LIBRARY BY THE NUMBERS 2018–2019
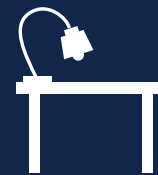
2 Public Buildings
4,229 Seats
385 Computers

Annual Gate Count
2,648,564

Average Daily Visitors
7,655

Group Study Room Reservations
79,658
Across **56** Rooms

Hours Open Weekly
138

215,785
Library Materials
Checked Out

3,731,948
Print Volumes

59,289
Information & Reference
Questions Answered
(in-person and online)

STAFF

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UC SAN DIEGO

174
Staff

57
Librarians

169
Student Employees

26,161
Loans to
Other Libraries

16,795
Loans from
Other Libraries

1,556,783
E-Books

182,012
Journals & Periodicals

833
Presentations to Groups

27,212
Attendees at Presentations

55,055
Tech Lending Program
Items Loaned
(out of 368 items available to borrow)

28
Library Exhibits

The Library
UC SAN DIEGO

5,203,667
Searches of Roger, the Library's Online Catalog

10,574,675
Views of Items Contained in Major E-Resource Packages

1,315,948
Views of the Library's Digitized Collections

462,430
Views/Downloads of Library-developed Content on UCTV

55,058
Library Blog Page Views

5,246,047
Library Website Page Views

LIBRARY.UCSD.EDU

2019 UC San Diego Student Satisfaction Survey
Library Questions

10 satisfaction questions

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

3 open-ended questions

- What like best?

- How to improve?

- As we renovate, which library services would they like to see easily available near the main entrance?

Net Promoter Score (NPS)

- How likely is it that you would share a positive impression of the Library with other students?

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2019 Student Satisfaction Survey
Library Scores - Summary

Overall Satisfaction

- *Good* range (4.02 out of 5.0); similar to previous year's score (3.98)

- Net Promoter Score in the *Good* range at 27

Highest Scores

- Check-out/Reserves desk staff (4.21)

- In-person and live online assistance (4.13)

- Collections (4.08)

Changes in Scores Between 2019 and 2017

- All scores went up except NPS; went from 29 to 27

- Greatest increases:
  - Group study
  - Solo study
  - In-person and live online assistance

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2019 Student Satisfaction Survey Library Scores

Library [Mean] Scores by Year
3.60 to 4.29 = Good; 4.30 & above = Excellent

#	Question	2016	2017	2019
1	Thinking of your OVERALL experience with the Library , how would you rate your satisfaction with it in meeting your needs?	4.00	3.98	4.02
2	Spaces in the Library that support collaborative or group study	3.90	3.89	3.94
3	Spaces in the Library that support individual or solo study	3.87	3.86	3.94
4	Collections of online and print academic resources	4.02	4.04	4.08
5	Course Reserves	3.94	3.98	4.02
6	Check-out/Reserves desk staff	4.15	4.19	4.21
7	In-person and live online assistance that helps me find the most useful information for my courses/research	4.06	4.07	4.13
8	Online research guides that provide useful information for my courses/research	3.97	4.02	4.06
9	A website that gets me to needed Library services and resources	3.95	3.97	4.01
10	Keeping me informed about Library services, news, and events	3.75	3.78	3.80

2019 Library Scores by Academic Level
3.60 to 4.29 = Good; 4.30 & above = Excellent

	Overall Satisfaction	Group Study Space	Individual Study Spaces	Collections	Course Reserves	Desk Staff	Research Assistance	Online Research Guides	Website	Keeping me informed about Library Services, News & Events
Freshman	4.20	4.13	4.18	4.18	4.19	4.28	4.26	4.16	4.19	3.99
Sophomore	4.11	4.06	4.09	4.11	4.09	4.25	4.16	4.13	4.06	3.77
Junior	4.03	3.95	3.98	4.14	4.02	4.16	4.08	4.06	4.03	3.78
Senior	3.82	3.74	3.71	3.94	3.89	4.12	4.01	3.91	3.85	3.61
Graduate Student	4.04	3.94	3.89	4.05	4.00	4.21	4.18	4.06	4.06	3.91
Medical Student	3.78	3.75	3.77	3.88	3.93	4.00	4.06	4.20	4.06	3.93
Ph.D.	4.14	3.97	3.85	4.18	4.11	4.44	4.33	4.17	4.00	3.95
Other	3.97	3.98	4.02	3.82	3.96	4.24	4.00	3.96	3.83	3.88

Highest scores   Lowest scores

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2019 Student Satisfaction Survey
Most Frequent Responses to Library Open-ended Questions

What Like Best
- Study spaces: availability, variety, quiet, solo, group
- Collections/resources for study & research
- Helpful, knowledgeable staff
- Hours

How to Improve
- Study spaces: more, more solo, more group
- Improve interior: replace furniture, fix outlets, improve maintenance
- Increase Library/cafe hours

When Renovate, What to Have Near Entrance
- Printing, copying, scanning services
- Food, drinks, Audrey's
- Checkout, pick-up, return services
- Information Desk

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LSAC Scavenger Hunt Part I

Instructions:

1. Name your team.
2. Identify and go to any 4 of the 6 locations described in the questions below.
3. At each location, take a photo of at least 3 of your team members together. *Avoid taking photos that include other students or Library staff*.
4. Do one of these:
    a. Send each photo to crf@ucsd.edu with your team's name and the name or description of the location
    b. Text each photo to 858-337-0577 with your team's name and the name or description of the location

Once done with taking photos at 4 of the locations, return to the Seuss Room. At the latest, return to the Seuss Room by 5:40.

LOCATION 1

Where in Geisel do I go to get assistance with Virtual Reality tools and to do 3D printing?

LOCATION 2

Where in Geisel can I get help to refine and improve my writing?

LOCATION 3

Where in Geisel should I go to get focused help on the use of statistical and geospatial tools or software?

LOCATION 4

Where in Geisel do I go to check out books put on reserve for my class by my professor? [Remember: do not take photos of Library staff!]

LOCATION 5

Where in Geisel is there a computer lab where I can use a campus computer in relative quiet?

LOCATION 6

Where in Geisel do I go to retrieve a book with call number QC20.7.S64?

LSAC Scavenger Hunt Part II –
Can you find the answers to these?

Instructions:

1. Stay with your team and continue to work as a team.
   a. **Team 1 works on Tasks 1, 2, 3**
   b. **Team 2 works on Tasks 2, 3, 4**
   c. **Team 3 works on Tasks 3, 4, 5**
   d. **Team 4 works on Tasks 4, 5, 6**
   e. **Team 5 works on Tasks 1, 2, 6**
2. Using the materials in your information packet and the Library's website, complete your 3 information-finding tasks.
3. Write down the answers to all the questions in each of the tasks on the reverse side.
4. When done, let a Library staff member know.

INFORMATION TASK 1

How many laptop computers does the Library have available for borrowing? Where do you check them out from?

INFORMATION TASK 2

What are two different majors of your team members? Provide the name of the library subject specialist for each of those majors.

INFORMATION TASK 3

What are two ways you can ask a librarian for research assistance?

INFORMATION TASK 4

How many seats are there for in Group Study Room 721? Is it currently available to be reserved?

INFORMATION TASK 5

Name two ways you can borrow books you need from another academic library?

INFORMATION TASK 6

To use library databases from off-campus, you need to use a special tool. What is it called? Does it require two-step login?

TEAM NUMBER/NAME:

INFORMATION TASK _____

INFORMATION TASK _____

INFORMATION TASK _____

Library Student Advisory Council

1. **What is the Library Student Advisory Council (LSAC)?**
   A group of UC San Diego students and Library staff working together to provide students with the best possible library services, spaces, and collections.
   - The website for the group is: https://lib.ucsd.edu/lsac.
   - The Council has a public email which any student can use to send LSAC comments or questions: lsac@ucsd.edu.

2. **Who is on the Council?**
   - Students from all over campus appointed by the Library
   - Students appointed by Associated Students and by the College Councils
   - Library staff members

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, services, and spaces
   - Share ideas and input on the design and implementation of new library services
   - Share insights into student study, research, and library use habits
   - Help communicate information about Library services and resources to the student community

4. **What kinds of topics have been covered in previous meetings?**
   Related to spaces
   - Input on design of seating availability display
   - Library's food and drink policy
   - Overnight study commons
   - Geisel 8th and 2nd Floor plans/furnishings
   - Recycling in Library buildings

   Related to services
   - Student preferences for types of point-of-need assistance
   - When students expect to make an appointment to get assistance and when they expect to just walk-in and get assistance
   - Which services/equipment should be first come, first served vs. requiring reservations
   - Library's website redesign
   - Tech Lending Program
   - Virtual Reality hardware and software
   - Services provided by the Library's subject librarians

   Other
   - What "help services" should be called
   - Citing information sources in papers and use of citation management tools
   - Likes and dislikes regarding campus classrooms
   - Effective ways for Library to get feedback from students
   - Promoting Library events to students
   - Student privacy concerns