The Library
UC SAN DIEGO

UC San Diego Library Student Advisory Council
February 19, 2019
Meeting Notes

Attendees: Mentari A., Francheska B., Shalom C., Tim C., Julius D., Catherine F., Winne G., Kymberly G., Melissa H., Sasha H., Valerie L., Jasmine L., Allison L., Andrew L., Daniel L., Huinan, P., Nikhil P., Annsley R., Jason S., Cameron T,. Miaowen W., Jiayin W., Eric X., Yuwei Z

I.   **Welcome & Updates**
     Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone.
     1. Library updates were distributed digitally and some updates were highlighted [See end of notes for Library Updates.]
        o   Waitz app is returning in March to display the busyness of each area of both the Geisel Library and the Biomedical Library Building. Information will be displayed at the front entrance of Geisel.
        o   All of the fluorescent lights in Geisel will be replaced with LED lighting in order to be more sustainable and provide better light. Work will be done primarily on Saturdays. There is one more floor of the Tower to do and then work will move to the 1st and 2nd floors.

II. **Group Photo – smile everyone!**

III. **Visit to Library Special Collections & Archives**
     Special Collections Librarian Heather Smedberg led a tour through Special Collections & Archives. Special materials were brought out highlighting the collections, including the UCSD archives, the culinary history collection and the history of San Diego and Southern California collection.

IV. Input on Point of Need User Assistance

LSAC members were asked to provide input on student preferences for <u>point-of-need assistance while in the Library</u>. Point-of-need assistance was defined as: when you are in the middle of doing something and you need assistance or help of some kind. Members were asked to review 12 different scenarios and, for each, provide the top 3 methods they think students would prefer to get assistance right away in that situation.

		Methods of Assistance						
		Call library staff on the phone	Chat online with library staff	Text with library staff	Flag down a roving library staff member	Request by text that a staff member come to where you are	Go to the service desk located on the main floor	Other
Scenarios	1. Having trouble reserving a group study room	1st- 5 2nd- 2 3rd- 2	1st- 10 2nd- 2	2nd- 8 3rd- 1	1st- 1 2nd- 2 3rd- 2	3rd- 1	1st- 1 2nd-2 3rd- 9	
	2. Working on a course assignment and don't know how to find a primary source	1st- 2	1st- 3 2nd- 1 3rd- 8	2nd- 2 3rd- 2	1st- 1 2nd- 8 3rd- 1	2nd- 3 3rd- 3	1st- 9 2nd- 1 3rd- 1	
	3. Having trouble finding the software needed to do a research project	1st- 2 3rd- 2	1st- 4 2nd- 5 3rd- 4	1st- 1 2nd- 2	1st- 1 2nd- 3 3rd- 7	2nd-4 3rd- 1	1st- 8 2nd- 2 3rd- 2	
	4. Having trouble using Roger (the library catalog showing the books in the library) to find a book	1st- 2 3rd- 2	1st- 8 2nd- 1 3rd- 2	1st- 1 2nd- 4	1st- 3 2nd- 5 3rd- 3	2nd- 2 3rd- 5	1st- 2 2nd- 4 3rd- 4	

Question							
5. Using a library computer and Word document wont' open from a flash drive	1st- 2	1st- 2 2nd- 2 3rd- 8	2nd- 2 3rd- 1	1st- 6 2nd- 6 3rd- 2	1st- 5 2nd- 6 3rd- 2	1st- 1 2nd- 1 3rd- 4	
6. Need to 3D print something and what to know how and where to do this	1st- 2 2nd- 2 3rd- 2	1st- 1 2nd- 3 3rd- 6	2nd- 1 3rd- 1	1st- 3 2nd- 5 3rd- 3	2nd- 2 3rd- 3	1st- 10 2nd- 3 3rd- 1	
7. Want to print out a research paper and don't know how	1st- 3 2nd- 1 3rd- 1	2nd- 8 3rd- 4	2nd- 2 3rd- 3	1st- 6 2nd- 4 3rd- 2	1st- 1 2nd- 2 3rd- 5	1st- 9 2nd- 4 3rd- 4	Is there any way to implement a "Help" or "Frequently Asked Questions" button on the printing screen itself
8. Trying to connect to the Library's wireless but it isn't working	1st- 2 2nd- 5 3rd- 1	1st- 2 3rd- 3	1st- 1 2nd- 3 3rd- 1	1st- 4 2nd- 7 3rd- 3	1st- 1 2nd- 3 3rd- 5	1st- 9 2nd- 1 3rd- 6	
9. Having trouble accessing an online journal article	1st- 3 2nd- 3 3rd- 4	1st- 6 2nd- 5 3rd- 2	2nd- 1	1st- 5 2nd- 5 3rd- 1	1st- 2 2nd- 3 3rd- 7	1st- 5 2nd- 3 3rd- 5	
10. Want to format a reference citation for a paper and don't know how	1st- 1	1st- 10 2nd- 5 3rd- 1	1st- 1 2nd- 6 3rd- 2	1st- 2 2nd- 2 3rd- 7	1st- 3 2nd- 4 3rd- 4	1st- 2 2nd- 2 3rd- 5	
11. Using a scanner that stops working and the instructions are unclear	1st- 1 2nd- 1 3rd- 9	1st- 1 3rd- 2	1st- 1 2nd- 2 3rd- 1	1st- 13 2nd- 1 3rd- 2	1st- 2 2nd- 13 3rd- 2	1st- 1 2nd- 2 3rd- 3	
12. Having trouble finding a	1st- 1 2nd- 2 3rd- 3	2nd- 2 3rd- 1	2nd- 4 3rd- 3	1st- 10 2nd- 4 3rd- 2	1st- 4 2nd- 2 3rd- 2	1st- 4 2nd- 5 3rd- 8	

	book in the stacks							

LSAC members were asked to respond to the following questions:

1. What types of assistance do you expect when calling on the phone?

- o Really quick question- easy explanation; in person assistance when it's a bigger problem
- o In person help for in person problems- computer problems
- o Calling when not in the Library
- o Only call when there is no other way
- o Step by step help

2. What types of assistance do you expect when texting?

- o Expect a faster response than online
- o Short and easy answer
- o Concerned about speediness of the answer
    - ▪ Would rather call if need an immediate answer
- o Concerns about privacy
    - ▪ Currently only 2 ways to text library
        - • To request help it goes to a chat
        - • To request security help it goes to a library licensed cell phone

3. What types of assistance do you expect for online chat?

- o Online help for online problems- Roger or reserving group study room
- o Students opt for online chat- already on their computers
- o Screenshots help
- o Know that you are talking with a person- as opposed to text
- o Video chat where you can share the screen could be helpful
    - ▪ Especially for tech issues
    - ▪ Fear of accidently turning on
- o Online chat would be used more because I would have to go online anyway to look for the phone number- wouldn't have it stored
- o Chatting is more accessible to the student body than texting
- o Ask a librarian service versus a local chat
    - ▪ Depends upon the problem
    - ▪ These problems are mainly building operation problems
    - ▪ Time wasted if redirected

4. What are your feelings towards one central service point (currently there are 4 points)?

- o People don't know where to ask questions so this would help
- o 2 desks in the lobby is confusing, but desks around the library is helpful, especially when desks can help with the equipment nearby
    - ▪ Chat can be helpful for this
- o Visitors might need more help points

- o   Lending points at a single spot, but help points across the library
- o   General information available at all the desks

V.   Next LSAC meeting is April 23

Library updates

A. Events & Exhibits   See also: https://library.ucsd.edu/news-events/events/

Events

1.   *New Writing Series Features Kate Bernheimer*. <mark>FEBRUARY 20</mark>, 5 – 6:30 p.m., Geisel, Seuss Room. The New Writing Series hosts Kate Bernheimer, Associate Professor of English at the University of Arizona, who specializes in teaching creative writing and courses on transnational fairy tales and fairy-tale aesthetics.

2.   *Library Gathering Student Input at Audrey's.* <mark>FEBRUARY 20 - 21</mark>, a few hours in the afternoon each day. The Library will have a table near Audrey's to gather student input regarding tutorial learner engagement.

3.   *World Bookmark Day DIY Activity*. <mark>FEBRUARY 25</mark>, Noon – 1:30 p.m., Geisel West 1st Floor (near Media Desk). Visitors can make their very own one-of-a-kind bookmark.

4.   *The Limits of Science: A Discussion & Book Signing with Massimiliano Di Ventra*. <mark>FEBRUARY 26</mark>**, 4:30 – 6 p.m., Geisel, Seuss Room.** In his new book, *The Scientific Method: Reflections from a Practitioner*, theoretical physicist Massimiliano Di Ventra discusses what type of information science can provide of the natural world and how scientists go about investigating it.

5.   *Defiance and Protest: Forgotten Acts of Individual Jewish Resistance in Nazi Germany: A Talk with Wolf Gruner,* <mark>FEBRUARY 27</mark>, 5 – 7 p.m., Geisel, Seuss Room. In his talk, Wolf Gruner — the Shapell-Guerin Chair in Jewish Studies and professor of history at USC — challenges the common misconception that Jews submitted passively to Nazi persecution.

6.   *Dr. Seuss's 115th Birthday Celebration*, <mark>MARCH 1</mark>, 11:45 a.m. - 1 p.m., outside of the Library near the Silent Tree. Birthday festivities include free cake and Seussian musical entertainment by The Teeny Tiny Pit Orchestra. In addition a modest sampling of materials from the Dr. Seuss Collection will be on display in Geisel Library.

7.   *The Perfect Predator: Discussion and Book Signing with Steffanie Strathdee and Thomas Patterson*. <mark>MARCH 5</mark>, 5 - 6:30 p.m., Geisel, Seuss Room. Delve into the realms of predatory superbugs with infectious disease epidemiologist Steffanie Strathdee and her husband, psychologist Thomas Patterson during a discussion and Q&A. This memoir tells the incredible story of Strathdee's fight to save her husband's life, which led her to rediscover a forgotten treatment for antibiotic-resistant bacteria.

8.   *Stress-Free Zone.* <mark>MARCH 18 - 20</mark>, 7 - 9 p.m., Geisel East Common 2nd Floor. At the end of each quarter, the Library hosts the Stress-Free Zone to facilitate relaxation and provide snacks during the first three days of finals week. Coffee and snacks are served at night and de-stressing activities are available all day.

Exhibits

1.   *Cookbooks by Early Black Californians 1900-1936 Exhibit.* <mark>ON VIEW THROUGH FEBRUARY 28</mark> in Geisel West 2nd Floor**. Enjoy an exhibit that offers up a sampling of cookbooks and a celebration of black cuisine and food culture.

2.   *World Bookmark Day with Exhibit*. <mark>ON VIEW THROUGH FEBRUARY 28</mark> in Geisel West 1st Floor**. An exhibit of unique bookmarks of varying shapes and sizes is on display.

3. ***Las Dos Californias: Alta California and Baja California Exhibit***. <mark>ON VIEW THROUGH MAY 31</mark> in Geisel 2nd Floor near Special Collections & Archives. A small selection of rare and unique materials that illustrate the histories of explorations in the Californias is presented.

B. Collections

1. *Elsevier Negotiations*
> The UC libraries are still in negotiations to renew systemwide licenses with Elsevier. Access continues for now.

2. ***New Audio Visual Theses and Dissertations Collection***
[https://library.ucsd.edu/dc/collection/bb9253289t]
> UCSD Audio Visual Theses and Dissertations is a subset of the dissertations produced by students at UC San Diego which contain audio and visual components on a variety of media such as audio cassettes, compact discs, DVDs and photographs. Dissertations are from departments within the School of Arts and Humanities which required a written dissertation in conjunction with either the audio or visual material. Access is restricted to UC San Diego only for copyright reasons.

3. ***Hillary Eggers Digital Collection*[https://library.ucsd.edu/dc/collection/bb35881227]**
> The Hillary Eggers Photograph and Videos collection contains 90 digital images and videos depicting the research cruises that travel the California Coast monitoring the ecological impacts of fish populations and the indicators of climate change.

C. Services

1. *WAITZ returning in March!*
> Waitz should have their app which displays library "busyness" information back up and running in mid-March. They are installing new data collection devices in both Geisel (including the 8th Floor) and the BLB in late February and the app should be ready within a week or two of that. The Library will also work with them to display this information on the monitor at the Geisel entrance.

2. *Lynda.com* **has changed names**
> Lynda.com has changed its name to LinkedIn Learning. The content remains the same - over 100,000 video tutorials for learning software such as Python, technology, design, photography, business, life skills, and more. UCSD students can continue to email lyndalibrary@ucsd.edu or now use LinkedInLibrary@ucsd.edu to get a two-week license to access this content.

3. *New Scanning/Document Delivery Service*
> The Library has implemented a new service whereby users can request scans of book chapters and articles from the Library's print collections. This is in a soft rollout right now and goes into full production in early March. Within two work days of making the request, users will receive an email with a link to their chapter or article in PDF format. Requests can be made via online form or items can be dropped off at either building's front desk.

4. *BLB Commons Desk now closed*
> As of early February, the BLB Commons Desk permanently closed. The BLB Front Desk remains open. The decision to close the Commons Desk was made after reviewing the impact of a temporary closure this past fall, and the results of both user and staff surveys.

D. Construction/Space Renovation

1. *Updating lights in Geisel public spaces*
> The campus is in the process of replacing fluorescent bulbs with LED bulbs in public areas of Geisel. The 4th and 5th Floors have been completed and the 6th floor and G1E are in process. Most work is taking place on Saturdays to minimize disruption to students.