The Library
UC SAN DIEGO

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 Diederen. 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/mHz9trxI2DHrIw]

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.