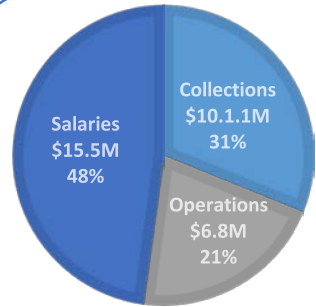


# UC San Diego Library by the Numbers 2016-17



## LIBRARY EXPENDITURES \$32.4 Million

- Collections (print & digital) \$10.1 Million
  - Operations \$6.8 Million (including information technology and building projects)
  - Salaries \$15.5 Million

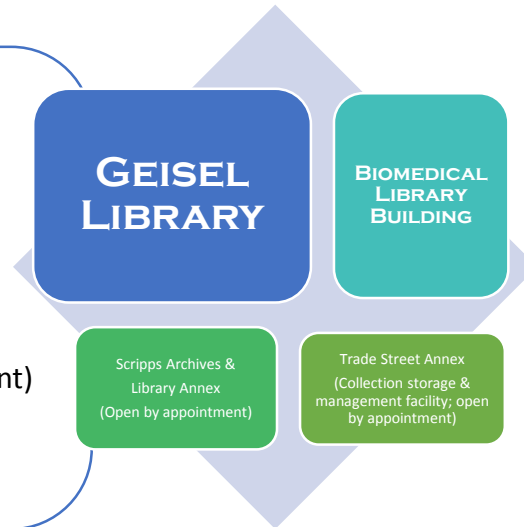
## STAFFING

- 261 Staff (including 58 librarians)
- 191 Student Employees



## FACILITIES

- 4 Facilities; 280,040 ASF
- Open 136 Hours Weekly (including 24/5 Overnight Study)
- 2,121,734 People Entered for the Year
  - 42,924 Entered Each Week
  - 6,132 Entered Each Day
- Seating for 4,077 (11% of student enrollment)
- 54 Group Study Rooms + 3 Presentation Practice/Media Rooms
- 397 Computers for Student Use



## COLLECTIONS

- 3,222,407 Print Volumes
- 1,262,361 Electronic Books
- 126,374 Journals & Serials
- 1,173 Electronic Reference Sources
- 201,266 Items Digitized by the Library
- 15,808 Manuscript & Archival Units
- 43,802 Maps
- 2,143,230 Microfiche



## SERVICES

- 57,116 Information & Reference Questions Answered (in-person & online)
- 665 Presentations to groups
  - 31,544 Participants
- 272,660 Items Checked Out
- 16,748 Items Supplied to UCSD from Other Libraries
- 36 Library Tours
  - 524 Attendees
- 120 Events
  - 8199 Attendees
- 24 Exhibits
- 2,304,885 Prints & Copies Made by Users
- 64,855 Group Study Room Reservations

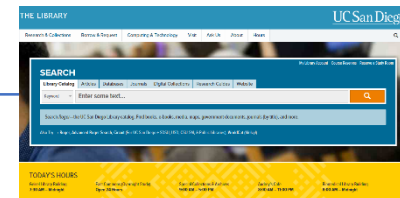


# UC San Diego Library by the Numbers 2016-17



## USE OF DIGITAL COLLECTIONS

- 10,210,123 Uses of Items Included in UC-wide E-Resource Packages
  - 73% is use of E-Journals
  - 27% is use of E-Books & Databases
- 2,807,731 Searches of the Library's Online Catalog
- 223,770 E-Reserves Hits (E-Text & Streamed Media)
- 736,212 Searches of Library Digitized Collections
- 895,248 Views of Library Digitized Collections
- 536,718 Views/Downloads of Library-developed Content on the UCTV Library Channel
- 14,843 Views of Library-developed Content on YouTube



## LIBRARY WEBSITE

- 2,000,594 Visits
- 5,242,563 Page views
- 973,274 Unique Visitors
- 47.6% New Visitors



## SOCIAL MEDIA

- Library Blogs
  - 40,291 Posts Viewed
  - 34,601 Unique Visits
- Facebook
  - 3,267 Geisel Page Likes
  - 1,022 Biomedical Library Page Likes
  - 955 Library Page Likes
- 1,789 Followers on Twitter
- 2,087 Followers on Instagram
- 10,089 Followers of Special Collections & Archives on Tumblr

# 2017 UC San Diego Student Satisfaction Survey Background

2nd year Library  
participated

[23rd annual]

Survey period was  
Jan. 11 to Feb. 17

Fifty-two (52)  
service areas rated

[2 from Academic Affairs,  
including the Library]

34,300 students invited  
to participate

4,994 rated Library

[14.6% of those invited to  
participate]

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

# 2017 Survey Questions

## 10 satisfaction questions

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

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

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

## 3 open-ended questions

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

## Net Promoter Score (NPS) (new this year)

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

# 2017 Library Results

## Overall Satisfaction

- *Good* range (3.98 out of 5.0); similar to previous year's score (4.00)
- Net Promoter Score in the *Good* range at 29

## Highest Scores

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

## Changes in Scores from 2016

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

# Opportunities & Strengths

Primary Opportunities – where changes would have the biggest impact

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

Secondary Opportunities – where changes would have some impact

- Keeping me informed
- Website

Strengths – keep up the good work

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

# Most Frequent Comments

## What Like Best

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

## How to Improve

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

## Things to keep in mind as plan to renovate

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

# Survey Data Available

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

## 1. Summary Report

Includes:

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

*Format: PDF*

## 2. Ratings Analysis in Tableau

Responses to each satisfaction question coded by:

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

*Format: Tableau*

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

## 1. Library Comments

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

*Format: PDF*

## 2. Library Comments Spreadsheet

For each question, verbatim comments coded by:

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

*Format: Excel*

## 3. Library Open-Ended Response Summaries

For each question:

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

*Format: PowerPoint*





# Capital Program Update

## Library Student Advisory Council

### October 17, 2017

# Library Projects

- Geisel Restroom Renovations
- Geisel Library Revitalization Initiative (GLRI)
  - Geisel 8<sup>th</sup> Floor Renovations
  - Geisel 1<sup>st</sup> and 2<sup>nd</sup> Floor Renovations

# Geisel Restroom Renovations

## (Phase I)

Create ADA-accessible/Gender Neutral restrooms on Floors 4-8

Create large multi-person restroom on Floor 8

Current Phase  
Construction Bid Process

Completion Date  
Early 2018

*Gender Neutral*



*8<sup>th</sup> Floor*



# Geisel Restroom Renovations

(Phase II)

Renovate existing multi-person restrooms on Floors 4-7

Current Phase

Construction Bid Process

Completion Date

Spring 2018



# GLRI—Geisel 8<sup>th</sup> Floor Renovations

Create a flexible, updated study space

Current Phase  
Construction Drawings

Completion Date  
Spring 2018



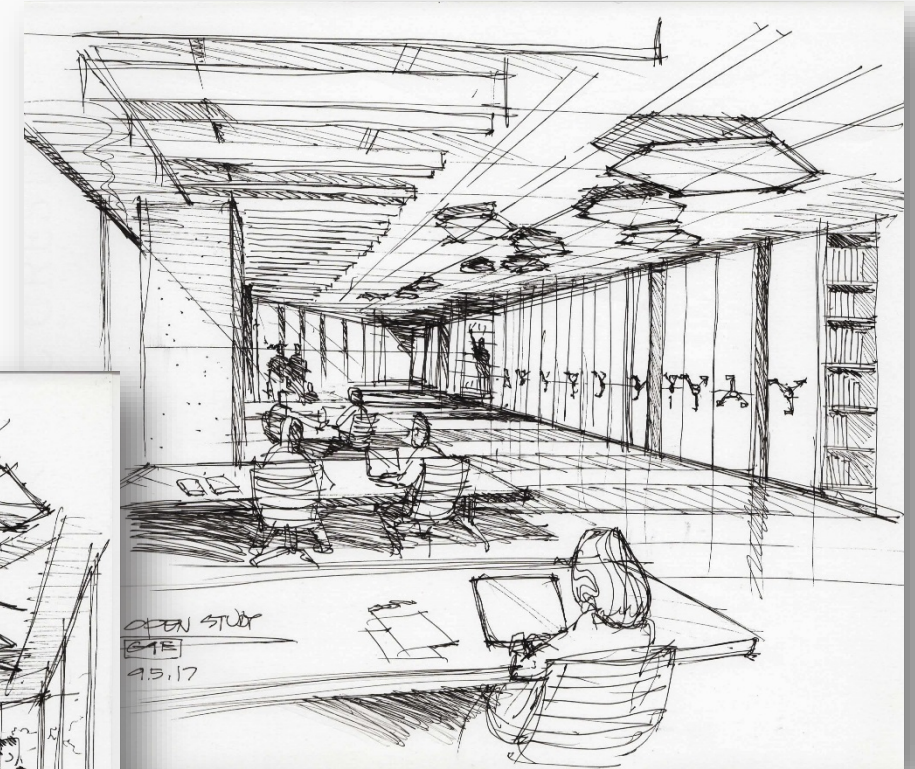
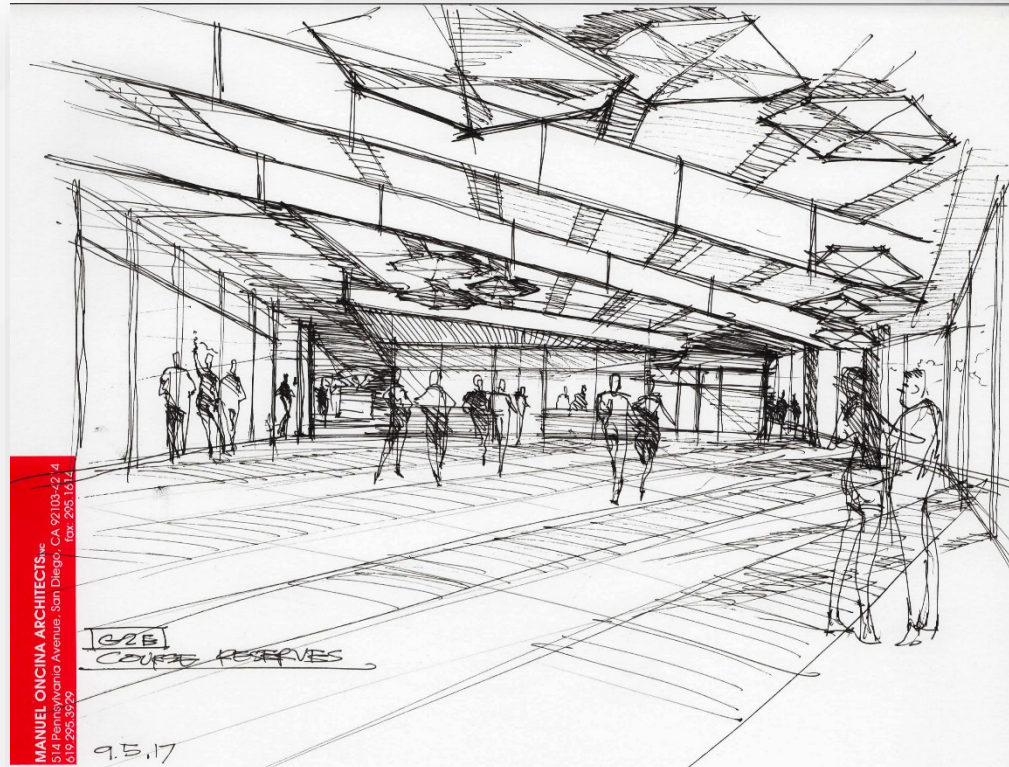
# GLRI—Geisel 1<sup>st</sup> and 2<sup>nd</sup> Floor Renovations

Create public spaces that are modern, collaborative, and technology-rich.

Current Phase  
Planning

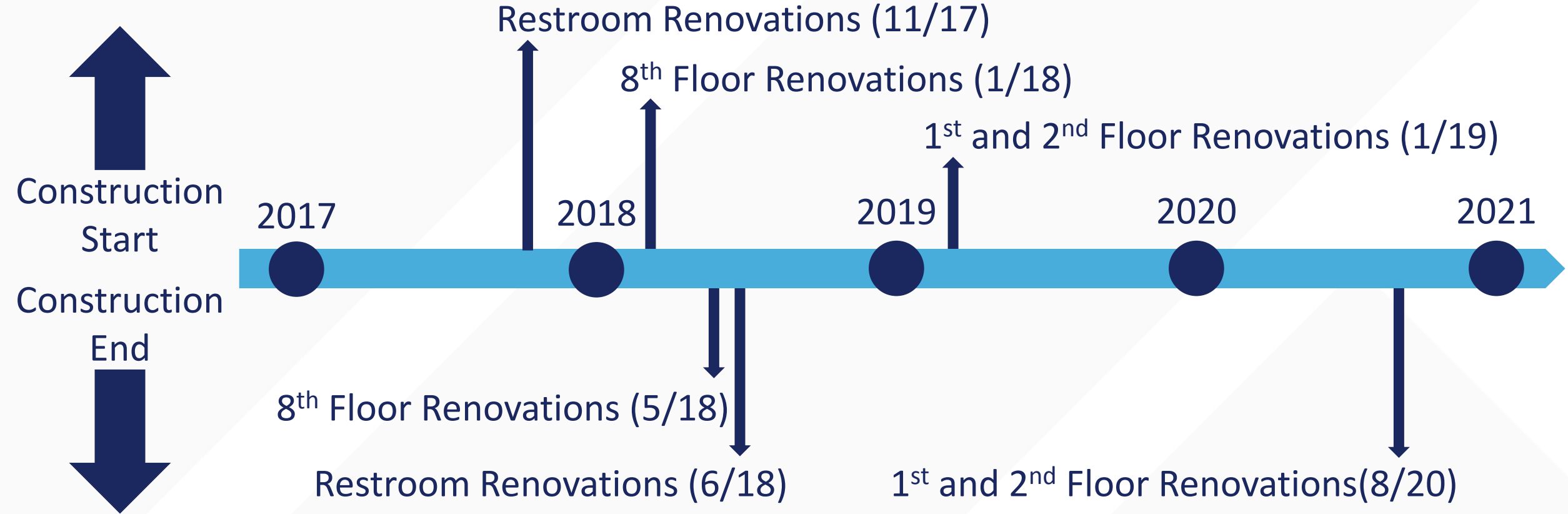
Completion Date  
Fall 2020

G2E Commons  
(concept)



GIE Open Study  
(concept)

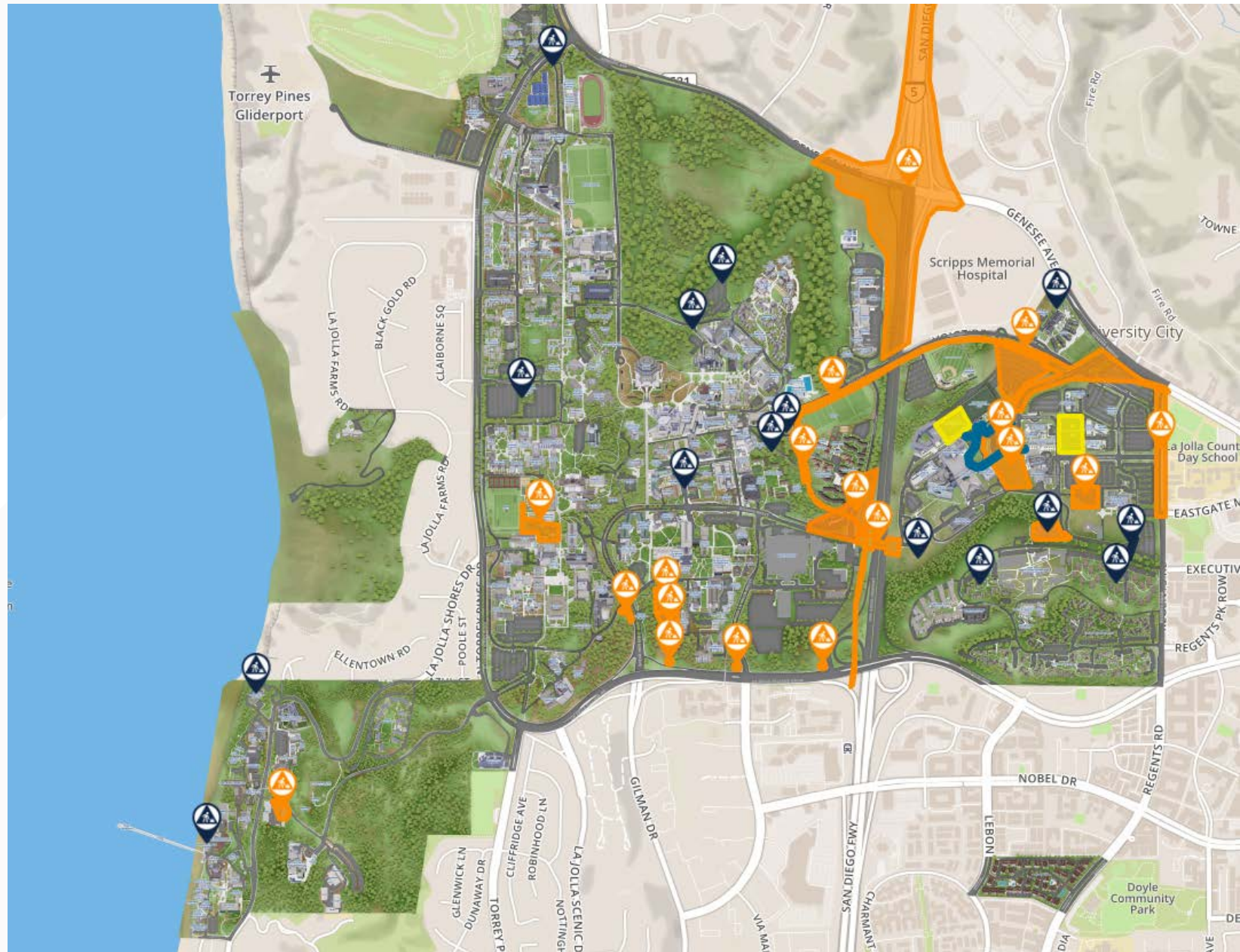
# Timeline of Library Capital Construction Projects



*Dates subject to change*

# Campus Projects

- Osler Parking Structure
- Voigt Parking Structure
- Engineering Interdisciplinary Building



[Capital Improvements Map](#)



# Osler Parking Structure

- Multi-level
- 1,350 parking spaces
- Replaces P604 (316-space surface)
- New Gilman Drive access to reduce traffic on Osler Lane.

Current Phase

Construction

Completion Date

Fall 2018

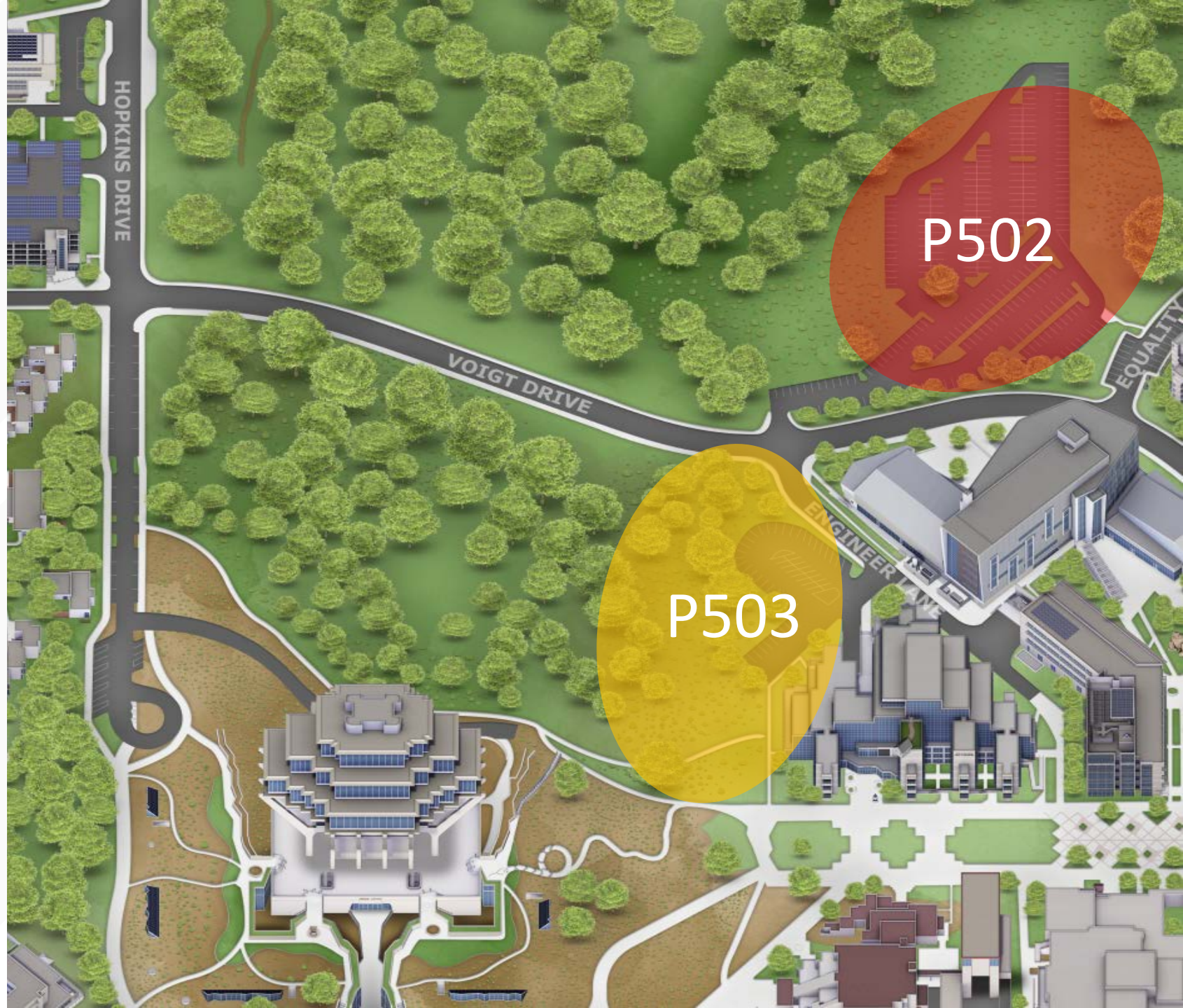


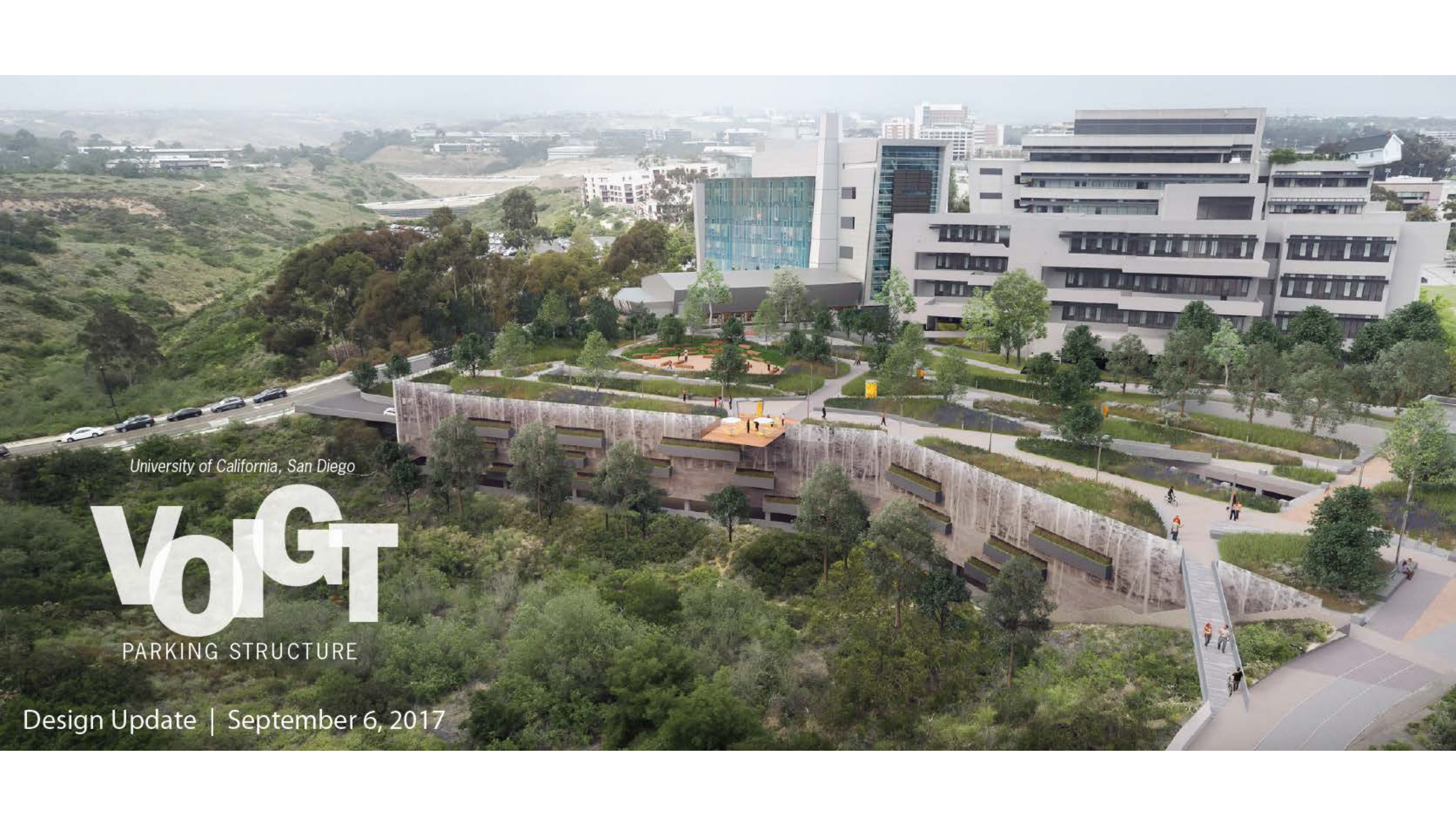
# Voigt Parking Structure

- Multi-level
- 800-900 parking spaces
- Replaces P503 (50-space surface)
- To accommodate P502 (355-space surface)

Current Phase  
Schematic Design

Completion Date  
Early 2019





University of California, San Diego

# VOIGT

PARKING STRUCTURE

Design Update | September 6, 2017

① Parking Structure  
Garden Roof

② Engineer Lane Bike  
Path

③ Canyon Trail

④ Warren Mall  
Completion

⑤ Price Center  
Connection

⑥ Voigt Bike Lanes



# Engineering Interdisciplinary Building

- New teaching and research facilities and laboratories
- 205,000 gross ft<sup>2</sup>
- Replaces P502

Current Phase  
Planning

Completion Date  
Fall 2021



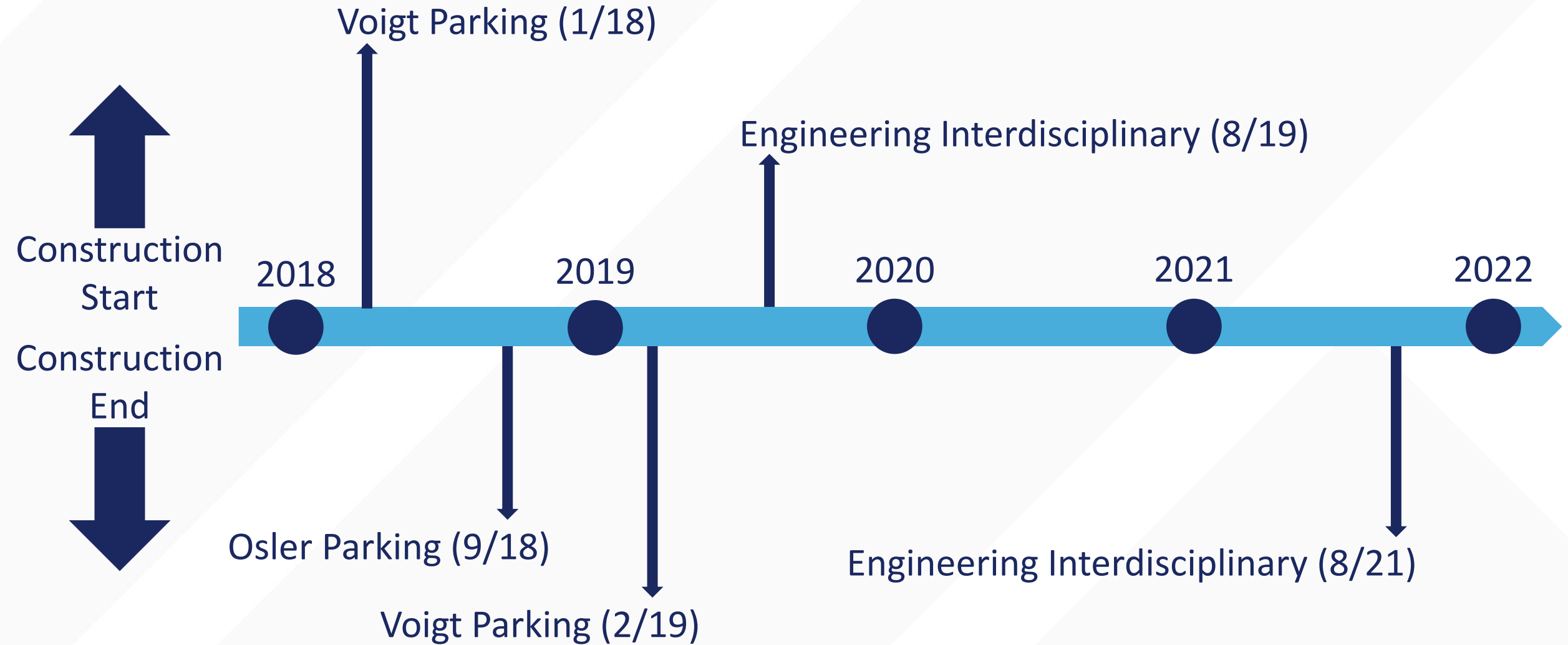
# Engineering Interdisciplinary Building

(concept)



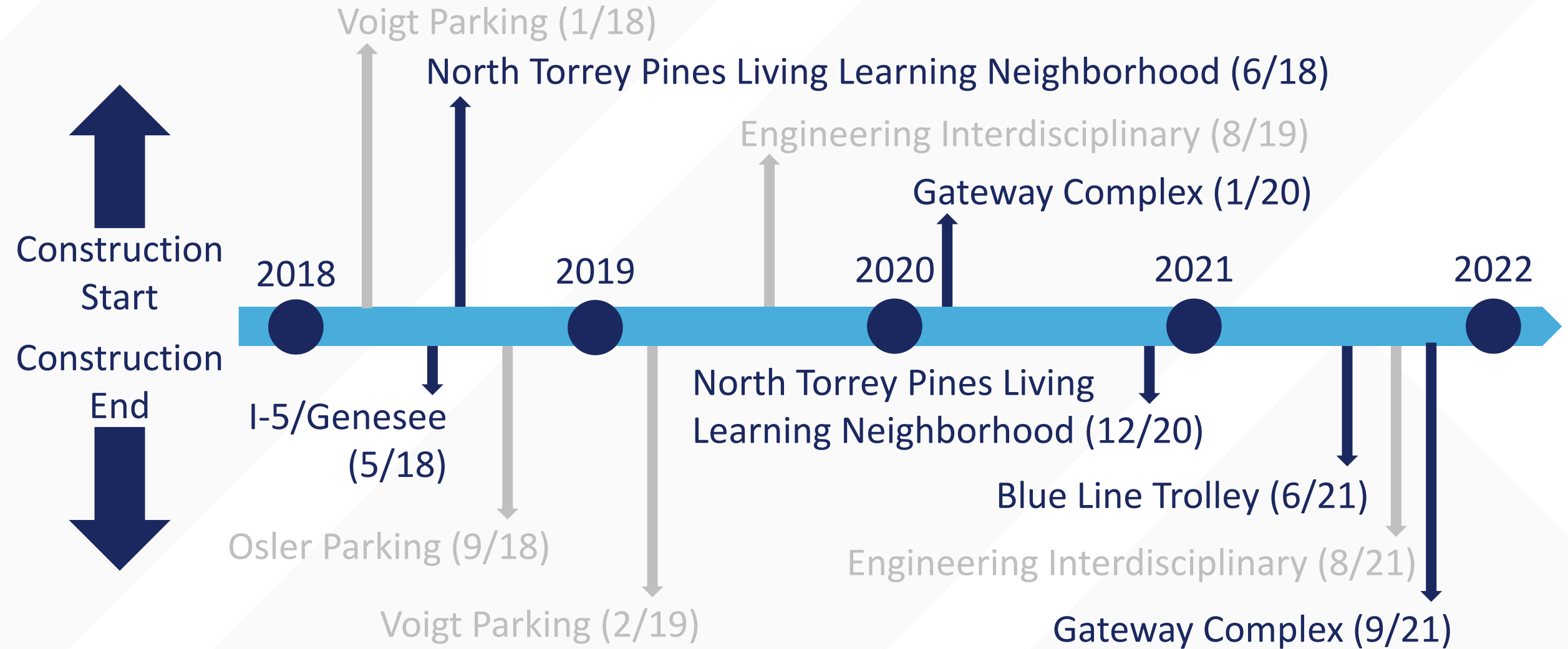
Eleven research collaboration laboratories, faculty offices, student workstations, education space, meeting locations, a café, and outdoor park-like open spaces.

# Timeline of Campus Capital Construction Projects



*Dates subject to change*

# Timeline of Campus Capital Construction Projects



*Dates subject to change*



# Visioning Videos



University Center  
Gateway Complex



Expanded Core  
(including trolley)



North Torrey Pines Living and  
Learning Neighborhood

[plandesignbuild.ucsd.edu/projects/videos.html](http://plandesignbuild.ucsd.edu/projects/videos.html)