewish American Heritage Month. Check out the digital display at Audrey's Lounge, which features brief biographies of prominent Jewish Americans.

B. Collections

1. We have recently licensed access to the database *Drama Online*. Anyone who loves British drama, Shakespeare, or the BBC should definitely check out this great resource. There are also audio plays featuring great casts from L.A. Theatre Works, BBC videos, and hundreds of full play scripts available in full-text.

2. Relocation and/or weeding of older editions of books in the BLB is underway.

C. Services

1. The Library was alerted last week that SDSU will be transitioning their library management system. As a result, they will temporarily halt lending SDSU items through the Circuit beginning Friday, May 26, and extending through mid-July. SDSU items will still display in the Circuit catalog, but their statuses will say "Unavailable" and users will be unable to submit requests for these items. Visitor Checkout will no longer be available for UCSD users on-site at SDSU, nor for their users on-site here. This is a permanent change.
2. The Library will be extending our 10th/Finals Week Expanded Hours in Geisel by 3 days due to popular demand. The Overnight Study Commons (Geisel 2 East) will expand to include Geisel West (1st & 2nd Floors) beginning on Sunday of 10th week, June 4, and will remain open through Friday, June 16. Additionally, the Media Desk will be opening at 7:30am during this period to provide access to calculators, charging cables, and other popular TLP items, as well as media reserves before the start of 8am finals.
3. The Library will be opening one of its instructional classrooms in the BLB from 12:00 to 8:00 pm during Finals Week to provide extra study space for students.
4. The Library will be offering Extended Hours in Geisel for Summer Session Finals again this year. For the week preceding finals for both Summer Sessions (excepting the 9/4 holiday closure), closing will be extended from 10pm to midnight Monday-Friday.
5. The Library has added three Digital Single-Lens Reflex (DSLR) kits to the Tech Lending Program. Each kit comes in a hard case and includes a Nikon D7000 body, a Sigma 17-50mm f/1-2.8 lens, and accessories. The kits circulate from the Media Desk for three days (call number YTW 508). We also have added two more digital, hand-held recorders to the Tech Lending Program, for a total of three. These small but powerful recorders have five microphones built in and record directly to SD cards (call number YTW 513).
6. The Library has added a new book scanner in the Geisel 2nd Floor West area. It is located along the wall behind the Research Assistance Desk, adjacent to the photocopier and flatbed scanner. Users can quickly scan and produce black and white or color images in PDF, JPEG, PNG and other file formats. Scans can be saved to USB or attached and sent to email. This is something that has been requested often by students.
7. The new Library Public Website is still on track to be launched June 20, 2017. Thanks to LSAC members who contributed feedback as the website redesign project progressed.
8. The process of getting off-site items has just gotten easier. First, when users make requests using eLinks, Melvyl or a discovery system, many of the fields in their request form will be populated automatically. Secondly, there is an upgraded "Request" feature in Roger which makes getting SRLF materials a lot easier. Also, now in Melvyl, users can request book chapters when clicking on the Request button associated with a monograph record rather than the whole book.
9. The UCSD campus ITS is planning to discontinue access to the Webproxy, the software by which some campus users access the Library's licensed electronic resources from off-campus this summer on or around July 1st. Users will still be able to access library resources using the existing VPN client software (preferred) or the Web VPN service, for which there is a planned software and hardware upgrade to be completed by this summer. The Library has put together a team to take the lead on getting this important information out to our users.
10. Audrey's Café celebrated its 1-year anniversary on May 3. It also has launched a new sustainability program – Gardening Grounds! There is a bin next to the line area in the café that they will fill with bags of spent coffee grounds. Supply is first come first serve. Coffee grounds are a great way to amend alkaline soil, and can provide a great nitrogen boost for gardens or compost piles.

D. Construction/Space Renovations

1. The Geisel Tower restrooms renovations will start in July and will be completed at the end of October. Throughout the project, there will always be restroom facilities available on each floor.
2. The Library has received final sign-off by campus administration for the Geisel 8th Floor Renovation project. This project will start at the beginning of September and should be completed by the beginning of December. The Library is working on strategies to mitigate the loss of access to the floor during Fall Quarter.
3. The refurbishment of the large room of the Graduate Study Lounge (BLB) has been completed. The refurbished space now accommodates 48 users (up from 29) and should be more functional for users.

Changes include new lounge chairs, new task chairs, new tall and task height tables, a hydration station, window film to minimize distractions, and a significant increase in electrical outlets.

III. **2017 Student Satisfaction Survey results**

Catherine provided a summary of 2017 campus-wide survey; this is the 2nd year the Library was invited to participate. Approximately 14.6% of responders rated the Library and, overall, Library received ratings in "Good" range. The most comments about how to improve were related to study space, library maintenance, library hours, and electrical outlets. [See PowerPoint slides at the end of these notes.]

Catherine asked whether the Library should share the results with students.

Responses:

- Yes, recommend sharing
- Maybe not everything, but definitely a summary of "Things to improve" data with how the Library is responding to those
- Perhaps create a word cloud of responses to share?
- Recommend specifically sharing this information with next year's LSAC since they will have an opportunity to respond to the data

IV. **Any last feedback/concerns/questions for the Library?**

Catherine asked Council for any final feedback or questions for the Library.

1. Could the Library have microwaves available for student use? Or could Audrey's heat items for students?
Response: The Library cannot provide microwaves for student use because of increased risk of fire. Audrey's cannot heat items for students due to the disruption and delays it would cause to their standard business.
2. Catherine introduced the idea of issuing citations to those caught smoking on the Geisel Library Forum (3rd Floor outside level), and the group discussed the idea of doing so for those violating the Library's Food & Drink Policy. Cost of enforcement, difficulty of determining what items would warrant a violation, and possibility of arguing with students about food and drink pose challenges in this regard.
3. Suggestion raised to zone the Library for food-acceptable areas and/or to limit places where food can be taken in the Library.

V. **Council plus/delta**

Catherine asked the Council for feedback on what worked well with this year's LSAC and what should be changed for next year.

Responses:

- I understand better what the Library is trying to do to improve for students; not just "campus wants to take my money"; the Library cares.
- The Library is one institution on campus that caters to students; seems to be rare on campus.
- The more students can know how accommodating and responsive the Library is, the better.
- Great how many items available: course reserves, ILL.
- Special Collections tour was good example of what I wouldn't know about if I weren't a member of LSAC.
- Great to request student feedback about website design.
- Appreciate how receptive the Library is to LSAC requests; issues are addressed or at least explored by next meeting.
- Library can be intimidating; tutorials and people are helpful.
- Appreciate the diversity of years and colleges and majors of LSAC members; everyone uses the Library differently so it's good to get varying feedback.

- Recommend having more meetings; maybe 3-4 times per quarter; it's difficult to present the long LSAC minutes and updates to a college council. More frequent meetings would mean shorter lists each time.
- Appreciate only 2 meetings per quarter; able to balance with other responsibilities.
- From college council side, the Library Updates report is too long; additional meetings per quarter would allow for more frequent updates; more timely responses.
- Maybe not solely schedule LSAC meetings on Tuesdays.
- Maybe make presentations directly to councils about major renovations, e.g., 8th Floor, restrooms.
- Three meetings per term seems like a good number.
- Weeks 4 and 5 are bad for meetings. Maybe Weeks 3/6/9; 1.5 hours each yet.
- Four reminders before each meeting is GREAT! Thank you!
- Provide any slides/presentations to council members so they can use them at their college council meetings.

UC San Diego 2017 Student Satisfaction Survey Library Results and Comments

Presented to LSAC by
Catherine Friedman
May 23, 2017



The Library
UC SAN DIEGO

2017 Survey Background

2nd year Library
participated

[23rd annual]

Survey period was
Jan. 11 to Feb. 17

Fifty-two (52)
service areas rated

[2 from Academic Affairs,
including the Library]

34,300 students invited
to participate

4,994 rated Library

[14.6% of those invited to
participate]

10 standard satisfaction
questions + 3 open-
ended questions + Net
Promoter Score (NPS)

2017 Survey Questions

10 satisfaction questions

Scale = Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not At All Satisfied, N/A

Note: Campus survey administrators mistakenly added "Geisel" to #1 (Overall) and #11 (NPS) and deleted it from #2 (group study) and #3 (individual study)

- Overall satisfaction
- Study spaces (group and individual)
- Collections
- Course reserves
- Check-out/Reserves desk staff
- In-person and virtual assistance
- Online research guides
- Website
- Keeping them informed

3 open-ended questions

- What like best
- How to improve
- Things for us to keep in mind as we plan to renovate

Net Promoter Score (NPS) (new this year)

- How likely is it that you would recommend the Geisel Library to a friend or colleague?

2017 Library Results

Overall Satisfaction

- *Good* range (3.98); similar to last year's score (4.00)
- Net Promoter Score in the *Good* range at 29

Highest Scores

- "Check-out/Reserves desk staff" (4.19)
- "In-person and virtual assistance" (4.07)
- Collections (4.04)

Changes in Scores from 2016

- 7 scores went up
- 3 scores went down
- Biggest change: "Online research guides"; went up from 3.97 to 4.02

Opportunities & Strengths

Primary Opportunities

- Spaces that support collaborative or group study
- Spaces that support individual or solo study

Secondary Opportunities

- Keeping me informed
- Website

Influential Strengths & Strengths

- Collections (IS)
- Online research guides (IS)
- In-person and virtual assistance (IS)
- Course Reserves (ST)
- Check-out/Reserves desk staff (ST)

Most Frequent Comments

What Like Best

- Study spaces
- Pleasantness of spaces
- Collections
- Audrey's/food options
- Staff
- General positive remarks

How to Improve

- More study space
- Library maintenance
(bathrooms, carpets, furniture, elevators)
- Increase Library/cafe hours
- More working outlets and chargers

Things to keep in mind as plan to renovate

- Maximize study space
- Minimize noise and interruptions to service
- More electrical outlets
- Attractiveness (e.g., color, light, air flow, plants)
- More computers and updated software
- Improve the quality and comfort of furniture

Ideas for Sharing 2017 Survey Results with Students?

What's Available

Scores — mean (i.e., average) scores of responses to the standard satisfaction questions

1. Summary Report

Includes:

- Analysis of the mean scores in response to the satisfaction questions
- Strengths and opportunities
- Table summarizing the mean scores by student classification (Freshman, Sophomore, Junior, Senior, Graduate Student, Medical, PhD, Pharmacy)

Format: PDF

2. Ratings Analysis in Tableau

Responses to each satisfaction question coded by:

- Student classification
- Academic level (Undergraduate or Graduate)
- College affiliation
- Major

Format: Tableau

Comments - comments made in response to each of the open-ended questions (over 1500 responses per question)

1. Library Comments

Verbatim comments in response to each question. There is a separate report for each.

Format: PDF

2. Library Comments Spreadsheet

For each question, verbatim comments coded by:

- Student classification
- Academic level
- Major
- Major type (STEM, Humanities, Social Sciences, Undeclared/Unaffiliated)
- Topic:
 - each question is coded by different topics
 - there is a separate code guide for each question

Format: Excel

3. Library Open-Ended Response Summaries

For each question:

- Number and percent of comments made about each topic
- Topics crossed by academic level and major type

Format: PowerPoint