UC San Diego Library Student Advisory Council 2015-2016

Meeting Notes for:

October 13, 2015

November 17, 2015

January 19, 2016

February 23, 2016

April 5, 2016

May 24, 2016

UC San Diego Library Student Advisory Council
October 13, 2015
Meeting Notes & Documents Distributed

Attendees: Maedha B., Hannah F. , Catherine F., Kymberly G., Julia L., Lorraine L., Erin O., Sean P., Jonathan P., Lisa R., JJ S., Ulric Y., Jonathan Y., Riley Z., Xingshen Z.

I.   Introductions + 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:
- Group study and unique, dedicated study areas
- Money-saving advantages and landmark
- Air conditioning; great place to study and to interact with others
- Space
- Utility; great commuter space
- Fortress from the movie Inception
- Resources and materials
- Study tables and carrels
- Time spent in the Library; more than just study—interaction
- Striking architecture
- Privacy; comfortable atmosphere; safe for commuters
- Dr. Seuss; a place to use your imagination
- Place to go to discuss and work with team members and classmates
- Beautiful architecture of Geisel and it's "spaceship" look/feel; the library is such a central and integral piece in UCSD's history

Library staff responses:
- The academic support that we offer to patrons
- Physical space and the support we provide
- Data

II.   What is the purpose of the LSAC and why are we all here?

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 tech lending program, the Digital Media Lab, the Quick Guide to Library Resources, bookmarks from Special Collections, the Library's Strategic Plan, and the *About the Library 2015* data sheet.

What else do you want to know?
Q: How do you decide what to display in Special Collections? I'd like to know more about it.

A: Special Collections displays are often related to the research of a faculty member, but also can be exhibits of related to rare or unique items acquired by the Library recently. We always have a Dr. Seuss exhibit in the summer for campus visitors.

Q: Is it true there will be a coffee cart in the Library?

A: Not a coffee cart, but we will have a café in the Library. Construction of the café will begin after Fall Quarter and should be completed by mid-March or earlier.

Q: Why are so many space-related projects scheduled to start now?

A: There are a lot of things that need to be renovated including the main Geisel elevators and the restrooms on Geisel's upper floors. We have received funding to work on these two and they will take at least a year to complete so we want to get them started as soon as possible. There also is the new campus Teaching + Learning Commons [http://commons.ucsd.edu/] which will be located in the NW corner of Geisel's 1st Floor. The construction for this will begin in January because the faculty and staff of the T+LC need to be in their new home when school starts in the fall. And we are making some large purchases of new furniture that we want to install as soon as it is received because it will make some Geisel space immediately better for students. Additionally, we recently received a monetary gift from Audrey Geisel (the widow of Ted Geisel, i.e., Dr. Seuss) to renovate parts of Geisel. This will take a while to plan, and then there will be construction focused on Geisel' main (2nd) floor. So we want to get these other projects completed before that construction starts.

Q: Are there statistics on who uses the Library?

A: No, we don't generally keep statistics on who uses the Library – we know the number of faculty vs. grad students vs. undergraduates who check-out physical materials, but we don't track users by discipline or academic year.

- Council member comment: This could be a good way to identify who doesn't use the Library, and then the Library could be promoted more to those groups. This can be used to bring more users in.
- Council member comment: It's smart to mitigate current needs with project planning, even with the temporary inconveniences.

IV. If you could provide the UCSD Library with *one piece of advice*, what would it be?
- To increase use of the Biomedical Library Building, add a shuttle stop nearby
- Provide more table wipes everywhere and wipe down the tables more
- Improve the bathrooms (x3)
- Provide more foam rollers in more places (x2)
- Provide bike parking and better access to Geisel for cyclists – the bike racks across from Geisel are always full
- Make sure the elevators have up-to-date permits [Update from Catherine: All elevator permits are current and kept on file at Campus Facilities Management.   This issue comes up every couple of years when Campus FM falls behind on posting the new ones in the elevators themselves. We are reassured by Campus FM that everything is okay and up-to-date.]
- Provide better access to and more outlets
- Check and fix the outlets that don't work
- Reduce the smoking on the forum and clean up the cigarette butts (x2)
- Make the elevators more reliable
- Add more study rooms; these are currently crowded and not always used for group study
- Expand resources like device multi plug-ins; add more to the tech lending program
- Continue/expand the puzzles, coloring pages, etc. – these are really helpful during Finals

- There are chairs at tables where the furniture heights don't match – please provide chairs that fit the tables
- Provide better wifi; it keeps going down
- Provide better phone reception
- Add later hours on Friday and Saturday
- Expand the 24/5 overnight study area because the current space can get noisy - people are not *always* studying
- Provide standing study tables for individuals rather than treadmills
- Reduce the noise around the treadmills – they can be noisy
- Add lounge chairs that also have desk arms; this would be especially convenient for solo study along the hall near the Geisel entrance
- Add more outlets at the study tables, particularly on the upper floors of Geisel; find a way to integrate more extension cords/outlets for tables in the middle of rooms/floors

V. Planning future LSAC meetings
- Tour of the Digital Media Lab
- Getting advice from the Council on how to reduce smoking on the Geisel Forum
- Tour of Special Collections

UC San Diego Library Student Advisory Council

First Meeting of the Year!

October 13, 2015
5 – 6:30pm
Seuss Room, Geisel Library

MEETING OUTLINE

I. Introductions + answering Question 1: When you think about the UCSD Library, what is the ***first thing*** that comes to mind?

II. What is the purpose of the LSAC and why are we all here?

III. All about the Library and what else do you want to know?

IV. Answering Question 2: If you could provide the UCSD Library with ***one piece of advice***, what would it be?

V. Getting feedback on …

VI. Planning the next LSAC meeting

UC San Diego Library Student Advisory Council

1. **WHAT IS THE LIBRARY STUDENT ADVISORY COUNCIL (LSAC)?**

The Council is a forum for ongoing dialogue between students and the Library with the goal of providing the diverse UC San Diego student community with the best possible library services, spaces, and collections to meet their academic needs.
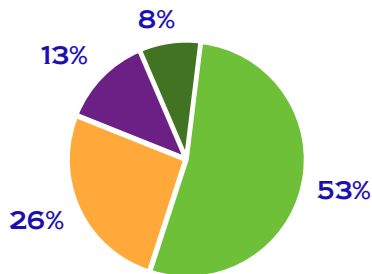
2. **WHO IS ON THE LSAC?**

- Students from all over campus appointed by the Library
- Students appointed by Associated Students (2)
- Students appointed by the college student councils (1 per Council)
- Library staff

3. **WHAT ARE STUDENTS ON THE LSAC EXPECTED TO DO?**

- Convey student needs, concerns, and priorities to the Library
- Provide advice and feedback on library policies and services
- Provide ideas and input on the design and implementation of new library services
- Provide the Library insight into student study, research, and library use habits
- Help communicate information about Library services and resources to the student community

ABOUT THE LIBRARY 2015

BUDGET ALLOCATIONS 2015-16
$32 MILLION

8%
13%
53%
26%

- Salaries & Benefits (staff and student employees)
- Collections (print & digital)
- Operations (including information technology)
- Building Maintenance & Projects

- 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
- 15,991 MANUSCRIPT & ARCHIVAL UNITS
- 117,511 MAPS

GEISEL LIBRARY

BIOMEDICAL LIBRARY BUILDING

Scripps Archives & Library Annex (Open by appointment)

Trade Street Annex (Collection storage & management facility; closed to the public

KEEP CALM AND ASK A LIBRARIAN

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

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

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**

The Library
UC SAN DIEGO

UC San Diego Library Student Advisory Council
November 17, 2015
Meeting Notes

Attendees: Maedha B., Hannah F., Catherine F., Kymberly G., Christopher G. (for Lauren F.), Aleia H., Julia L., Lorraine L., Hatchly M., Sean P., Jonathan P., Edwin R., Lisa R., Jason S., JJ S., Ulric Y., Jonathan Y., Riley Z., and Stella Z.

I.   Welcome and Library Updates

Newly attending Council members were introduced and welcomed.

Library Updates - Events & Activities:

A.   Nearly 60 people attended the Library's informal *Quoth the Raven* event on October 30 to celebrate the Geisel ravens and Edgar Allan Poe. The raven is the campus' unofficial campus bird. People learned about ravens from reps from Project Wildlife and there were readings of "The Bells" and "The Raven." The *Quoth the Raven* exhibit is on display in Geisel West 1st & 2nd floors through the end of the Fall quarter.

B.   Approximately 150 members of the campus and greater communities attended a Library-organized panel discussion on *Creativity, Culture and Community: The Legacy of Jonas Salk* on October 30th. The panel conversation was moderated by the science editor for the local newspaper and the panel consisted of Salk's sons and UCSD's Extension Dean. The event can be viewed on [The Library Channel](#). A selection of materials from Salk's personal papers are on display in Geisel through January 10.

C.   *Geisel After Dark* event was held from 8-10 pm on November 4. This was the 2nd annual GAD and approximately 300 students visited. The event is intended to encourage awareness and use of Library and campus resources as well as increase student awareness of personal safety while using the Library after dark. Attendees had the opportunity to visit 30 tables staffed with representatives from a cross-section of campus units and library programs. The event also featured a self-defense demonstration by the UCSD Police to showcase its Rape Aggression Defense (RAD) training.

- Most event attendees (57%) were in their third or greater year in school; 34% were in years 1-2 and 9% were grad students.
- Undergraduates were from each of the colleges: Warren (22%), Muir and Revelle (18% each), Roosevelt (16%), Marshall (14%), and Sixth (12%).
- The Library received 221 completed "My ideal library…" cards. Aside from those tagged as 'Miscellaneous,' the top 3 categories of comments were related to: Food (17%), Spaces or Rooms (12%), Furniture and Napping/Sleeping (tied with 10% each).
- 222 visitors completed "passports" asking about students' favorite study locations in the library. The top 3 favorite locations were: Geisel 2nd Floor East (28%), Geisel 6th Floor (13%), and Geisel 2nd Floor General/Unspecified (10%).

Next year's GAD is scheduled for November 9 from 8-10 pm.

D. In response to low usage statistics, the Library is reducing the number of media viewing stations on Geisel's first floor from 32 to 12. The vacated space will be used for study space and to add additional ACMS workstations.

E. In addition to its weekly session in a cubicle in the Geisel East Learning Commons, the Zone's Relaxation & Resources Squad (R&R) will set up a secondary weekly chair massage session which will rotate through three other Geisel Library locations.

Library Updates - Construction:

A. The Geisel Library building will be CLOSED to the public Dec. 21-23 (three days before the start of the actual campus-wide Holiday closure) so that the Library can make quick and concentrated progress on some particularly disruptive space-related projects. These include:

- Replacement of Geisel's HVAC Air Handlers. These are the large devices used to regulate and circulate air as part of the heating, ventilating, and air-conditioning (HVAC) system. This might help with better temperature control within Geisel.

- Installation of additional electrical outlets in the Geisel East Learning Commons and the southwest section of Geisel 1st floor West (adjacent to the Arts collection). This will be very noisy as it involves drilling into the concrete flooring to create channels for wiring and outlets. We hope to have the work completed by mid-January.

- Beginning to wall off the construction area for the Geisel Library Café and Lounge located in northeast corner of the Geisel East Learning Commons.

- Moving the music books and journals from the area where the Teaching & Learning Commons will be on the 1st floor into the compact shelving located on the opposite side of the 1st floor.

- Installation of LED lighting in test zones on the 6th and 7th floors to determine whether or not to proceed with replacing all Geisel lighting with LED. If we do replace all the lighting in Geisel we will see significant energy savings.

We will be communicating the news of the Geisel early closing to all the campus starting in early December using a variety of methods.

B. Lastly, construction on the Hopkins Lane upgrade is slated to begin January 2016 and continue through April 2016.   This will add bike and pedestrian improvements between Voigt Drive and the Library book drop turnaround.

II. Tour of the Library's Digital Media Lab

The Council took a quick tour of the Library's Digital Media Lab led by Scott Mcavoy, the DML Manager. The DML is located in the Geisel East Learning Commons on Geisel's main (2nd) floor.

Questions for Council members: Would you use it? What other services could be offered in the DML?

Council member comments and questions:

- Really cool
- Didn't know students had access to it; thought it was for staff
- Yes, would use
- Q: Are there tutorials on how to use items, such as the 3-D printer? A: Workshops are being planned.
- Q: How are the workstations with scanners different than those outside in the Learning Commons? A: DML scanners usable only by UC affiliates; users can log into machine; access to internet.
- Q: Is there a limit on using the resources? A: 3 hours per day by reservation.

- Q: Does DML have a different reservation system? A: Currently uses same system as group study rooms.
- DML is similar to the research lab in the Communications building. Vis Arts students may prefer to use that lab because it is more spacious.
- It's great that it is a supplement to other campus resources. Students now have access without needing to be part of a designated group/lab, e.g., Vis Arts. It provides options for all students.
- Q: What programs are on the drawing tablet? A: Currently supports Photoshop/Illustrator.
- Photoshop/Illustrator can be intimidating. Q: Is it possible to add Paint Shop or PaintTool SAI or other less technical software? Other freeware? A: Library will look into adding additional software, especially freeware.

III. Discussion: Issue of Smoking on Geisel Forum

The Council was joined by Nancy Relaford, the Library's Director of Safety and Security, who gave an overview of the problem we're having with smokers around Library buildings and on the Geisel forum. Question for Council members: What can we do to decrease smoking around Library buildings, particularly on the Geisel forum (3rd floor)?

Council member ideas and questions:

- Additional patrols on forum
- Small fine ($20) for individuals caught smoking *[Comment by Nancy: Citations would not be written by the Library. Police are working to see if there can be a citation schedule, like there is for skateboarding or cycling.]*
- Q: Is it really students who are smoking? Perhaps it's faculty or community? A: Most smokers typically appear student age and have student paraphernalia, e.g., books, backpacks.
- Additional Smoke Free Campus signage on forum
- Involve colleges in education and outreach about smoke free policy
- Implement layers of penalties: warning/education (like traffic school)/citation fee)
    - o Attach with academic integrity policies (places hold on account) until education completed
- People smoke on forum because it's empty; outdoor furniture on the forum might bring more students in area to help patrol
- Forum needs trashcans on for non-smoking trash
- Campus needs additional education about smoke free campus
    - o Need repeated "rolling" education about smoke free campus policy because of routine influx of new students
    - o RAs mention smoke free campus but typically only at beginning of year
    - o Initial orientation mentions smoke free campus but not routinely through year
- Signage that directs off campus to smoke, not just No Smoking
- "Bunnies don't like smoke" sign
- Team up with other groups on campus such as Student Health Advisory Board to spread message

[IV. Break]

V. Discussion: Promoting Library Events to Students

The Council was joined by Dolores Davies, the Library's Director of Communication & Engagement, who gave an overview of the types of events the Library organizes, including many that are focused on

students, and showed examples of and spoke about the materials and methods used to promote these events.

Questions for Council members: Do you attend Library events – why or why not? What would make you attend these? What are the best ways to promote Library activities to students?

Council member comments and ideas:

- Associate events with time of year, e.g., bee exhibit in Spring, raven exhibit near Halloween
- Use RA newsletters to reach on-campus students
- Posters on the glass near Library Walk
- Posters on bridge entry to Geisel
- Work with faculty: If my teacher recommends an event, I'm more likely to go than from a general email
- Partner with campus departments/organizations, e.g., Cross Cultural Center to promote events
- Work with AS/College Councils to promote events
- Students are often unwilling to go to smaller events; hold a large event to prime students to attend Library events
- Consider academic and social schedules, i.e., holiday/vacation, if you want students to attend. Beginning of quarter; weekday afternoons typically best
- Don't use the Seuss Room – it's not an open space; considered meeting area, not an event location
- Forum is under utilized
- Look at trends of class schedules and program time to consider when those most likely to attend are available, e.g., Humanities courses typically finished by 4pm, Engineering courses often 5pm-8pm
- Create Facebook events – add LSAC representatives who can then further promote
- Library event notification/signage at self-checkout machines
- Recommend low key de-stress events later in the night as community building tactic

VI. Planning the next LSAC meeting

The next meeting is January 19, 2016, 5-6:30pm, in the Seuss Room in Geisel. In response to Council interest, Catherine will schedule a visit/tour of the Library's Special Collections & Archives. If Council members have other things they would like to know about the Library or want to discuss, please contact Catherine.

UC San Diego Library Student Advisory Council
January 19, 2016
Meeting Notes

Attendees: Maedha B., Hannah F., Catherine F., Kymberly G., Lauren F., Taylor, H., Julia L., Lorraine L., Hatchly M., Sean P., Ellen S. (for Lisa R.), JJ S., Ulric Y., Jonathan Y., Riley Z., and Stella Z.

I.   Welcome and Library Updates

Newly attending Council members were introduced and welcomed.

A. Events & Exhibits
        1. The Library is presenting an exhibit called *The Chinese and the Iron Road: Building the Transcontinental*" which explores the lives of the Chinese railroad workers who were essential in building the United States' first Transcontinental Railroad. It is already on display in the Seuss Room foyer and will remain there through February 29. There will be a reception and afternoon program on Friday, January 22, from 3-5pm which will include remarks from scholars at Stanford University, UCSD and the San Diego Chinese Historical Museum.
        2. On January 27, Dr. Bruce Bekkar, a UC San Diego alumnus and a member of the American Lung Association's Doctors for Climate Health group, will discusses how climate change is affecting human health, and what we can do to prevent a climate crisis. The lecture will take place in the BLB Events Room from 12 – 1pm.
        3. On January 28, the Library is holding an event to celebrate National Kazoo Day. The kazoo dates back hundreds of years when it was first used in Africa, and its popularity in America started in the late 1800's. The event will start at 7:30 p.m. and will be held in the S*euss Room.*
        4. The Library recently added a series of oil paintings focusing on campus buildings and structures by local artist Paula McColl to the walls leading into the East Learning Commons. The exhibit will be on display through the end of winter quarter.
        5. There was a Dr. Seuss-themed episode of the reality show "Cake Wars," which aired on the Food Network channel on the evening of January 18. The winning cake was re-constructed at Geisel and then consumed by a large group of UC San Diego Library student employees.
        6. In December, the Library hosted a sold-out Lecture event featuring award-winning journalist and author Bob Woodward and former Nixon aide Alex Butterfield, who discussed Woodward's latest book *The Last of the President's Men,* which focuses on Butterfield's experiences in the Nixon White House and the lingering effects of the Watergate scandal. The Library Channel is now streaming the event. [http://www.uctv.tv/shows/The-Last-of-the-Presidents-Men-with-Bob-Woodward-Alex-Butterfield-and-Michael-Bernstein-The-Library-Channel-30187]
        7. Right before Thanksgiving, the Library hosted its annual Turkey Calling Show in the Seuss Room. Library staff performed Thanksgiving-themed radio-drama roles, and audience members contributed to the performance with riddle readings and turkey calls. A looped slide-show relayed turkey imagery and November-notable facts (gathered in a manner that only a research library like ours can pull off!). There was a live band and the local newspaper, the Union-Tribune declared: "...it's just

not Thanksgiving without this show!" The event was free and open to the public and more than 70 people attended

B. Collections

1. The Library recently added the J. Robert Beyster Papers to the Library's Special Collections. Mr. Beyster, a founder of the important local company SAIC, was a renowned business innovator who developed a successful blueprint for entrepreneurial, employee-owned companies. Included in his many achievements is the establishment of the Beyster Institute at the UC San Diego Rady School of Management. The collection includes correspondence, SAIC business records, committee meeting minutes and materials related to employee ownership, as well as records on the founding of the Leidos Corporation and the Foundation for Enterprise Development (FED).

2. The entire music print (books and scores) collection has been moved from the lower level of the west wing to its new home in the east wing of Geisel. The collection of approximately 70,000 volumes was moved in a remarkably quick 2 days. This was done to allow for the construction of the Teaching + Learning Commons.

C. Services

1. As you may recall, the entire East Commons (including its computers and the DML) was closed for the rest of 2015 starting on December 14.   The closure was needed to allow installation of more electrical and data, as well as the relocation of computers from the future Teaching + Learning Commons space. Well, we're happy to announce that there are now many more electrical outlets available to students. The East Commons has 120 new outlets (34 floor monuments with 2 outlets each, plus 10 power poles offering another 52 outlets mounted along the structural columns). Additionally you may notice that we removed the previously-existing stand-alone power poles to open up the space, and 126 data lines were added or relocated to power poles on the concrete columns.   We also added more power to the Brody Collaborative Study space on the 1st floor. Brody has 221 new outlets: 49 floor boxes with 4 outlets each, plus 25 outlets along the whiteboard wall. Thanks go to Kymberly and her crew, and the Library's Facilities staff for coordinating and completing this complex and challenging project so quickly and with so little disruption to students.

2. If you haven't seen them already, check out the new study tables located in Geisel's West Learning Commons. There a lot of additional electrical outlets and table lamps are forthcoming. Additionally, more furniture for the area will be installed around the end of January in an effort to update the aesthetics and functionality of the space.

3. The Zone's Relaxation & Rescue Squad will again provide chair massages in Geisel each Monday evening in Winter term, except on February 1. The massages will be offered in the Academic Partnership Cubicle in the East Commons, in addition to alternating between the West Commons (same floor), the Media Desk area and the Brody Space on the first floor.

4. Given the heavy use they get in the East Commons, the Library has installed a second set of foam rollers in the Brody collaborative space (1st Floor).

D. Construction/Space Renovations

As you may recall, Geisel was closed the three days before the campus winter holiday in order to jumpstart several of the Library's construction projects. Having these three days closed the public allowed us to make a lot of progress on various projects.

1. A lot of electrical and data work has taken place.

2. We began the Geisel Elevator Refurbishment project. This will continue throughout 2016. Elevators will be shut down one at a time, but at least two public elevators will remain in operation at all times during the refurbishment.

3. We completed the Geisel HVAC Air Handler Replacement. These are the large devices used to regulate and circulate air as part of the heating, ventilating, and air-conditioning (HVAC) system of Geisel.

4. We installed a test zone for LED Lighting on the 6th floor. As a reminder, for energy efficiency reasons, the Campus is investigating replacing all of Geisel's current lighting fixtures with LED lighting, but they want to test out the lights first.

5. Work on the Geisel Café has begun. A temporary wall to cordon off the café construction area has been constructed. Most of the noisy work on this should be over. Anticipated completion date of the construction is currently the end of March.

6. Lastly, the Campus is in the process of selecting an architect to perform design, bid, and construction phase services for the restroom upgrades within Geisel. Primary scope will include incorporation of Accessible and Gender Inclusive restroom facilities in the core of the original building, as well as upgrading associated infrastructure and updating finishes in the existing restrooms. Anticipated completion of the restrooms project is currently Spring 2017. [Update: the architect has been selected.]

E. Other
1. Hours Display on the Library's Website Study - update
The purpose of this study was to better understand the reasons why users view Library hours on the Library website and whether the current hour display causes confusion. As you might recall, we gathered input via Survey Monkey and asked LSAC members to respond to the survey. A total of 89 users responded to the survey.
Major Findings
- Users view Library hours primarily to determine when the buildings are open for study.
- There is considerable confusion about when the Library is open overnight and during special hours.
- Users are primarily interested in seeing short term hours (today, this week and next week), though there is interest in hours for next month and next quarter.
Top Recommendations
- Use a calendar format to display hours rather than the current format.
- Keep the design simple. Let users get today and/or this week's hours at a glance.
- Use "Geisel 2nd Floor East" rather than "Geisel Overnight Study Commons" to indicate the area open 24/5.
- Display only 3 spaces on the Library Hours page: Geisel Library Building, Geisel 2nd Floor East, and the Biomedical Library Building.

2. Geisel Gate Count Comparisons, 2010-2015
Geisel is busier now than before. [See document below.]

II. Tour of the Library's Special Collections & Archives (SC&A)

Heather Smedberg, SC&A's Reference & Instruction Librarian, welcomed LSAC members into the Special Collections area in the Library and distributed an informational handout [see below]. Heather provided an explanation of what special collections are and why they exist. She then spoke about the Library's

Special Collections & Archives and what it offers to the UCSD community and how students (and others) can use it. She then described several items out for display, covering more than a dozen collections of likely interest to LSAC members. These included items from the Archive for New Poetry, historic pamphlets from San Diego history, rare books from the Hill Collection of Pacific Voyages, rare cookbooks from Mexico, letters and slide rules of Leo Szilard, and photos related to UCSD and Scripps Institution of Oceanography history. Members were then given time to have a closer look. LSAC members were interested in many of the items on display and fascinated by some. Several expressed a plan to return when a research need arose.

[III. Break]

IV. Arrangement of online subject guides

SuHui Ho, the Library's Digital User Experience Librarian, joined the Council to get feedback on the arrangement of the Library's online subject guides. SuHui displayed and gave an overview of the Library's collection of Course and Subject Guides, demonstrated where to find them through the Library's website, and then described two different ways of organizing and presenting the list of guides – a single, alphabetical list of subjects (http://ucsd.libguides.com/) or a hierarchical, drill-down list of broad subject areas (http://libraries.ucsd.edu/transitions/subject-areas/). SuHui sought LSAC member feedback on the navigation and information architecture, terminology, homepage location, preferences for the structure for presenting the lists, whether available guides represented subjects that students might actually use or need, and what might spur them to click on something from the homepage that would lead them to these guides.

A. **Question: Do the subject listings represent your disciplines or what you normally look for?** One student mentioned there was no 'computer engineering.' Another couldn't find 'operations research,' but thought maybe it could be found under 'statistics.'

B. **Comments on the hierarchical, drill-down list of broad subject areas:** (http://libraries.ucsd.edu/transitions/subject-areas/)
   - Two preferred this one, saying that "I would rather scroll a little than a lot" and "this is a less overwhelming list."

C. **Comments on the single, alphabetical list of subjects** (http://ucsd.libguides.com/):
   - Five specifically mentioned preferring this version, though others chimed in with support as well.
   - Two said that they wouldn't know where to look if using the broad categories listing.
   - "I use this one more often. It has more direct access to what I'm after."
   - "This one is good for looking for a specific area; you can narrow down your subject quickly."
   - "I like how this one seems really organized."
   - "If I had no clue what I was looking for, I would use this one; the other is too broad."
   - "This one is good if you don't know what you're looking for."
   - "It's easier here to scroll to see what you want."
   - "You may also see something here that sparks your interest."
   - One suggested adding a search box to the top of the page to easily jump to a particular subject in the list.
   - Another suggested adding an alphabetical listing across the top of the page to jump to that part of the list (A-C | D-F | G-I | J-L | M-O | P-R | S-U | V-Z).

- One asked what the numbers by each entry mean, and suggested that be explained somewhere on the page.

D. Questions: If the list were linked from the Library homepage, what language might prompt you to click on something like that? What terms would you use to describe the list?

- "Search by topic [or subject]"
- "Categories"
- Two said "Academic Subjects"
- "I would want something more direct just to what I want."
- "Where to start"
- "Suggestions from librarians"
- "I would likely skip over it."
- "I would use Google first, or go to JStor or PubMed."
- "What do they link to? I'm unfamiliar with these guides."
- "I would likely only use that if I already knew what I was looking for."
- One recommended putting it on the main homepage tool bar.
- Some recommended mentioning the guides in MMW classes and other introductory research classes.
- One said "Subjects A-Z" is fine, but others thought it too general and vague.
- One mentioned hearing about the guides when a librarian visited her course, finding them useful ever since. She accessed them currently from the 'Research Tools' tab, and cautioned not to move them from there without a redirect or indication there of where they've moved.
- One suggested differentiating this from the catalog search box.
- Some mentioned they were unlikely to click on anything like this.
- Most felt they were unlikely to notice or use something like this, though others thought the guides useful, if they ever were to learn about them.
- One suggested putting it in a box with a logo like for the Ask-a-Librarian and suggested it say something like "Researching? Start with these guides."

- **ACTION:** Catherine suggested that SuHui prepare a subsequent brief survey or list of follow-up questions to send to LSAC members, once they've been able to think about this a bit more.

V. What's on your mind? What have you heard from other students about the Library? What advice do you want to give us?

No time remained to cover these questions formally, but LSAC members were encouraged to contact Catherine if they had heard from other students about the Library or if they had advice they would like to provide.
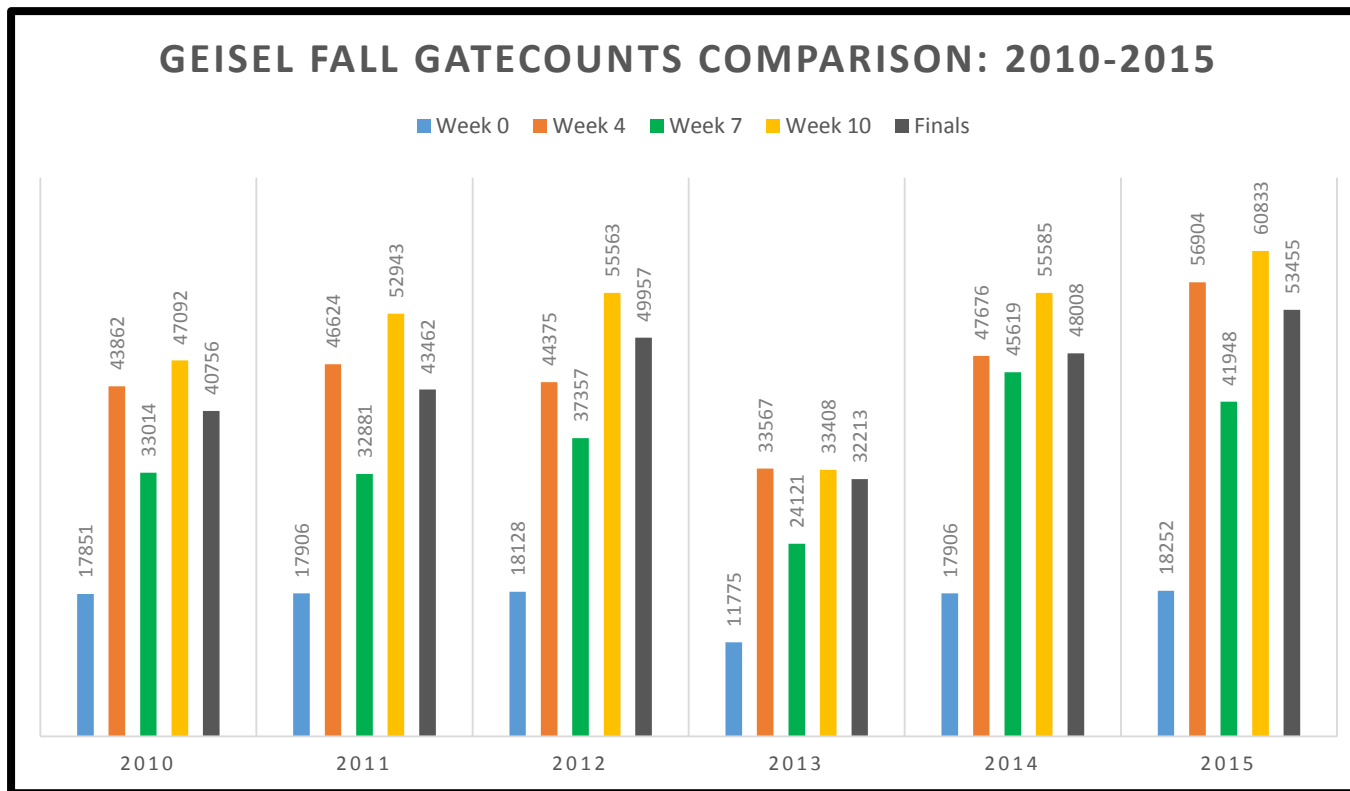
VI. Planning the next LSAC meeting

The next meeting is February 23, 2016, 5-6:30pm, in the Seuss Room, Geisel Library.

Council members were reminded to send possible agenda items or things they would like to discuss to Catherine.

Geisel Fall Term Gatecounts Comparison: 2010-2015

	2010	2011	2012	2013**	2014	2015	% Change between 2010 & 2015	% Change between 2014 & 2015
Week 0	17851	17906	18128	11775	17906	18252	+2	+2
Week 4	43862	46624	44375	33567	47676	56904	+23	+16
Week 7	33014	32881	37357	24121	45619	41948	+21	-9
Week 10	47092	52943	55563	33408	55585	60833	+23	+9
Finals	40756	43462	49957	32213	48008	53455	+24	+10

** Explanation for anomaly in Fall (Oct-Dec) 2013 numbers → numbers for these months were lower because there was a problem with one set of Geisel's security gates. The gates were not adding correctly. The estimated anomaly for that term was 30%. Once the problem was identified, the gates were repaired and recalibrated.

GEISEL FALL GATECOUNTS COMPARISON: 2010-2015

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
February 23, 2016
Meeting Notes

Attendees: Aleia Hayag, Catherine Friedman, Hatchly Moreno, Jason Schulz, Julia Li, Kymberly Goodson, Lauren Fong, Lorraine Lopez, Maedha Begur, Riley Zhang, Sean Pfeifer, Taylor Hunter, Ulric Ye, Xingshen (Stella) Zhang, Zaid Mansuri

I.   Welcome and Library Updates

New Council member Zaid Mansuri, who is replacing Lisa Rivera as the representative from the Eleanor Roosevelt College Student Council, was introduced and welcomed.

Library Updates
A. Events & Exhibits
Current
- The exhibit *The Chinese and the Iron Road: Building the Transcontinental* continues in the Seuss Room foyer through February 29. The reception for the exhibit was held on January 22 and featured remarks from Hilton Obenzinger, Associate Director of the Chinese Railroad Workers Project at Stanford University; Simeon Man, Assistant Professor in UC San Diego's Dept. of History; and Murray Lee, the Curator of San Diego Chinese Historical Museum. Photos of the event have been posted to the Library's Facebook page.
- The exhibit *Virtual Victorian: Roots of 3-D* is on display in Geisel West 2nd floor featuring stereoscopic books of interest from the Library's circulating collection as well as old and new devices used to view things in 3-D. The exhibit will be up through March.
- This year marks the 100th anniversary of the establishment of the National Park Service, and the Library's Special Collections & Archives is exhibiting items that illustrate some of California's magnificent national parks and monuments. The exhibition, "Wondrous Manifestations of Nature: Celebrating California's National Parks" is on view until April, on the main floor of Geisel Library.
- On February 24, at 5:30pm, climate change policy expert David Victor, a professor of international relations at the School of Global Policy & Strategy, will give a talk in the Seuss Room entitled "*Correcting the Course on Climate Change Negotiations: the Road from Paris COP21*". Professor Victor has been a participant in the Intergovernmental Panel on Climate Change (IPCC) proceedings and was a party to the negotiations in Paris. He will be joined by GPS students who also participated in COP21.
- On March 5, the Library is hosting a Wikipedia Edit-a-thon focused on improving the coverage of women and the arts in Wikipedia.   Even if you are inexperienced in editing Wikipedia – that's ok because tutorials will be provided for beginner. The session is from 11am – 2pm and includes refreshments. Computers will be available though you can bring your own.

Past
- On January 25, the Library partnered with the San Diego Central Library to screen the 1920's silent film *Within Our Gates* at the Central Library downtown. The film was accompanied by live music from the Library's Scott Paulson and the Teeny-Tiny Pit Orchestra.
- On Jan. 27, UCSD Alum Dr. Bruce Bekkar, with the American Lung Associations' Doctors for Climate Health, gave an informative talk on climate change and its harmful effects on our health and well-being. He started the conversation with the analogy that "Mother Nature is in the ICU and there isn't enough being done to save her. If Mother Nature goes, so do we." Dr. Bekkar shared facts and images of the destruction brought on by

climate change-induced events in recent years, but he also touched on the strides that have been made in response to climate change, such as significant investments in solar and other alternative energy sources. A video of the talk will be available soon on the Library's YouTube Channel.

- The Library celebrated National Kazoo Day on January 28, hosting a fun-filled study break for students. The event featured new chamber works for the Kazoo composed by UC San Diego alums and a history lesson about the common party favor that is really a legitimate musical instrument.
- The Library hosted a discussion and book signing with UCSD associate professor, historian and author, Mark Hanna, on February 18. Hanna is the author of the new book, *Pirate Nests and the Rise of the British Empire.*

B. Collections
The Leo Szilard photos along with 3 videos are now available via the Library's Digital Collections webpage. One of the videos will be limited to UCSD access only due to copyright restrictions. This work was funded by a grant the Library received from the NHPRC.

C. Services
- Use of the new Digital Media Lab from its opening in October 2015 through December was tallied at roughly 1,200, with around half of DML users reserving their space in advance and the other half just dropping in. The four departments making the greatest use of the Lab's 3D printers thus far are Visual Arts, Engineering (many types), Archaeology, and Urban Studies & Planning.
- During fall quarter 2015, the Library's Tech Lending Program (TLP) lent out 2,856 items for an average of ~35 items per day. Thirty-four different types of items were checked out.
- In Fall 2015, the group study room reservation system was used an average of 1,543 times each week. In December, the Library study rooms were reserved 86% of their open hours.
- Two new, standard-sized scanners are now available in Geisel's East Commons and a new large-format scanner is available in the West Commons near the new study tables. All of the scanners allow emailing scanned items, though if needed, flash drives can be borrowed from both the Media and East Commons desks. The large-format scanner is good for oversized books and other large to regular format items. Also available in both locations are cell phone scanner stands for use with scanning apps users install on their smart phones.
- The Digital Media Lab staff led a workshop with 31 graduate students in January to show them a number of 3D imaging projects from across multiple disciplines. The DML staff welcome requests for DML-related presentations or workshops for small groups (of 1-6 people).

D. Construction/Space renovations
- Geisel Café and Lounge (Audrey's) in Geisel 2 East — Construction is coming along and the café is scheduled to open Spring Quarter. https://libraries.ucsd.edu/blogs/blog/geisel-library-cafe-slated-for-spring-2016/
    - Q: Will Audrey's accept TritonCash and/or Dining Dollars? A: Audrey's will accept TritonCash, but not Dining Dollars.
- Geisel Elevators — This year-long refurbishment project has started. It will upgrade the analog elevator systems to digital and update and/or replace cables, controls, door panels, and cabin interior finishes.
- Geisel Tower Restrooms — This project will create ADA accessible, gender inclusive restrooms on floors 4-8. It is scheduled to be completed Fall 2017.
- Teaching + Learning Commons to be locating in Geisel 1 West — Construction will begin in Spring Quarter and it is scheduled to open Fall 2016.
- Hopkins Lane Pedestrian Improvements continue. This project adds bike and pedestrian improvements between Voigt Drive and the Library book drop turnaround. It is scheduled to be completed April 1.
- The Library is involved in the UC-funded Catalyst Cyber-Archeology project. As part of this, we will be installing a 3D virtual reality 4CAVE on Geisel's main floor. The specific location has not yet been determined.

E. Other
- Based on LSAC feedback given at the Jan. 19th meeting, the Library has changed the arrangement of its online subject guides. These guides are now shown in an A-Z list of all available subjects. There is no need to click more than once to see which subject guides are available.

II. Discussion of East Commons Furnishings/Plans

LSAC members were shown the plans for selected new furnishings for Geisel's East Commons, as well as the associated fabrics and finishes, and asked for their feedback. Following are the questions or comments raised.

    A. Will some of the Connection Zone computer tables also have perpendicular dividers to separate each user?

    B. The group liked the turquoise fabric (Waterfall) selected for the vertical panels and cubicles. Some felt the turquoise and other blues to be calming. One mentioned not using turquoise on the MyWays or other lounge chairs in the space, at the risk of having too much turquoise.

    C. The group liked the overall colors scheme of bright colors, including the 4-5 colors used on the Cobi chairs.

    D. Members requested that we also keep the existing adjustable-height tables (AirTouch), in addition to the planned new standing-height tables (Speakeasy).

    E. Some liked the patterned fabric with circles (Theory/International), while one felt it looked dated ("like from the 90s").

    F. Several mentioned liking the existing Cobi chairs. One mentioned seeing others move them around to use those instead of other chairs.

    G. One strongly requested adding more MyWay chairs "like in the DML."

    H. The group was positive about using maple for the worksurfaces.

    I. A few called for adding more computers to the Library.

    J. One mentioned that the 120 Degree tables looked better for group work at the computers than the Connection Zone computer tables, where more might work independently.

III. Campus Customer Satisfaction Surveys

Catherine provided summary results of the campus Faculty and Staff Customer Satisfaction Survey that asked UC San Diego academics, faculty, and staff about their interactions with campus departments, including the Library. [See handout at end of these notes.] This was the first year that the Library was invited to participate in the survey.

Council member comments and ideas in response to lower score for keeping faculty, staff and academics informed:

- Advertise Library to Freshman
- Market more such as saying "Make sure you sign up for ___ newsletter"
- Maybe provide physical copies to faculty who may not read email (or can't keep up)

The Student CSS closes on March 11. LSAC members were asked to encourage all their friends, colleagues, and councils to complete the student version of this survey, at least the Library section. [See handout at the end of these notes.]

IV. Open Textbooks and Open Educational Resources (OER)

Catherine has been approached by CALPIRG representatives to discuss open textbooks and other OER as part of CALPIRG's campaign to "make textbooks affordable." OER refers to a model similar to open source code, but pertains to educational resources, e.g., course materials, textbooks, tests.

Question for Council members: What is the first thing you think of when you hear "textbooks?"
Council member ideas and comments:

- Digital
- Amazon

Questions for Council members:

- Is cost a factor for textbooks?
- Should this activity be a priority for the Library?

Council member ideas and comments:
- Yes
- Most faculty don't require most recent edition
- UCSD custom editions are most expensive
- OER seems to work best for open ended teaching, such as Communications
- Probably more difficult with hard science majors
- Ask CALPIRG rep which discipline they are expecting to assist
- Use course reserves as alternative to buying
- Professors use articles outside of textbook
- Cost of textbooks is higher than it should be, but there are ways around it. Trying to address OER seems a less efficient use of resources than other things the Library could focus on.
- Typically high cost items are supplemental to coursework
- Required texts tend to be lower cost
- Some required texts are novels/literature, and have lower costs

Catherine referred to US PIRG's 2014 report, "*Fixing the Broken Textbooks Market*" [http://uspirg.org/reports/usp/fixing-broken-textbook-market] which says that 2/3rds of students they surveyed had skipped buying or renting some of their required textbooks due to cost. It also reported that the cost of the college textbooks has gone up 73% in ten years which is 4x the rate of inflation. She also referred to a study published in Feb. 2016 by a number of student PIRGs, including CALPIRG, called "*Covering the Cost*" [http://www.calpirgstudents.org/reports/sp/covering-cost] which looked into the financial implications for students of high textbook costs. The main findings were that:
   A. A significant number of students purchase their required textbooks with financial aid. For 4-year public colleges, this was 28%.
   B. For those students doing this, they put significant financial aid dollars towards purchasing textbooks. The average is about $300 per semester. And if this is borrowed money, then the cost is even higher due to the interest one has to pay on loans.
   C. And then lastly, that the impact was greater on community college students than students in 4-year institutions.

V. Planning the next LSAC meeting – April 5, 2016, 5-6:30pm, Seuss Room, Geisel Library
Question: Should the April 5th meeting be an open meeting so potential Council members can see how the Council works?
Council member ideas and comments:
- Need an incentive to get people to attend; don't think many will take the time
- Think it's a good idea
- No negative to opening it up
- Will either provide good feedback or have no effect
- 2nd week (early April) is voting period; next year's student councils not yet chosen.
- Good idea to engage people who use the Library

VI. What's on your mind? What have you heard from other students about the Library? What advice do you want to give us?
No time remained to cover these questions formally, but LSAC members were encouraged to contact Catherine if they had heard from other students about the Library or if they had advice they would like to provide.
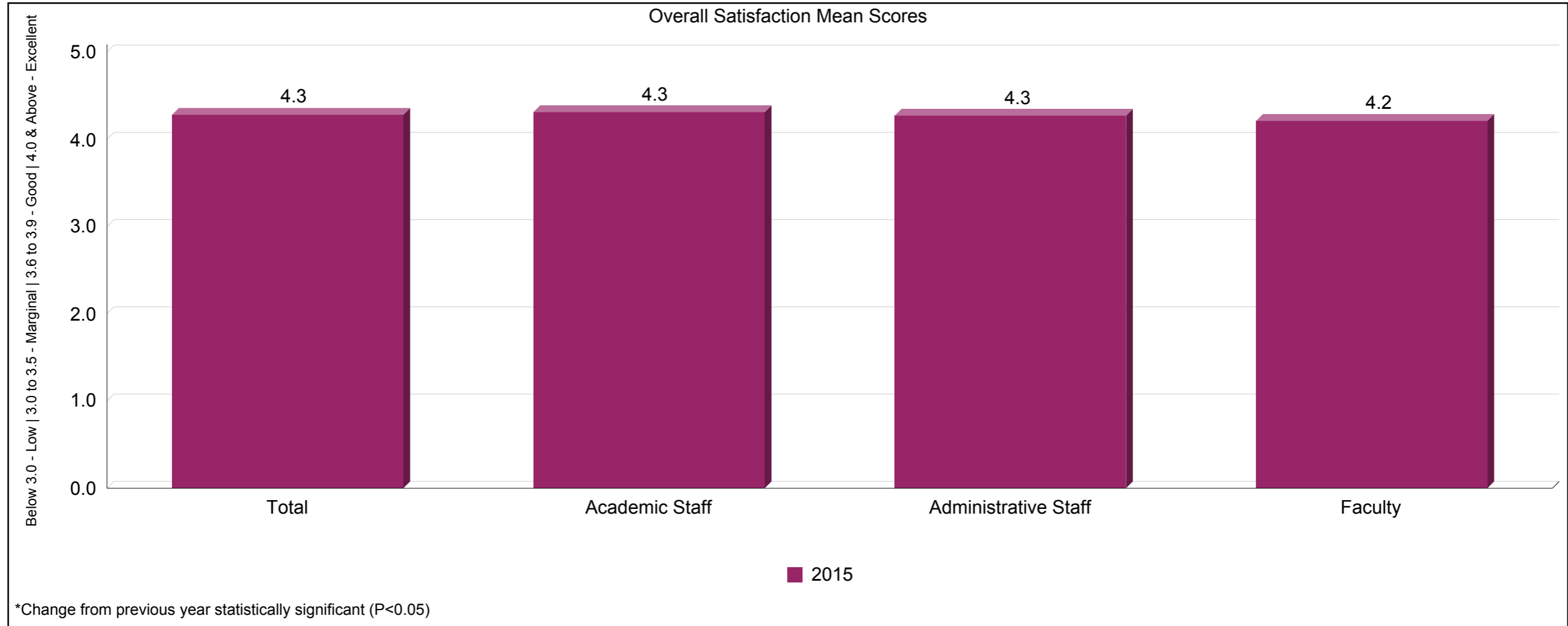

REMINDER: The last meeting of the year will be **May 24**, same time, same place (instead of May 17).

University of California, San Diego – Customer Satisfaction Surveys, 2015-16

1) Faculty and Staff CSS, 2015 - Library Questions + Overall Satisfaction Mean Scores

2) Student CSS, 2016 - Library Questions

University of California, San Diego - Faculty and Staff Customer Satisfaction Survey, 2015
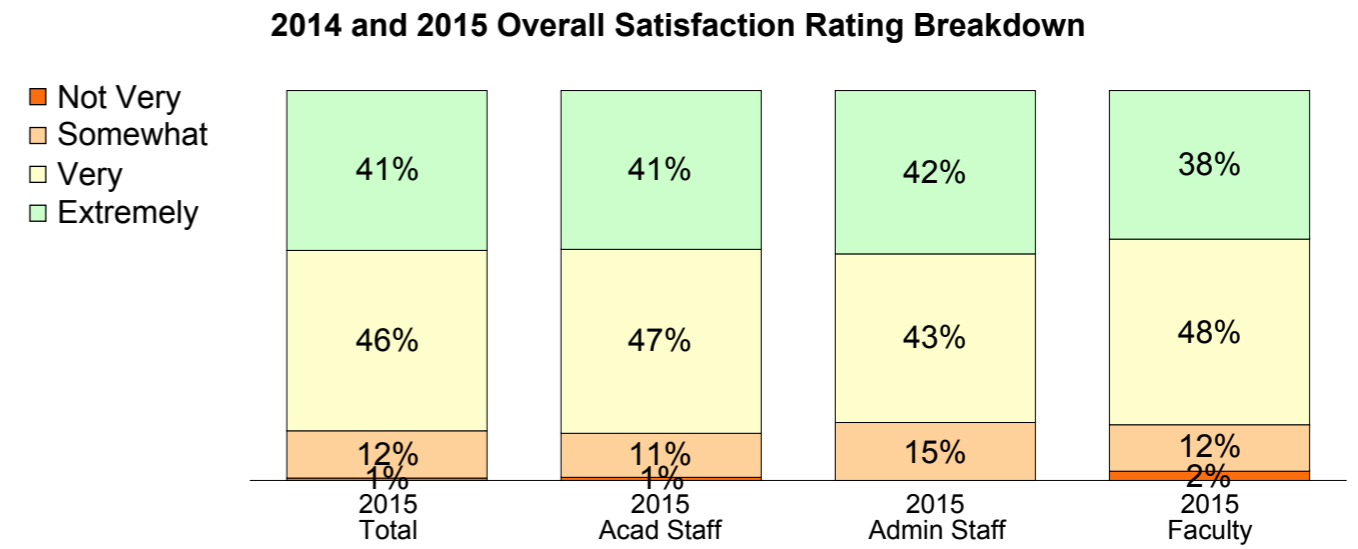
Library

Overall Satisfaction Mean Scores

	Total	Academic Staff	Administrative Staff	Faculty
2015	4.3	4.3	4.3	4.2

Y-axis label: Below 3.0 - Low | 3.0 to 3.5 - Marginal | 3.6 to 3.9 - Good | 4.0 & Above - Excellent

■ 2015

*Change from previous year statistically significant (P<0.05)

	2015
Invited, N:	2,287
Responded, n:	322
Total %	14%
Invited, N:	1,069
Responded, n:	164
Academic Staff %	15%
Invited, N:	903
Responded, n:	74
Administrative Staff %	8%
Invited, N:	315
Responded, n:	84
Faculty %	27%

Academic Staff: Academic Affairs, Marine Sciences, Health Sciences
Administrative Staff: Chief Financial Officer, Student Afrs, Res Management & Planning, Chancellor's Unit, Advancement
Faculty is only surveyed every other year.

2014 and 2015 Overall Satisfaction Rating Breakdown

Legend:
■ Not Very
■ Somewhat
□ Very
□ Extremely

	2015 Total	2015 Acad Staff	2015 Admin Staff	2015 Faculty
Extremely	41%	41%	42%	38%
Very	46%	47%	43%	48%
Somewhat	12%	11%	15%	12%
Not Very	1%	1%		2%

UC San Diego
2015 Customer Satisfaction Survey

Friday, October 23, 2015

FAQs | Department Descriptions

LIBRARY - The Library provides UC San Diego with information resources and services tailored to meet its needs. The Library provides access to more than 7 million digital, print, and multimedia scholarly and educational resources. It also provides services for faculty, students and staff to effectively discover, access and use these and other materials. The Library maintains two major facilities, including the iconic Geisel Library, which are designed to support teaching, learning and scholarship.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your OVERALL experience with the Library, how would you rate your satisfaction with the Library in meeting your needs during the past 12 months?	○	○	○	○	○	○

Next, please rate your level of satisfaction with Library in each of the following ...

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
2. Collections of online and print resources that meet my needs	○	○	○	○	○	○
3. Responsiveness to requests for items not found in Library collections	○	○	○	○	○	○
4. Library facilities that support my work	○	○	○	○	○	○
5. Courteous and helpful front desk staff	○	○	○	○	○	○
6. Access to knowledgeable subject specialists	○	○	○	○	○	○
7. Tools and services for managing my research data	○	○	○	○	○	○
8. Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	○	○	○	○	○	○
9. A website that I can easily navigate to get to needed Library resources and services	○	○	○	○	○	○
10. Library's efforts to keep me informed about its news and events	○	○	○	○	○	○
11. Moving in a positive direction to meet my needs	○	○	○	○	○	○

12. Let us know what you like best about the Library

Limit 1500 characters. Characters remaining: 1500

13. Let us know your suggestions on how to improve the Library

Limit 1500 characters. Characters remaining: 1500

14. This year, the Library would like to know what two things would make you use Library facilities more often?

Limit 1500 characters. Characters remaining: 1500

University of California, San Diego - Faculty and Staff Customer Satisfaction Survey
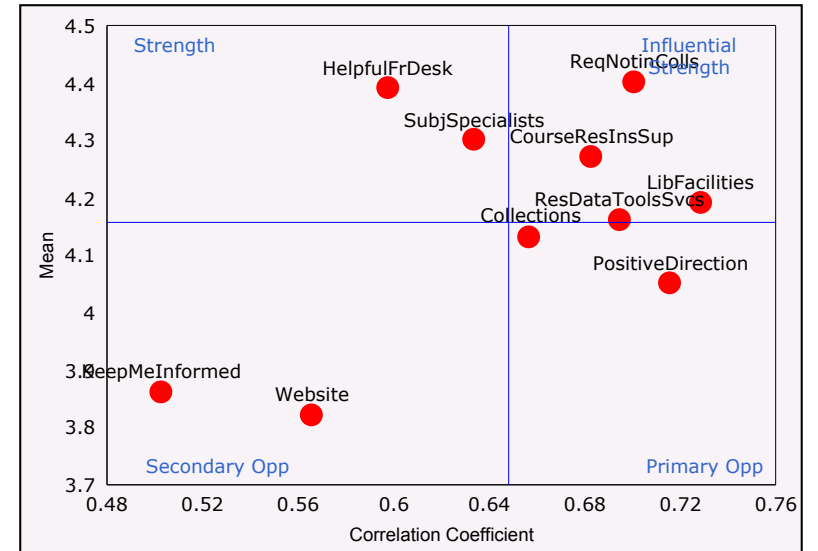# Library

Satisfaction Summary

All Responses	2015
Overall	4.28
Collections	4.13
ReqNotinColls	4.40
LibFacilities	4.19
HelpfulFrDesk	4.38
SubjSpecialists	4.29
ResDataToolsSvcs	4.16
CourseResInsSup	4.27
Website	3.82
KeepMeInformed	3.86
PositiveDirection	4.05

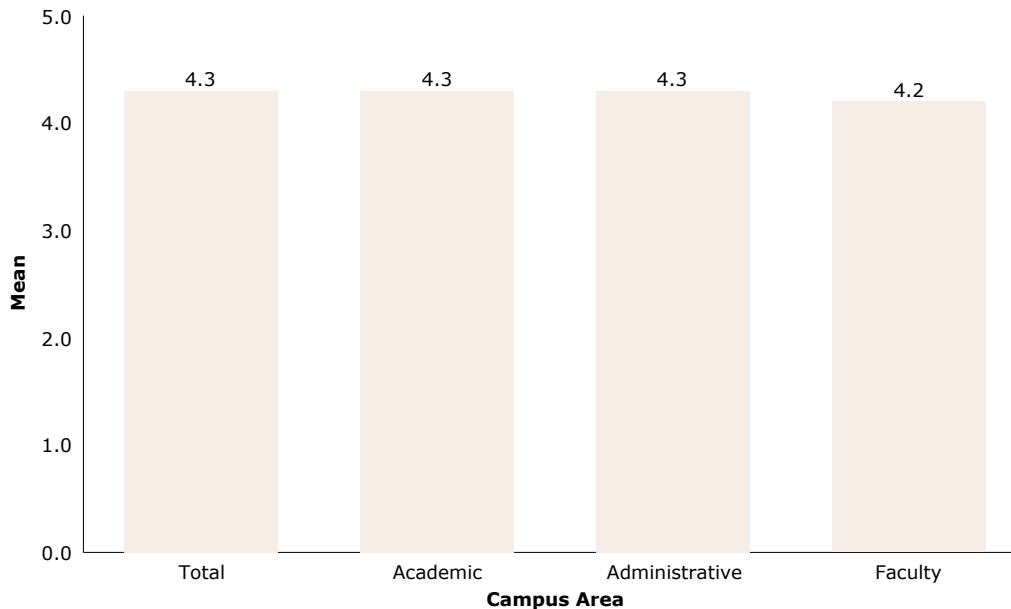2015 Total Responses: 322/ 2287 14%

Mean Score:
- Low - Below 3.0
- Marginal - 3.0 to 3.5
- Good - 3.6 to 3.9
- Excellent - 4.0 & Above

Strengths and Areas of Opportunity

Scattergraph of all questions correlated to Overall Satisfaction
Mean Average = 4.16, Correlation Coefficient Average = 0.65
Correlation Coefficient - Weak: 0.1, Moderate: 0.3, Strong: 0.5

Overall Satisfaction Mean Scores

Campus Area: Total 4.3, Academic 4.3, Administrative 4.3, Faculty 4.2

2015

Frequency Distribution of All responded to Overall Satisfaction

Mean = 4.3
Std. Dev. = 0.692
N = 322

Ratings: 1: 0, 2: 2, 3: 39, 4: 149, 5: 132

1- Not at all, 2- Not very, 3- Somewhat, 4- Very, 5- Extremely

6

Faculty and Staff Custom Satisfaction Survey
Library Dashboard

Satisfaction Ratings (Mean Scores) by Vice Chancellor Unit, All Respondents

VCU	N of Responses	Overall	Collections	ReqNotinColls	LibFacilities	HelpfulFrDesk	SubjSpecialists	ResDataToolsSvcs	CourseResInsSup	Website	KeepMeInformed	PositiveDirection
Total	322	4.3	4.1	4.4	4.2	4.4	4.3	4.2	4.3	3.8	3.9	4.1
Academic	164	4.3	4.2	4.4	4.2	4.4	4.3	4.2	4.2	3.9	3.9	4.1
Administrative	74	4.3	4.1	4.2	4.2	4.2	4.2	4.1	4.1	3.7	3.7	4.1
Faculty	84	4.2	4.1	4.5	4.2	4.5	4.4	4.1	4.4	3.7	3.9	4.0
Academic Affairs	123	4.3	4.3	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.9	4.1
Marine Sciences	5	3.8	3.2	4.3	3.8	4.8	4.7	3.3	3.5	3.6	3.8	3.4
Health Sciences	36	4.4	4.0	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.8	4.1
Chancellors Office	6	4.5	4.4	4.7	4.2	4.0	4.0	4.3	5.0	3.7	4.3	4.3
CFO	18	4.2	4.1	4.3	3.9	4.1	4.1	4.0	3.7	3.6	3.5	3.9
Student Affairs	15	4.2	4.2	4.3	3.9	4.3	4.3	3.8	4.2	3.8	3.8	3.9
Res Mgt & Planning	27	4.4	4.1	3.9	4.4	4.4	4.3	4.2	4.1	4.0	3.8	4.2
Advancement	8	4.0	3.7	4.3	4.6	4.1	4.2	4.7	4.3	3.0	3.4	3.9

Mean Score: ▢ Low - Below 3.0   ▢ Marginal - 3.0 to 3.5   ▢ Good - 3.6 to 3.9   ▢ Excellent - 4.0 & Above

Academic Staff: Academic Affairs, Marine Sciences, Health Sciences
Administrative Staff: Chief Financial Officer, Student Affairs, Resource Management & Planning, Chancellor's Unit, Advancement
Faculty surveyed only every other year (2011, 2013, etc.)

Library description and questions for the 2016 Student Customer Satisfaction Survey

Department Description: (max 3 sentences):

THE LIBRARY: The Library offers a variety of spaces in two buildings to accommodate both collaborative and individual study, as well as areas for more specialized work. The Library provides access to more than 7 million digital, print, and multimedia resources, and provides services for students, faculty, and staff to effectively discover, access and use these and other materials.

Questions:

1. Thinking of your OVERALL experience, how would you rate your satisfaction with the Library in meeting your needs?

Next, please rate your level of satisfaction with the Library in each of the following...

2. Spaces in Geisel Library that support collaborative or group study

3. Spaces in Geisel Library that support individual or solo study

4. Collections of online and print academic resources

5. Course Reserves

6. Check-out/Reserves desk staff

7. In-person and virtual assistance that helps me find the best information for my courses/research

8. Online guides that guide me to the best information for my courses/research

9. A website that gets me to needed Library services and resources

10. Keeping me informed about Library services, news and events

The Library's "burning question":

The Library provides technologies for students to use such as desktop computers, plug-in display screens, borrowable devices etc. What kinds of computing or devices do you think the Library should offer in the future?

UC San Diego Library Student Advisory Council
Fifth Meeting of the Academic Year!

April 5, 2016

MEETING NOTES

Attendees: Catherine F., Edwin R., Hatchly M., Hannah F., Jason S., Jonathan P., Julia L., Kymberly G., Lauren F., Lorraine L., Maedha B., Sean P., Stella Z., Taylor H., Zaid M.

I.   Welcome and Library updates

A. Events & Exhibits
Current

- The Library's Special Collections & Archives' exhibition *"Wondrous Manifestations of Nature: Celebrating California's National Parks"* continues on view through April, on the main floor of Geisel Library.
- The Library is hosting a lineup of events starting on April 6 for Earth Month featuring Scripps Climate Scientists. Professor Veerabhadran Ramanathan will present on April 6; Professor Lynn Russell will present on April 21; and Professor Emeritus Richard Somerville will present on April 28. All events will be held from 5:30 – 7:30pm in the Seuss Room.
- On April 7 from 4 – 6pm in the Seuss Room, the Library will be holding a Block Party for students to de-stress, have fun with Keva Building Planks, a have a cup of coffee, and enjoy tasty "Block Party" themed snacks. There will also be a raffle to win exciting prizes. The Library's Environmental Sustainability Group will be on site with earth wise tips and information on hydration stations in the Library.
- The next event in the Holocaust Living History Workshop is "Don't worry about me: The Remnants of a Forgotten Life" on April 13 from 5 – 7pm in the Seuss Room. In this talk, Hilda van Neck-Yoder traces the fate of her distant cousin a young radio-technician who spent the last fifteen months of his life in Nazi concentration camps in occupied Holland and Poland.
- The Library's Environmental Sustainability Group will be hosting our annual Makers Day on Monday, April 18, from 11:30-1:00 in the Seuss Room. The event is open to all. Activities include succulent planting and making green cleaning and homemade beauty products.

Past

- The exhibit *"Virtual Victorian: Roots of 3-D"* closed at the end of March.
- On March 29, the Library held a screening of the film *The Kitchenistas of National City*, directed and produced by Mary Ann Beyster. This award-winning documentary depicts the struggles and triumphs of National City families living with obesity, diabetes, and other food-related health conditions. A short discussion and Q&A with the filmmaker, a Kitchenista, and UC San Diego Community Health representatives followed. Afterwards, a variety of healthy Latin-inspired dishes were served including items prepared by the Kitchenistas.
- Around midnight on March 16, an Associated Students Senator and her AS colleagues passed out about 150 goodie bags to lucky students studying on Geisel's first floor.
- The Library held its quarterly Finals Week Stress-Free Zone (SFZ) on March 14–16 in Geisel's Brody Collaborative Space (1st floor). Perks Café again donated coffee for the event, and the Library provided an assortment of fresh fruit and snacks. Additionally, Kent Yoshimura, a Muir College alumnus and co-founder/CEO of NeuroGum, donated a generous supply of the vitamin-enriched energy gum to give away.
- On March 11, the Library's DML and the UCSD Virtual Reality (VR) Club hosted a demonstration event for the HTC Vive Virtual Reality headset. When there were problems configuring the Vive, DML staff held

demonstrations using their own Samsung GearVR headset. 24 demonstrations were given and more than 40 individuals attended the event. All were excited to see the Lab and enthusiastic about virtual reality.

- On March 4, Micheal Austin, adjunct professor in Black Studies at San Diego City College, gave a talk titled "*Hallowed Ground: The Douglas Hotel and the Creole Palace, San Diego, 1924 – 1984*." During the era of segregation, the Douglas Hotel, which included the Creole Palace nightclub where black stage and screen stars performed and was known as the "Harlem of the West," was the only major downtown hotel in San Diego to provide services to black visitors.
- The Korean Studies Program hosted an outreach event in the Seuss room on March 1. There was a packed house for talks on how having a Korean Studies minor could benefit students and about Study Abroad in Korea. The event include a quick presentation about Library services and collections. A UCSD student dance team also performed. The audience was about 60% freshmen.
- The exhibit "*The Chinese and the Iron Road: Building the Transcontinental"* closed February 29.
- On February 24, climate change policy expert David Victor, a professor of international relations at the School of Global Policy & Strategy gave a talk in the Seuss Room titled "*Correcting the Course on Climate Change Negotiations: the Road from Paris COP21"*. He was joined by GPS students who also participated in COP21.
- On March 5, the Library hosted a Wikipedia Edit-a-thon focused on improving the coverage of women and the arts in Wikipedia.

B. Collections

- The Library is in the final stages of reducing the footprint of the Geisel Reference Collection by several thousand volumes. Many of the books are being moved to the stacks where they can circulate. By reducing this collection, we can install lower shelving and more study space. Some favorite titles now available for checkout from the stacks include *The encyclopedia of alien encounters*, *Resting places: the burial sites of over 10,000 famous persons,* and *Statistically speaking: a dictionary of quotations.*
- Papua New Guinea Patrol Reports are now available as part of the Library's Digital Collections website. These reports are a major source of primary information on Papua New Guinea's colonial-era history. Patrol officers and other officials wrote detailed documents reporting on all aspects of the work carried out by the patrols. The reports give first-hand accounts on many topics, from first contact with remote Highland villages, to census counts, tax collection, health care, justice, labor recruiting, plantations, missionaries, anthropological descriptions, tribal warfare, languages, and more. This project has now made these materials available online—it includes approximately 22,000 reports organized into over 2800 files, altogether about 350,000 pages. http://library.ucsd.edu/dc/collection/bb30391860

C. Services

- Campus ITS has given the Library a collection of individual Solidworks 3D CAD licenses for student/faculty use. If interested, email Scott McAvoy at smcavoy@ucsd.edu.
- Digital Media Lab equipment and services:
  - Acquired adaptors that allow Epson scanners to scan 35mm film negatives and slides. This equipment is only available for use within the DML.
  - Will be partnering with the Triton 3D Printing Club to build a custom 3D printer. This equipment will be added to the current reservation system early Spring Quarter to help support the high volume of 3D printing in the Lab.
  - Testing several new media software programs including GIMP, Audacity, and Autodesk Meshmixxer. One or more will be implemented in the Lab within the next month. Contact Scott McAvoy to suggest any additional new software for the DML.
  - Experimenting with a wood/plastic blend filament, which allows 3D printed objects to be sanded and painted. Initial testing has been successful.
- A Varidesk is now available to complement the Library's other adjustable-height offerings. Located in Geisel's East Commons, the Varidesk allows you to adjust the work surface to one of 11 height settings.
- Two more of the new, stronger charging stations have been deployed in Geisel's West Commons.
- Five new charging stands have been deployed in Geisel. These are improved models with extra bracing for durability.

- Blinds have been installed in the Geisel Large Adaptive Study Space (GLASS), Study Room 721. The blinds allow for the room to be darkened enough to use the portable projector from the Tech Lending Program.

D. Construction/Space renovations
- Hopkins Lane Pedestrian Improvements are completed.
- Audrey's Café in Geisel 2 East — Construction is close to complete. The wall has been taken down and the grand opening is scheduled for May 3.
- Geisel Library Lounge (which is right next to Audrey's) - Two design meetings have been held with the architects. This area will be partially renovated before Audrey's Grand Opening with additional renovation work to be completed over the summer.
- Geisel Elevators — This year-long refurbishment project is on track. It is scheduled to be completed Fall 2016.
- Geisel Tower Restrooms — Engineers and designers are reviewing existing space in preparation of creating design drawings. It is still scheduled to be completed Fall 2017.
- Teaching + Learning Commons in Geisel 1 West — Construction is tentatively slated for May—August 2016; the construction barrier wall is going up April 25. T+LC is slated to open in Fall 2016.

E. Other
- The Library has put in the purchase orders for new computer tables, study tables, chairs, and consultation cubicles for Geisel's East Commons. These were selected with LSAC input. We hope to have some in place before school starts in the fall, although it will not be enough to replace all the furniture in that area.
- A contract has been signed with brightspot, a strategy consulting firm, to work with the Library to create a vision, space program and service strategy for the 2nd and 1st floors of Geisel. The high-level goal of the project is to create a more cohesive, holistic service environment for Geisel library users. The deliverable will be a report sufficient to guide an architect in developing a design and detailed space-by-space program for the floors. The project will start at the beginning of May and last two months. Workshops with students and faculty will be scheduled in May.

II. **Question 1:** The freshman class of 2020 will be on campus Saturday, April 9, for Triton Day. The new transfer students will be visiting on Saturday, May 9. What should we highlight about the Library for these groups? What do you wish you'd known about the Library earlier in your college career? How should we tell them about these things? *[Note that nearly all LSAC members indicated that they had attended Admit/Transfer Day prior to their coming to UCSD.]*
- Geisel has a café
- Technology available, including Oculus VR, DML, Tech Lending, 3D printers
- Course reserves; "textbook lending"
- Long hours [came in a close 4th in the list of Top 3 items]
- Focus on "Cool Stuff" since you'll have limited time
- Join LSAC
- Group study rooms available for reservation
- Promote BLB - not just for medical students; you can study there; indicate that it's good for quiet study
- Transfer Day: promote DML, BLB
- How to access library resources off-campus: VPN
- Let people know that Library is more than books
- GIS Lab & its software
- Newspapers/Magazines available
- Brochure: Self-guided tour of Library
- "Geisel 2.0" or "Geisel+" concept - Library not just books; additional resources/services

Here are the top 3 things to promote:
Admit Day:
- Technology available: Digital Media Lab with 3D printers, availability of VR technology to try out like Oculus Rift and VIVE headsets, and Tech Lending Program

- Geisel has a café
- Course reserves; "textbook lending" for major lower division courses – can save you some $

Transfer Day:
- How to access library resources off-campus: VPN
- Specialized technology labs like Digital Media Lab; GIS Lab
- Library is more than books, i.e., "Geisel 2.0" or "Geisel+" concept - not just books; additional resources/services, such as access to online databases, Course Reserves, interactive/collaborative study zones on the lower floors

III. **Question 2:** With the opening of Audrey's café in Geisel in the next month or so, the Library is reviewing its Food & Drink policy. What are your thoughts about food and drink in the Library?
- Enjoy convenience factor of being able to eat in the Library
- Are here for several hours on end, so nice to have food/drink available here
- "Cold foods meant for one person"
- Rules should be more publicly available
- Consider creating a "food zone" where students can eat
- Restrict food to 1st and 2nd floor only; not in Tower [several members suggested or supported this]
- Clean up is important; trash cans need to be emptied regularly
- "How often are counters cleaned?" after someone eats
- Have cleaning supplies available for students to use
- Offer stands with sani-wipes like at grocery store
- Like the "3 things" approach with revised Food & Drink Policy
- Will the Library offer food waste receptacles for composting (food waste)? "It's more sustainable."
- Suggest no food on 8th floor – "It's a silent floor. I don't want to hear wrappers."
- Why does policy talk about microwave popcorn? Are there microwaves for use in the Library?
- Separate staff Food & Drink Policy from public Food & Drink Policy

IV. **Question 3:** What's on your mind? What have you heard from other students about the Library? What advice do you want to give us? We look forward to hearing your thoughts.
- General excitement for Audrey's café
- Excitement that Audrey's will happen Spring Quarter; seniors will be able to enjoy before graduation
- Looking forward to more access to caffeinated beverages and the sustainability behind café
- Offer some general course reserves at BLB during Finals: lower division GE courses (duplicate popular reserve materials at BLB, especially for finals and other busy times; then advertise that they're there)
- Inconsistent accessibility to electrical outlets especially in the Tower (8th floor in particular was mentioned)
- T+LC - how will that loss of space affect students?
- Q: How to report table outlets that don't work? – *A: Report to any service desk*
  - Method to report via online form? Text?
  - How can users identify the individual table with problems?
- Camera checkout - "always seems to be 3-day wait before I can get a camera"; maybe need more of them
- DML is too small; expand
- Start Expanded Hours of West Wing 1st and 2nd Floor earlier in 10th week
- Library should start a book club
- Zoning for quiet space wouldn't work on 1st/2nd floor because it's normally designated as collaborative
- Library could offer "collaborative suffering zone" during finals; I can quiet study at my apartment
- Suggestion to open the Seuss Room for quiet study at end of term was declined

V. Next (last ☹) LSAC meeting of the year – **May 24**, same time, same place

UC San Diego Library Student Advisory Council
Sixth (and Last) Meeting of the Academic Year!

MAY 24, 2016

MEETING NOTES

Attendees: Aleia H., Catherine F., Hannah F., Hatchly M., Jason S., JJ S., Julia L., Kymberly G., Lauren F., Lorraine L., Riley Z., Sean P., Zaid M.

1. **Celebration and thanks!**
   a. Special guest: Brian Schottlaender (the Audrey Geisel University Librarian)
   b. Special guest: Erin O'Brien (administrative support for LSAC)
2. **Activity: Keep, Toss, Create** [exercise to evaluate Library's current space, services, technology, and collections in order to identify problems and opportunities] – <u>SEE AT END OF NOTES</u>
3. **Geisel Library Restroom project** – seeking volunteers to provide input: JJ, Lorraine, Riley, and Sean volunteered
4. **Planning for the future of the LSAC**
   a. Identifying next year's Council members
      i. Contact College council president; current LSAC representatives may help pick next year's representatives
      ii. Dean of Student Affairs may also be good contact
   b. Plus/delta of the Council's second year – what worked, what could be improved, what should be changed
      ▪ Like announcements of Library events
      ▪ Like agenda/minutes
      ▪ Like tours of Library spaces; include T+LC next year
      ▪ Like Library staff as guests to explain services
      ▪ Non-monthly meetings make it more difficult to report to Councils
         ● Need more regular interaction
         ● Perhaps Facebook LSAC group to promote interaction/solicit question
      ▪ Library reacting promptly and appropriately to LSAC's feedback
      ▪ Feedback from Warren Council
         ● Like the Café
         ● Like the new chairs - "really cute"
         ● Bathrooms are gross
         ● Liked Café opening cookies - can they be for sale?
         ● Expand Café hours
         ● Expand 24-hour space
         ● Geisel Library has a "Finals smell"; perhaps evaluate ventilation for 1st Floor?
   c. Other feedback
      ▪ Library closing announcement is inaudible on the 6th floor
      ▪ Potential Fall meeting topic: review Library's social media presence–Facebook, Twitter, Instagram, others.

CREATE

Collections - none

Technology

- Expand DML/more space for tech.
- ACMS (rather than Imprints) printing in Library
- More/better digital signs – review placement – main hallway but not at entrance

Services

- Better maps for study spaces (interactive) [include traditional & non-traditional spaces]
- Expanded Audrey's Café hours
- Better way to report immediate problems

Spaces

- More 24/5 space & longer hours for 24/5
- Napping or sleeping zone/space
- Adding shades to windows in Tower (& group study rooms)
- More tables on 6th
- More tables on 8th
- More round tables for group work
- Individual furniture in Tower
- Full wall whiteboards to more group study rooms

TOSS

Collections – none

Technology – none

Services

- Imprints printing – higher $$ printing
- Library Twitter account

Spaces – none

KEEP

Collections

- Special Collections
- New books
- Periodicals

Technology – none

Services

- Course reserves
- Social media – improve Facebook (most important)
- Subject specialists

Spaces

- 24 hour space
- MyWay chairs (x2)
- Portable white boards (parabolic), white board tables
- Group study rooms