LSAC 2020-2021

LSAC - October 20, 2020 (Survey 3)

Go to the Ask Us page at https://library.ucsd.edu/ask. Choose a topic and search the FAQs for it using the main search bar on the Ask Us page.

1. What search term, phrase, or topic did you use?

- VPN
- return
- 3d printing
- study rooms
- access databases
- "where can I print things"
- "database"
- What tech is available?
- Research tips
- tech lend
- Library Card
- Where can I print besides the library?
- Digital resources
- "remote"
- Can I visit the Gesiel LIbrary?
- Borrow
- print
- print, borrow, vpn, resource
- Lending
- How can I check out a book

2. Did you find something useful and relevant to your search?

- Yes 55% 11
- No 15% 3
- Sort of 30% 6

3. Offer comments on the search functionality for the FAQs on the Ask Us page.

- I would suggest adding a tab about how to reserve a study room, as I don't see that on here.
- I really like it! I wish that the general search function for the library website connected to it, however. That search engine is not great.
- I think overall it is well done! It populates topics while you type, which is nice since it helps prompt me to think about other questions I may have had.
- Since I searched for study rooms it would have been helpful to know how to reserve one. The search functionality works reasonably well.
- Gave me relevant results but not 100% what I was looking for. I would say that the functionality is good, but could be better.
- It seems very functional and straight to the point. I appreciated that there were links provided.

- Good, can add more content on how to reserve study rooms, check what tech is available (e.g. what kinds of chargers)
- The search page brings up a good variety of sources and recommendations on fixing the issue.
- The recent FAQ's seems to be another page for "Popular FAQ's". It would be great if there are more remote based questions on the FAQ page to accommodate the current learning situation
- The Ask Us page is easy to use and it's nice that there are common FAQs already on the page.
- I feel like it's really useful.
- Great! My first result was on-topic and informative, even including links to troubleshooting and a how-to video.
- The search bar (where it says "How do I access e-reserves?") implies that you have to enter in a specific question in order to get results, so I would suggest making it clearer that you can type in keywords to still get answers to the question. I would also suggest displaying the list of topics on the "Ask Us" Page, so users could just click on the topic to find a question.
- Very simple and easy to use
- When I entered the word "print" on the search bar, I only got 3 out of 5 results, which had the searched word "print" within them.
- maybe show all the FAQs on this page, like having several pages for the FAQ
- When I searched for the word lending I was not able to get any results. I was expecting to be shown results referring to the new COVID-19 policy on lending, how it is carried out e.t.c
- When I typed in "How can I check out a book," the question was not answered in the search results, although similar questions were answered.

4. Write the name of the 1st entry you identified here:

- How do I request library instruction?
- Can UC San Diego alumni have online access to the databases, e-journals, and e-books from the library? Can I check out a physical book that is also in HathiTrust ETAS?
- How do I access library resources and databases from off campus?
- My professor gave me a list of articles and chapters to read; how can I find them?
- Where can I return library books?
- "What is a charging locker?"
- How do I request library instruction?
- May I get a scan of a book chapter or article emailed to me?
- How do I put an item on reserve for a course?
- Where can I find the Dr. Suess Collections?
- How do I see what books I have checked out?
- How can I find my Library barcode number?
- My professor gave me a list of articles and chapters to read; how can I find them?
- Why do I have a charge on my account? How do I appeal the fine?
- Why do I have a charge on my account? How do I appeal the fine?
- How do I renew my books?
- I think most entries are clear enough
- Where can I return Library Books?
- How do I renew my books?

5. Offer your suggestions for improving this entry.

- While it does take the user directly to the form, those using the FAQ may not be sure exactly what that is or what it would be used for. A bit more info on what Library instruction and what the form is for could be useful.
- I have no improvements!

- I think this can be confusing in terms of students thinking this may be connected with the curbside pick up program. I have not heard of HathiTrust ETAS before, and when I first saw this, I thought it was directly connected to the curbside pick up program, and upon first glimpse it made it seem as if no physical lending is going on.
- It was actually fine but I remember when I had to set up the VPN during spring quarter for DOC I got confused. maybe shorten the text a little bit; this is slightly convoluted
- Include visual of locations on a map!
- Specify if these are still available to use when Geisel has not been (fully?) reopened.
- What exactly is "library instruction"? Maybe elaborate or reword for clarity.
- There is just a simple typo at the end of the instructions stating to use UC elinks for items "we do no own". I'm assuming this meant to say " we do not own".
- Adding picture reference could help when giving instructions on how to do something and resolve some confusion that may surface.
- The site mentioned the Seuss Room but didn't say where exactly in the library it's located.
- Is it possible to change to the student PID? I feel like students don't always have their cards and sometimes after a while the number on the card is rubbed off too. Unlike the PID the 14 digit code is rarely used.
- Specify that, on the UC San Diego app, the Library barcode number is the same as "Student ID."
- I'm not really sure if you can physically go to the Research Assistant Desk during this pandemic, and not sure if all the services listed are remote. It should be clear and give options for in-person services (if any) and also include remote services.
- Make these 2 questions into separate tabs.
- A list of fines and its details should be linked.
- List details of each procedure of renewing the books instead of just writing the general direction for readers to locate.
- This is just something with the FAQ page in general. I think it might be more effective to have drop-down boxes for the answer to the FAQs rather than connecting to an entirely new page.
- Provide a link directing to the exact page where you renew your book, rather than a link to just the library website.

6. Write the name of the 2nd entry you identified here:

- I've looked through all the other pages and they all look good.
- How do I figure out where to find this article?
- How do I request library instruction?
- Where can I return Library Books?
- How do I put an item on reserve for a course?
- Where can I print outside of the Library?
- "Where can I find the Dr. Seuss Collections?"
- May I get a scan of a book chapter or article emailed to me?
- How do I access library resources and databases from off campus?
- May I get a scan of a book chapter or article emailed to me?
- Is the Library offering curbside pickup?
- How do I access library resources and databases from off campus?
- Can students at other UCs use the UC San Diego Library?
- How do I see what books I have checked out?
- Where can I find a Photo Kiosk
- How do I see what books I have checked out?
- My professor gave me a list of articles and chapters to read; how can I find them?
- How do I request library instruction?
- How do I see what books I have checked out?

7. Offer your suggestions for improving this entry.

- I was able to understand what each one meant.
- Very helpful! I liked that it mentioned the VPN which some students are unfamiliar with
- I am not too sure what 'library instruction' is, even after clicking on the link to reserve a time. Is it to make an appointment to get assistance with a librarian for research? I would recommend writing a small explanation of what library instruction means to help clear up this confusion.
- I actually wanted to say this entry is very thorough. I appreciate it.
- change the name reserve to something more recognizable
- Include another entry about printing in the Library and the availability of this service during COVID-19. Specify if it is available for public viewing during this unprecedented time.
- The text says to click on a "WE CAN SCAN" link that is not present. However, there is a red emergency banner that takes you to another webpage to read where and how to scan. Linking to that webpage might be easier.
- I think it would be helpful to showcase an image of what the VPN would look like when in use. There's a typo "do no own" instead of "do not own"
- It's well explained but it would be nice for a new title to be called "Can I check out books during covid?" which would help people know that they can check out books.
- I feel like it's good enough however I never used an off-campus VPN but since there's a thumbs down maybe it's hard.
- Maybe should be a separate entry, but clarifying whether other UCs provide resources for UC San Diego students would be helpful.
- I think it would be more helpful with visual instructions showing the library website (or roger) step-by-step and with arrows pointing at where to click. I suggest including both PC and mobile tutorials.
- Add a "?" to the sentence.
- Where to find the 14 digit campus ID card number.
- I think it should list the location of the Research Assistance Desk and the Email or links which can provide appointment service with the Librarians.
- Just the Suggestion I had above about the drop-down menu. I appreciate that the answers are concise and to the point.
- This link to this page did not work for me.

8. What major, discipline, or area of interest did you use?

- Literature: Writing
- climate and atmospheric sciences
- Biology
- Cognitive Science
- Architecture
- Biology
- Education Studies
- Computer Science
- Psychology
- Psychiatry
- Psychology
- Biology
- Computer Science
- Ecology
- Chemistry
- Public Health

- Economics
- anthropology
- Chemical Engineering
- Biology

9. What is the name of the subject specialist librarian for this area?

- Nina Mamikunian
- Amy Butros
- Jenny Reiswig
- Tamara Rhodes
- Laura Schwarz
- Jenny Reiswig
- Lisa Friedman
- Deborah Kegel
- Tamara Rhodes
- Bredny Rodriguez
- Tamara Rhodes
- Jenny Reiswig
- Deborah Kegel
- Amy Butros
- Teri Vogel
- Karen Heskett
- Adele Barsh
- Sarah Buck Kachaluba
- Teri Vogel
- Jenny Reiswig

10. Write the name of the course guide you reviewed here:

- LTEN 120A: Eighteenth Century Gothic: Home
- GIS & Geospatial Technologies
- Music
- Classical Studies
- Architecture
- Biology
- Cognitive Science
- Computer Science and Electrical Engineering
- Psychology
- Psychology - Test and Measures
- Psychology
- Biology: Home
- Computer Science and Electrical Engineering
- Ecology & Environmental Science
- Chemistry & Biochemistry
- Urban Studies & Planning
- Economics
- chinese studies
- Philosophy
- Ecology and Environmental Science

11. Write one Library service or resource that you learned about from the guide.

- I learned about the The Encyclopedia of Romantic Literature, an online encyclopedia that can be accessed from the library, or using the VPN.
- How to download GIS software
- In the UCSD Roger catalog, there are study scores available for different genres of music such as opera, quartets, and more! I also learned that the Music Scores Collection is located in the Geisel Library West Wing 1st Floor, which I did not previously know.
- Loeb Classical Library
- Links to external websites curated by the library, making them easy to find
- When looking for scientific papers, I learned that there are a wide variety of databases to search outside of Pubmed, such as the BIOSIS Citation Index.
- Different resources to create and store citations. It had a very helpful chart in comparing different resources such as Zotero and Endnote showcasing different features and its cost.
- Access to all O'Reilly for Higher Education books
- This guide had page setup to aid in creating citations and I wish I had known about it earlier for my first year. I learned that the library has a textbook focused on test and measures in research
- The course guide helps me find books and e-books that are related to psychology, there are a variety of books covering different topics in psych.
- Roger: The UC San Diego Library Catalog
- Inspec indexes journal articles about the discipline.
- Encyclopedia of Biodiversity
- Ability to browse numerous science journals
- I learned that there was general statistical sources listed that can be used for data.
- I can use CEIC data to explore real-time economic data.
- san diego circuit
- Electronic Enlightenment - This is a database that recorded conversations between famous philosophers and writers and their friends and acquaintances. It is an interesting thing to document, it seems intrusive but at the same time I know that it has given a lot of insight into the writers thinking way beyond what their book provides.
- Roger

12. Did you get a chat response in an acceptable timeframe?

- Yes 100% 20
- No 0% 0

13. Was your question answered to your satisfaction or referred effectively to another appropriate individual for resolution?

- Yes 90% 18
- No 10% 2

14. Based on this experience, how easy was the chat service to use?

- Extremely easy 70% 14
- Somewhat easy 20% 4
- Neither easy nor difficult 5% 1
- Somewhat difficult 5% 1
- Extremely difficult 0% 0

15. Would you recommend the chat service to a friend or fellow student?

- Yes 95% 19
- Maybe 5% 1
- No 0% 0

16. Comment on any other aspects of the chat service or functionality.

- I mean the big ones are ease of use, timeliness, and getting informational answers, and it hit all those points. x
- I really appreciated how fast that I got a response back. Furthermore, I really like that you can email a transcript of the message to your email, so you can keep the information/resources that you just discussed! I also got the opportunity to talk to a librarian from out of state (which is really cool!) and she was really helpful!
- I think I somehow disconnected from the chat after I closed the pop up window and I don't know why. Maybe some clarification on what connected/disconnected means would be helpful.
- Likely the most useful feature on this site
- It's great that there are librarians from other locations to respond to your question, but if a question is UCSD specific, it might be more efficient to direct it to a UCSD Library staff member. Overall, chat response time was short and it was intuitive to use!
- It was nice to see a follow-up chat saying "sorry for the delay." Even though I was not waiting for more than a few minutes, it was nice to know that my question was submitted and will be responded to ASAP.
- The response time was very fast (within 5 seconds)
- The response was not as quick as I anticipated, but I liked how the "submit your question" link appeared after a while of waiting. I asked how I could check out books if I live off campus, and if ebooks were available. The question was answered, but I hoped that a link would be provided to give more info on how I could access the ebooks.

17. Select the "Info for...New Users" link in the lower right of the Ask Us page. Thinking about when you were new to UC San Diego and to the UCSD Library, offer one or more suggestions for improving the content, format, or functionality of the New Users page.

- It's an incredibly antiquated need, but one that I once found myself needing to use and didn't know the library had it, so I would put somewhere on there that there is a fax machine that the students can use in Geisel.
- What are the hours? What are the library policies?
- I think one thing that would be nice to add to this section would be a general floor layout of at least the 1st and 2nd floor, that way if a new student were to look this up on their phone for instance, they would have an idea where to go in the library before they even visit!
- Maybe put all the questions at the top and when you click on one you are then directed to that section of the page.
- Maybe change the font and use bolding to make key terms easier to see
- Include a section about navigating the physical location of the Library - where it is relative to campus, what each floor represents (i.e. silent vs. collaborative), etc. - Format might be more effective as a drop down menu
- There is a line missing to separate 2 different sections/questions. Everything looks very clear and concise.
- Mention what services are or aren't available due to COVID-19. Also mention some licenses or software that students have access to.
- I think it would be helpful to have a couple pictures showcasing how the areas tend to look.
- The only suggestion I have isn't to improve the content, but I feel like this page shouldn't be hidden in the bottom right corner of a FAQ page. Instead, it should be somewhere that new students could find easily as they are not familiar with the school websites. This could be the home page, or other sources (webreg or MyTritonLink for example) that will link to this page so that it can be easily found

- The "New to the Library?" was easy to read but the "Info for...New Users" is a little hidden and might not be seen. I feel like all the resources that I personally used were listed.
- Adding sub-questions to break up the information might make the answers easier to process visually.
- Hmm... maybe I would suggest a glossary? New users might not know what a "reserve" or "database" is for example. Maybe new users could be able to hover over key words like that and have definitions appear over it.
- What types of rooms does Geisel or BioMed provide? Like quiet room vs talking aloud rooms where anyone is allowed
- Library-Hosted Events
- Use more vivid images or graphical visualization instead of FAQ format in words.
- Maybe more graphics on this page
- Considering the times, I suggest updating this information with the new COVID-19 guidelines, which resources are open and closed. It might be mice to have a section dedicated to it on this page.
- Maybe include a section talking about events the library hosts and links on how to stay updated

18. You can see features on the Ask Us page that allow you to contact the Library by chat, phone (numbers at the bottom of the page), or email ("Ask Us A Question" link at the right). Which of these would be your typically preferred method of asking a question of Library staff or of seeking Library assistance?

- Phone, because I would think that would lead to my answer being, uh, answered the quickest. chat or email
- I would say I would use the emailing method for longer, more in depth questions or multiple questions of the same subject since it would allow me the time to fully think about what I want to say. I would likely use the chat/phone option if I have a quick question or question that is more time sensitive.
- Probably by chat
- Chat
- I'd probably use chat or phone.
- I would call the numbers provided depending on the type of support I need.
- Email
- I would prefer to seek assistance through email or the chat.
- By chat
- I would probably use the email option when seeking Library assistance.
- I would probably just use the ask a question link.
- I would prefer email.
- I would use email
- Phone or email. During COIVD I would immediately go to email because I feel like no one is present to answer phones right now.
- Chat
- Chat
- Chat
- Contacting by email would be my preferred method.
- I would prefer chat and phone.

19. Why would you typically prefer this method of contact?

- See above.
- I don't want to talk on the phone. I would choose chat if I needed something immediately and email if the request wasn't time sensitive and was more lengthy.
- I overall like the chat option the best because it seems to give the best of both worlds: the ability to think about what you are going to say (like an email), while also getting a prompt reply (like a phone call).
- It seems to have the fastest response time

- I will be able to get a quick response and I personally prefer not to talk verbally when possible. These options make me feel like I'd get a faster response, especially for logistical questions like Library hours. Email makes me feel as if it will take longer to respond to in comparison to a phone call.
- Emailing seems less intrusive and is easier of a method of initiating communication than a chat or phone call. I prefer not to have a phone call with someone and just explain what is going on by typing it out. Chatting doesn't require me to talk and it's less intimidating to message across chat
- I might have a quick question and no time to be on the phone and potentially be put on hold. I'm also more comfortable with emails rather than phone calls.
- Yes, I would.
- I would prefer this message since it is a way to contact a UC San Diego Librarian but might be quicker than making a phone call.
- I like email because most of my questions are non-urgent, and I would like to think that staff are not being put on the spot with a question right away ahaha
- Phone is very direct and I can be assured that I will get an answer back almost immediately. Email is a good option for COVID.
- It feels less formal than having to write an email.
- It can offer a quicker answer and also avoid embarrassing language-speaking barriers for new international students.
- it is easy and fast
- This can be because I know that I am connecting with someone who can solve my problem as opposed to contacting others through chat and phone.
- It is more convenient and the responses are quicker.

20. Offer any additional comments on the overall layout, display, content, or functionality of the Ask Us page.

- The ask us page is very sleek and simple, something you want out of an Ask Us page. I think it works well as is, but I'm also sure my fellow LSAC members have put forth some smart ideas for it as well.
- I really like it! I think this should be more prominent in the library home website
- Overall I think it has a nice layout with a lot of great information! One idea that may be nice is to have like a 'tutorial' of how to use the page; for instance, I like the layout of this survey since it directed me where to go for all the resources this page has to offer, so maybe writing out these 'directions' under a 'get started' tab or even creating a short intro video of all the resources available on this page and how to find them would be nice.
- I would change the colors and fonts to make the page look a bit more exciting.
- Home page of Ask Us page has a great format and functionality, but pages that are linked (i.e. "Info for New Users") could be refined.
- It looks great! I love the right side of the page with the chat and contact information.
- It looks good!
- I think it's very functional and easy to follow.
- I actually really like it.
- The links on the right side could be reorganized. For example, the "Course and Subject Guides" and the "Info for..." sections could be highlighted a bit more, with headings like "Contact Us" and "Chat" have.
- The "Info for . . ." section just seems too hidden and I feel like it's easily to be glanced over to a new user . NA
- The only comment I have is on the content. I noticed that on the FAQ some of the questions are not being updated with the COVID-guidelines as well. I imagine that it will be taxing to go through and update all of them. Can there be an FAQ asking for COVID changes or guidelines where the person is referred to the library COVID page.
- Make the side bar have a bigger font or more colors to make it more visible.