The Library
UC SAN DIEGO

UC San Diego Library Student Advisory Council 2014-2015

Meeting Notes for:

October 14, 2014

November 18, 2014

January 13, 2015

February 24, 2015

April 7, 2015

May 19, 2015

The Library
UC SAN DIEGO

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
FIRST MEETING EVER!

OCTOBER 14, 2014

Attendees: Bryan, Cameron, Catherine (Library), Gladys, Hazel, Jason (Library), Kymberly (Library), Laurie, Lori, Rodrigo, Rush, Soren, Yuling

NOTES

I.   Welcome & introductions
The first ever meeting of UCSD's Library Student Advisory Council was called to order and Catherine welcomed all attendees. We went around the table with everyone introducing themselves and then answering the question, "When you think about the UCSD Library, what is the first thing that comes to mind?"
Responses were:
- A place to study; want it to be a better place to study
- The place where I prepare for the rush of Finals and where it is difficult to find computers
- An information hub; easy access to information
- "Vast resources" – I know some of the resources available, but not all
- "Alone time" – a place to be alone/study
- My MMW paper; learning about online resources
- The stained carpet I saw the first time I entered the Geisel building
- "Heart of the school" – campus cannot function without the Library
- UCSD – a symbol of the campus; the Library is synonymous with campus
- The movie *Inception*; the architecture is the most appealing on campus; much better than the Price Center
- Stuffiness
- It's too far from the Village for most of my friends
- Vast resources and potential; in transition to how students want to use the Library now
- First floor east wing, just the internal arrangement of the building
- I think of the Library as a quiet environment to study

II.   Why are we all here?
Catherine described the make-up of the group: the Council is made up of 15 undergraduate students; 2 appointed by Associated Students, 4 appointed by College Councils, and the other 9 appointed by the Library from applications received after an open call.   The Council is intended to provide a forum for ongoing dialogue between students and Library staff with the goal of providing UC San Diego students the best possible library services, spaces, and collections to meet their academic needs.

III.   About the Library
The Council spent time going through an information packet which was distributed to each Council member and which included a lot of materials describing the Library and the services it provides. Students were asked for their opinions about some of those services.
Comments/questions:
- On Library buildings and building usage:
  o   Most students use Geisel
  o   Biomedical Library Building
    - BLB is quieter, cleaner, closer to Revelle
    - Transfer student information doesn't mention BLB
    - "Biomedical Library Building" name makes it seem limited to Biomedical community only; makes it sound exclusive
    - "I didn't know I could use BLB"
    - "Biomedical Library Building" name makes it "not appealing to others"
- On study room reservation system:
  o   Works well
  o   Often run out of time in study rooms
  o   "Don't shorten timeframe to two hours"
- On printing/Copying services:
  o   Need to be marketed better
  o   Stumbled upon printers in West Wing; only knew about printers at Info Desk
- On WiFi:
  o   WiFi gets slow during Finals
  o   Must use Library computers during Finals to have a reliable Internet connection
  o   Some electronic resources don't work on WebVPN; must use Library computers
- On Library instruction:
  o   Library instruction skews to Humanities/MMW
  o   Unknown in Sciences
- Do we know the Chancellor's vision for the Library?
- What changes is the Library making?
- Is the Library trying to become more digital than hardcopy?

IV.   Answer a second question: "If you could provide the UCSD Library with one piece of advice, what would it be?"
Responses were:
- The library should have a snack bar of some sort so that students do not have to disrupt their studies when they get hungry or thirsty
- Open a coffee place and vending machines with snacks during off-hours (Catherine shared that the Library is planning for a café in Geisel)
      Comments:
          o   Chips might be too noisy/distracting to others
          o   Coffee is most important

- Make better use of 3rd floor "plateau" (outside)
    - San Diego has great weather; allow students to take advantage of it
    - Have a coffee cart or vending service out there
    - Have outdoor study space with weatherproof outlets; lounge furniture
    - Add more lighting for evening study during warm weather
- Make the spaces in Geisel more flexible so able to reconfigure/expand to accommodate building usage during Finals and other parts of the academic quarter
- Offer earlier hours on Sundays – 8am or 9am opening, and possibly later on Saturdays
- Put in more outlets/power, especially on the 6th floor
- Improve network connection for mobile devices especially during peak library use times
- Improve phone reception in the building
- Fix the squeaky men's bathroom door on the 6th floor
- Add student lockers
    - No place to store materials if want to take a break out of building
    - Must either take items or ask friends/nearby person to watch items
- Don't go too crazy with the new stuff; don't want clutter and all sorts of bizarre, wacky colors; needs to look at least somewhat uniform
- Make resources more known to students: email best method
    - Provide monthly or quarterly updates
    - Perhaps use college listservs/mailing lists e.g., Revelle Infolink, Ellie's List
- Make resources better known
    - Library as an institution is intimidating
    - Staff are helpful
    - Signage is confusing
- Market resources according to time of year: "Let us help you…"
    - Early quarter: … set up VPN
    - Mid-quarter: … with your research
    - End of quarter: … find a place to study
- Perhaps digitize more materials

Additional comments: would like more hours on the weekends and need more power and improved wireless access

V.   Getting feedback and keeping connected

Best method for communicating with LSAC members is via email from Library. Members agreed to be available by email for quick feedback on Library activities, to share anything they hear, good and bad, about the Library, and to bring forward to the group any Library issues they feel need to be discussed. Feedback was sought by Kymberly on the planning for an event in the Overnight Commons.

VI.   Planning future LSAC meetings

Possible dates:

- Fall Quarter: Nov. 18 (week before Thanksgiving)

- Winter Quarter: Jan. 13, and Feb. 24 or March 3
- Spring Quarter: April 28 or May 5
- End of year event: June 2 (10th Week) or 9th (during Finals Week)

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF NOVEMBER 18, 2014

Attendees: Akinchita, Cameron, Catherine (Library), Hannah, Jason (Library), Kymberly (Library), Lori, Rodrigo, Rush

NOTES

1. **Welcome**

Catherine welcomed the attendees with a special shout-out to new attendees.

2. **Library updates**

Catherine provided updates about activities in the Library and in response to items that came up at the last meeting.

   a. Café in Geisel: The concept is developing and is becoming more a coffee shop concept than a full café. The café probably won't be ready until Fall 2015 because work will need to be done over next summer. In terms of food and drink availability when the café is closed, we want to have any off-hour vending managed by the company that is managing the cafe so that any funds made on vending can be used to support the cafe.
   b. 6th floor squeaky bathroom door: Library Facilities checked it out and determined that the door-closer was misaligned. Campus staff came and worked on it and it should be fixed now. Library staff checked out all the stairwell doors and bathroom doors to find additional squeaks – and there were many. We're starting out by trying a little WD-40 or something similar to see if that helps. Some doors may also need to have door closers added or replaced.
   c. WiFi: After the last LSAC meeting, we also heard complaints about the WiFi from other students. We talked to our IT group and they investigated with ACT on campus. We heard from ACT that from October 3rd through the 9th six access points on the Geisel second floor had "power issues", making them unavailable...meaning all of their loads were transferred to other network nodes in the building, resulting in poor service. ACT did a wireless study and fixed any issues that they noticed. But if anyone continues to notice issues with the WiFi, these should be reported to a library staff member so we can try to resolve the problem. Additionally, our IT staff will be following-up with ACT to see if it would be possible to put in some temporary extra access points in Geisel for Finals week. The focus would be on Geisel, floors 1 and 2.
   d. The Library is finalizing its funding priorities for this year and our plan is to fund new furniture for the Geisel 2nd Floor East, and to add electrical capacity to the upper floors of Geisel. These projects will take until at least the end of summer 2015 to complete.

3. **Question 1 - What do you think the UCSD Library "brand" is? What should it be?**

   - No coherent brand
   - Not necessarily a bad thing; Library is not a business, should be more academic
   - Campus/Education is already branded by the Regents
   - Library is a neutral space; want university to be a neutral space; corporate branding is everywhere else
   - Library is space to study / group study with whiteboards; library is more than books

- Library's brand is Research – emphasis on assistance with finding sources
- Branding the Library is problematic
- Not really useful
- Could be limiting
- The Library can be different things to different people
- "Research" as a brand seems limited to science
- Some majors are more research-based than others; might also depend on graduate versus undergrad
- A fair balance would be good

4. User Feedback Activities

Kymberly gave a general overview of the variety of user feedback methods the Library has used, emphasizing the importance of the Library hearing from users about their needs. Some projects were targeted and specific; others general; sometimes an incentive in given; other times not. Methods include:

- Online surveys
- Print surveys
- Comment posters in public spaces or at events
- Invitations via the blog and Facebook
- Generic email address for comments
- Contests
- Comment cards (sometimes attached to a drawing)
- Online suggestion forms
- Physical suggestion box
- Mapping exercise
- Card-sorting
- Website usability
- Talking with users informally
- Library Student Advisory Council
- Librarians as liaisons with faculty/academic departments
- Interactivity in library workshops
- White box project

Kymberly then asked if outside of this Council LSAC members had ever given feedback to the library:
1. If so, how did they do it?
2. If they had a specific suggestion, problem, or other comment about the library, how would they prefer to communicate that to the Library?
3. What are the least effective and most effective ways to get feedback from students?

Council member comments included:

- Students need to care about the event/result to provide feedback, ex.
  o Facebook event for Sun God
  o Survey for Housing & Dining
  o Survey for International House
- Students need to have a stake in result
- Raffle/incentive is secondary
- Text and email are OK for giving user feedback; email is most efficient; can't send ucsd.edu emails from phone
- Should make it easy to respond to request on one's phone
- Drawings seem like a less expensive way to get more participants
- Guaranteed incentive seems more likely way to get participants
- $20/hour is great
- Beginning of quarter is best time
- Likely to fill out Library surveys compared to other surveys
- Important to share results with users; communicate improvements made as a result of user feedback; tell them how we used the user feedback

- Important to share changes made as a result of feedback, e.g., You asked…We listened
- Need to have one-stop shopping for submitting feedback
  - Should be generic and easy to remember
  - Phone for immediate issues
  - Email for non-immediate issues
    - Need confirmation/receipt after submitting
    - Need direct follow up to person who submitted
- Surveys should be anonymous
- User initiated feedback doesn't need to be anonymous

Kymberly then provided an overview of 3 recent user feedback activities that she and her staff organized and ran (details below).

Feedback on new WalkStations (68 comments total thus far)

Highlights	Library Actions Taken in Response
Overwhelmingly positive (68 comments total thus far)	Purchasing book/tech holders
Wanted it to go faster	Purchasing wrist supports
Easier access to outlets	Put up a sign encouraging continued feedback and responding to inaugural feedback
Desire for book stands, wrist supports, privacy	Purchased tabletop outlets
Better than at RIMAC where judged	Purchased mesh screens for more privacy
Nice and quiet; doesn't disturb others	Library staff to clean buttons regularly
Glare; desk to incline	
Keep clean	
"Best thing to happen at Geisel!" & "Coolest thing I've ever seen!"	

Feedback on Rearranging of Furniture (65 comments total)

Highlights	Library Actions Taken in Response
Love new red chairs	Continuing to monitor use of those spaces and further rearranging done by users regularly
Liked breaking up the tables	Investigating software losses with ACMS; mostly fixed
Reflected ACMS problems which resulted in loss of various software (SolidWorks, Femap, Autocad, LabView)	Will buy more charging stations, if feasible
Want more charging stations and outlets	Cafe to open in Geisel Library in 2015
Want coffee	Digital Media Lab to open in Geisel in 2015
Like the "new" blue chairs with tablet arms	
Some missed computer lab; looking forward to Digital Media Lab	
Tissues, sanitizers, alcohol wipes (already offer)	
"Feels more connected!"	

Feedback about furniture in the Furniture Demo Lounge (over 100 comments thus far)

Highlights	Library Actions Taken in Response
Many mentioned being "happy to see something new," e.g., "sight for sore eyes," "replace all existing furniture with this stuff," "loved it all," "I love everything"	Will take into consideration this feedback when funding permits future furniture purchases

Overwhelmingly LOVED Speakeasy table; want more standing & stool height tables	May have a 2nd phase with new demo pieces
Many really liked Intima (quarter round)	Have chosen MyWays for new Digital Media Lab
Overwhelmingly hated unstable red stool	Increasing electrical capabilities in some Geisel areas
Disliked Scoop stools; too hard to sit on long; feels flimsy	
Overwhelmingly LOVED MyWay chair (one of clear favorites); loved accessible outlets; cup holder too small; want some for lefties & righties	
Disliked desk chairs, especially armless one (already know that users love the adjacent, recently purchased Cobi chairs)	
Most liked the Hush for semi-privacy, but hard to sit on	
Liked wheeled footrest	
Nearly all liked the short version of swivel chair with arm (but table too small), but most disliked the taller version (uncomfortable); no strong feelings about accompanying footrest; short version is one of clear favorites	
Liked the table with the easily accessible outlet (difficulty for us with few available outlets on the floor)	
Clearly loved the rounded/corner orange lounge	
Liked couches, but not the fabric; good for informal group work	
Overwhelmingly loved privacy lounge chair (one of clear favorites)	
Large number liked or loved Spot	

User Feedback Targets for Rest of Academic Year 2014-15:

- MediaScape study rooms
- Geisel's technology-enhanced study rooms
- Graduate Study Lounge at Biomedical Library Building
- WalkStations (second round of feedback)
- Extended Furniture Demo Lounge, if second phase
- December 3 Geisel After Dark
- 3 Stress-Free Zones

5. **Tech Lending Program Overview – Kymberly**

Kymberly provided an overview of the Library's soon-to-be-launched Tech Lending Program. Kymberly then asked for feedback from the Council on what items should be included and how to promote the program to students. Comments included:

- Phone chargers are a must! Need more iPhone and Mac chargers
- Everyone already has tablets of their own and that this might not be worth pursuing
- Laptops would be better
- Library's fixed computing is good
- Could the laptops be preloaded with software? e.g., STATA, MATLAB; should have the same programs as the library computers
- Advertise at all service desks (i.e., Did you know…?)

- Advertising primarily within the building, but also via social media
- Smaller convenience items should be promoted within the building; larger, destination items (portable projector, digital camera, etc.) could also be promoted more widely outside the building
- Include more iPhone/Mac chargers; new iPhone 6 release; many getting rid of their iPhone 4s
- Increase inventory of iPhone charger 4s by 5 at both desks (increase by 10 total); iPhone charger 4s at the LC desk would be heavily used
- Offer more of both headphones and headsets
- iPhone charger lightning and library flash drives were likely to be in high demand
- More iPhone chargers are needed, generically
- Need extension cords and power supplies
- LOVE the electrical towers bought last year
- Jason (from the Library) mentioned that the Library now has GPS units available for checkout

6. Getting Feedback On … Student Privacy

"Getting Feedback On …" is a standing item on the agenda to allow the Library to get feedback from the Council on specific topics. This meeting's topic was student privacy when it comes to their use of the Library. Comments included:
- Okay with Library using data depending on how information will be used
- Don't want to swipe ID card for services throughout Library/campus
- Want data collection to be transparent
- Don't want to be "surveilled"

7. Planning the next meetings

a. The meetings for Winter Quarter, 2015, will be:
  - Jan. 13, same time, same place
  - Feb. 24, same time, same place
b. Council members were asked Question 2 - What don't you know about the Library and would like to know more? These items will form the basis of presentations for future meetings. The Council will also talk about how the Library can better promote these services to students.
  Comments included:
  - What kinds of research assistance is available from the Library?
  - Didn't know that the Library has librarians who have subject specializations and support research and teaching in those areas – would like to know more
  - Don't understand how electronic course reserves work – would like to know more and perhaps see a demo

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF JANUARY 13, 2015

Attendees: Bryan, Catherine (Library), Hannah, Ian, Jason (Library), Kymberly (Library), Lauren, Laurie, Rodrigo, Rush
Guests: Sue McGuinness (Library), Gayatri Singh (Library)

NOTES

I.   *Welcome*

Catherine welcomed the attendees.

II.   *Library updates: (since the last meeting 11/18/14)*

a. The Library's Access Operations unit, which manages the main Geisel Circulation Desk, now offers a service that allows users to be notified via text messaging when their course reserves item is ready for pickup. This gives users more flexibility when waiting for an item and allows them to wait for it outside the Geisel building as long as they can return within 15 minutes to pick it up.

b. In response to feedback from LSAC, the Library and ACT deployed additional equipment to enhance wireless capabilities in Geisel for Fall 10th and Finals Weeks. Our plan is to continue to do this at the end of each term.

c. In response to feedback from LSAC and other students, starting this quarter and continuing into Spring Q, the Library will install additional electrical capability in the Geisel tower. We hope to have the project completed by summer. Additionally, we hope to install more electrical capability in G1SW before Fall 2015.

d. The Library has received 100 more of the Cobi task chairs. These will be deployed at computer workstations in G1NW and G2E. Our plan is to get more of these same chairs for other locations within Geisel.

e. Due to their popularity, we will be adding more charging stands to complement the ones already in place.

f. On 12/3/14, the Library held a late night Student Safety & Academic Success Information Fair which was intended to encourage use of the Library and other campus resources and to increase student personal safety awareness while using the Library after dark. This was part of the Library's "Geisel after Dark" event series. Fair contributors included several Library units and various campus units including the campus police, the Student Health Advocates, the Office for Students with Disabilities, ACMS, and the Center for Student Involvement, Communication and Leadership. The turnout for this event was very high and over 300 attendees took time to give us feedback about it.

g. The Library is opening its Active Learning Lab at the end of January. This room is intended to be an open-use, non-reservable, collaborative study space for groups of various sizes. The Lab can accommodate lots of groups at once and can be reconfigured easily to suit a group's specific collaboration needs. The room includes mobile chairs, configurable tables (with writable surfaces), wall-mounted whiteboards, and free-standing whiteboards. The Lab is located in Room 2093 in the G2E Learning Commons.

III. **Responses to Question A: What is your preferred tool or method for finding information sources for your papers/projects? How did you learn or figure out this tool/method?**
- Online Roger for books, including Circuit; like being able to request books
- Google; "Find articles" function from Library
- Keyword search in Roger; learned from orientations and library staff, and also find it intuitive
- Online lookup (Roger) is very convenient; instruction provided during orientation; staff recommended; easy to find on library web page
- JSTOR through Muir Writing TA
- Keyword/Title in Roger; similar to at my high school library
- Enjoy the call number texting feature
- Likes self-checkout stations and InfoStations near entrance
- Course lookup station
- MLA database/ProQuest
- Use the Request feature (often for Circuit)
- CAT course provided instruction
- MMW provided instruction
- JSTOR; learned about in a class like MMW at a previous school
- Online searching system (Roger) to find books and request them from other libraries in SD; learned it in library info session/tutorial held for first MMW research paper
- Google and for specific topic or certain category, usually use "Find Articles" in the library website; also provides database websites which are really useful
- Library website because accessible on and off campus and pretty usable; learned through in-class presentations from library staff (subject librarians?) and trial and error

IV. **Introduction to the Library's Academic Liaison Program and the services provided by the Library's subject librarians**
In response to this comment from LSAC's last meeting: "I didn't know that the Library has librarians who have subject specializations and support research and teaching in those areas – I would like to know more, " Librarians Sue McGuinness and Gayatri Singh provided an introduction to the Library's Academic Liaison Program (ALP) and the services provided by the Library's subject librarians.
How can the Library promote itself and its services better, including ALP & chat services?
- "What can we do for you?" link/list on website
- Satellite research assistance at Library entrance or at dorms; tied to higher traffic patterns, e.g., Week 1 or Week 2

- Digital signage – emphasize librarians as specialist
- "Displays bring me to the Library."
- Could have a table of information near the library entrance, rather than on library walk (too busy and cluttered there); beginning of quarter is a good time for this
- Make sure users know that librarians are specialist and can help with highly specialized and discipline-specific research and coursework; emphasize their deep expertise
- Maybe putting a 'store directory'-type sign up near service desks or hanging signs above desks that briefly summarize what can happen there/what one could ask there
- Sometimes unclear what to ask at each desk; what's the difference between them; some desks feel as though they are just there to police or supervise the area

V. ***Responses to question B: What helps or hinders you asking for help at a Library service desk?***
- I think my question might be too specialized
- I'll ask if the online information is unclear or if the information is not available online
- Unclear what desks are available/what is each desk for?
- Desks don't necessarily show the value of the desk
- Don't know which desk to go to; add signs about what services are available at each desk
- Students working at the desk might deter me from asking; I don't expect them to have specialized knowledge
- Guidelines for which desk offers what services would be helpful
- Basic questions are answered easily and well
- Referrals seem to work well
- Roaming reference (Apple Store style) would be great
- Not sure how to use the desks
- A brief description of the desk services at the desk would be helpful
- Appears RAD desk workers are there to monitor area; don't appear to be a resource
- When the information shown online is not clear, or the information is not available online.
- Sometimes I'd also ask for some advice (i.e. which floor has some certain kind of books) or help (i.e. scratch paper, paper clips...).
- Since I haven't used the Library help service before, I could not give my personal experience. It is great that there are different helping desks such as information, learning common desks etc. It is also really nice for the opening hours which students can get help at night.
- I think the main hindrance for me getting help at a library service desk is being unsure what its main purpose is. That is, although I know what the signs are it's not always clear to me what service the desk provides and whether it is primarily meant to serve undergrads.

VI. ***Getting feedback on … the "greening" of the Library.***

"Green" things being done by the Library:
a. Working with student groups and campus FM (and thanks to TGIF funding) the Library has installed 6 hydration stations in the public areas including one at BLB. The hydration stations are very popular with library users.
b. The Library is working with the PowerSave campus group to measure energy usage in certain areas of Geisel Library including the group study areas to see if it would be feasible

to install new fixtures and potentially motion senor light fixtures in the group study areas, this would help reduce the library's energy consumption.

c. The Library participates in the campus wide Writing Instrument Brigade. Collection containers are in various areas at both Geisel and BLB to collect defunct pens and markers. The campus sends them to Terra Cycle to be upcycled into other products. Currently we collect approximately 200 defunct writing instruments per month.

d. The Library participates in the Earthweek celebration on campus each year. Last year the Library hosted a Maker's Day fair in the Seuss Room that included tables on making d.i.y. green cleaning supplies, buttons made from recycled book jacket (covers) and reflectors for biking and walking.

e. Digital signs that encourage recycling and saving resources.

Any "green" ideas for the Library to consider?
- "Love the planter areas in Geisel"; would like to see it decorated with lights for the holidays
- Energy-efficient lighting options; install motion sensor lights in study rooms that "chirp" before light goes out; allows user to make a motion and keep the lights on; works well currently in BLB study rooms
- Install flow restrictors on bathroom faucets
- Replace paper towels in bathrooms with dryers
- Any opportunities to go solar?

VII.   Additional comments/suggestions:
- Building needs to be neat/maintained; glad the carpet was replaced; things should be in good working order; issue of poor ventilation in tower bathrooms; need for regular maintenance
- Uniformity is not a bad thing, e.g., library furniture
- Highly recommend that the Library café accept campus dining dollars
- A printer on every floor in the library; it is a bit inconvenient if need to go to the 2nd floor every time
- People slam the doors of the exit and restroom on every floor – it would be great to stick a notice on the door and remind the students to be more considerate

VIII.   Planning for the next meetings
a. What else don't you know about the Library and would like to know more or what issues should we be discussing?
- Already planned for Feb. 24: Library Strategic Planning; information about the Library's Reserves services
b. When to have Spring Quarter meetings? Next meetings: April 7 and May 19

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF FEBRUARY 24, 2015

Attendees: Akinchita, Cameron, Catherine (Library), Hannah, Ian, Jason (Library), Kymberly (Library), Lauren
Guest: Kari Lucas (Library)

NOTES

I. *Welcome*

Catherine welcomed the attendees.

II. *Library Updates*

- Students now have access to 10,127 new titles from the "Music Online Jazz Music Library" and 779 new titles from "Silent Films Online." Both are from Alexander Street Press (http://search.alexanderstreet.com/). Also available are 888 new online monographs found in SocINDEX (https://libraries.ucsd.edu/info/resources/socindex-full-text).

- Kymberly and the staff who are responsible for the managing the Library's learning spaces have been quite active. Following regular requests from library users, two new adjustable-height tables have been deployed in the Geisel East Learning Commons. In this same area, an easel with personal whiteboards has been deployed. The easel is large, but mobile, the whiteboards are small. Individuals can each write their own responses or information on the boards, then share them with a group via the easel.

- The new Active Learning Lab in the Geisel East Learning Commons has opened (http://libraries.ucsd.edu/services/collaboration/). The room is an open-use space with configurable furniture available on a first come, first served basis. A projector allows you to plug in with your own computer. It does not require a remote and can be used with the control panel on the wall.

- The computer workstations (i.e., InfoStations) on Geisel 1st & 2nd Floor East have been removed or changed from sit-down to stand-up stations. Stand-up InfoStations are still available near the Geisel entrance, in the Geisel tower, and at Biomedical Library Building. Users may also be logged into the workstations in the Geisel West Learning Commons.

- The Library has sponsored or is sponsoring several events & exhibits this quarter and next, including Kazoo Day, several for Black History month including a panel discussion, one on Dr. Seuss' Hats, a sci-fi silent film event with the Clark Center for Human Imagination, and several organized by the Holocaust Living History Workshop. For more, see the Library's homepage (http://libraries.ucsd.edu/).

- Gatecounts:
    - Geisel gatecounts for late September through December were 497,441 in 2014 compared to 317,007 in 2013, an increase of a **57%!**
    - For the entire calendar year, Geisel gatecounts rose 18% from 1,238,072 in 2013 to 1,461,855 in 2014.
    - Biomedical Library Building gatecounts for Fall term saw a slight growth of ~4.6% from 2013 to 2014.
    - BLB calendar year totals stayed fairly flat, increasing 1.3% from 262,820 in 2013 to 266,193 in 2014.

III.   *Reserves Services Presentation***:** Guest Kari Lucas provided an informational presentation describing course reserves services, including what they are, how to use them, associated policies, and more.

IV.   *Library Strategic Planning*

The Library asked for help from the LSAC to develop the Library's 2015-2018 Strategic Plan.

1. Jason led the group through the first cycle of the Appreciative Inquiry approach (Discovery), which asks us to appreciate what is. Each attendee described his/her all-time best experience with the Library and what made that experience so positive.

   a. **Student 1:** Using study rooms, especially those on Geisel 1st floor with the added technology; display monitor serves as a central focus for the group; good for study groups; can focus better when you have your own enclosed room; fewer distractions; able to achieve the task at hand with space and equipment needed
   b. **Student 1:** Also, the people (staff): I returned a reserves book one time to the regular book return and got a $120 fine; I appealed and staff took care of it and were understanding, helpful, and nice
   c. **Student 2:** Agreed with **Student 1** that the staff are competent and friendly; he once needed help finding primary sources and went to RAD [Research Assistance Desk] and got the help he needed; staff were knowledgeable, passionate, excited about helping him and teaching him about resources; helped him understanding how to use databases too; service was quick and seamless; friendly staff added value to the experience; agreed that SC&A [Special Collections & Archives] staff are especially friendly and helpful, not condescending, and are able to explain things to you on your level
   d. **Student 3:** Gave example of using SC&A for a history class project; staff were nice, friendly, and seemed to enjoy their jobs; was neat to see the old books; very helpful at a time when students are really stressed out with assignments, finals, etc.; with the quarter system, you often need things/resources more immediately than on the semester system
   e. **Student 4:** After a class session that covered deep topics, I went to Geisel's 8th floor and was just able to reflect and explore my feeling, look at constellation books, and enjoy the great view
   f. **Student 4:** I also love the study rooms, but prefer those at BLB (rooms are more often available and they have markers in them; the three-hour marker checkout is a pain)
   g. **Student 4:** I like the *variety* in study environments across the library; each Geisel floor is different; I can choose the location that suits my needs at the time; there's good variety, but you still always know you're in a library; spaces can serve multiple purposes; it's important that the library looks nice and is in good working order; must maintain the infrastructure; I use it a lot more for studying than for resources/collections
   h. **Student 4:** The Media Desk is great for its entertainment options; it isn't publicized well for what it offers
   i. **Student 5:** Reserves are great; I don't want to buy a book if I won't use if that often; I can just use it in the library; the chemistry solutions manual is too expensive to buy
   j. **Student 5:** The study rooms are where I like to study in a group; the whiteboards are useful; fewer distractions inside a room; can stay focused on your goal/task, especially because you only have reserve materials for a limited time
   k. **Student 6 (by email):** Study rooms; once needed a group study room immediately and thought the process of reserving it was seamless, fast, and easy; helped him find an available room right away and get to work

2. Kymberly introduced the group to the second cycle of the Appreciative Inquiry approach (Dream), which asks us to imagine what might be. Goals 1 & 2 of the campus strategic plan, as well as its Strategies 1-5 and 10 (see appendix below) were read, followed by a general discussion of ways in which the Library could play a part in supporting the campus' new strategic plan -- either directly or indirectly. The intention was to stay away from implementation details, and to focus on current strengths and future promise. *[discussion to continue at next meeting]*

a. **Related to attendee responses in Discovery phase:** Study rooms, staff, collections/reserves, research assistance, study space
b. **New comments for Dream phase:**
   - Inside of the library is depressing and grey; the current condition of the library (drab color, aging furniture and equipment, etc.) is itself distracting
   - Aesthetics of Geisel Library interior don't match its cool exterior. Should be cool and modern, not drab.
   - Themed floors could be cool (spaceship, Dr. Seuss)
   - Group study rooms are important
   - Maintain variety across available spaces
   - Availability of textbooks/reserves
   - Library as venue for communicating campus resources (events, services, conferences, lectures, library events, etc.)
   - Curated listing of events across campus
   - Service that matches tutors with those needing tutoring; could collaborate with OASIS

V.   *What other strategies for gathering strategic planning-related input from students should we use?*

1. Online surveys delivered by email; must be less than 5 minutes in length; make a link online and post announcement in study rooms
2. Open posters for comment across the library
3. Present as agenda items at meeting of college councils

VI.   *Planning for the next meetings*

Will continue strategic planning discussion at next meeting.

VII.   *Spring Quarter meetings***:** April 7 and May 19

SELECTED GOALS AND STRATEGIES FROM UC SAN DIEGO'S STRATEGIC PLAN

GOALS

#1 - Delivering an educational and overall experience that develops students who are capable of solving problems, leading, and innovating in a diverse and interconnected world

#2 - Cultivating a diverse and inclusive university community that encourages respectful open dialogue, and challenges itself to take bold actions that will ensure learning is accessible and affordable for all

STRATEGIES

#1 - Provide coordinated and comprehensive academic, professional, and career advising across all colleges, departments, and units
#2 - Rethink curriculum and pedagogy to improve retention and graduation rates and increase student and faculty engagement
#3 - Strengthen the connection between academic and high-impact co-curricular experiences
#4 - Evolve our campus culture by requiring actionable initiatives and measurable outcomes that enhance equity, diversity, and inclusion
#5 - Expand existing programs and implement new approaches that result in accessible and affordable learning for all

#10 - Strengthen community engagement and public service to increase the greater community's awareness of UC San Diego's impact and role locally, regionally, and globally

➢ *[See http://plan.ucsd.edu/report/ for the complete UC San Diego Strategic Plan]*

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF APRIL 7, 2015

Attendees: Akinchita, Catherine (Library), Hannah, Ian, Jason (Library), Kymberly (Library), Lauren, Laurie

NOTES

I. *Welcome*

Catherine welcomed the attendees.

II. *Library updates: (since the last meeting 2/24)*

A. The Library has established a two year trial of Kanopy which is a major streaming film resource and distributor of online videos to academic institutions from 800 producers such as HBO, BBC, PBS, Michael Blackwood Productions, Inc., Psychotherapy.net, and Stanford Executive Briefings. The service is available to authenticated UCSD users 24/7 and it automatically identifies the device (phone, tablet, PC) and bandwidth used for access and adjusts delivery accordingly. This trial does allow for campus-wide use of the content for non-profit purposes, so if a UCSD student group or academic department wants to hold a film series using films streamed from this service, they can do so as long as admission is not charged. You can get to this service by searching Roger for the title "Kanopy" [http://roger.ucsd.edu:80/record=b8888588~S9] or by using the licensed link that will take you through the service: http://ucsd.kanopystreaming.com/.

B. The Library is now running a pilot for an expedited article delivery service called the Reprints Desk. This service offers UCSD faculty, staff and students a quick and easy way to request articles and other items we don't have in the Library collection already. The service provides articles from 14,000+ journals from publishers like Wiley, Elsevier, Springer, Nature, and IEEE. This service is available through a customized Reprints Desk form integrated into the UC-eLinks menu. So far the average turnaround time has been 1.5 hours for the usual requests and about 40% of the requests were delivered in 30 minutes or less.   Graduate and undergraduate students have been the biggest users of the service. Medicine and Psychiatry were the departments with the most requests, but History, Music, Engineering, and Sociology were also represented.

C. The Library's ran its 2nd Annual contest for a UCSD student to win a VIP Study Room for 24 hours. Some of the promotion for the contest included outreach to the campus resident halls. The VIP Study Room winner, from the Department of Chemical Engineering, really enjoyed and appreciated his exclusive use of a group study room on the Monday/Tuesday of Finals week Winter Quarter.

D. The Library has received two new microform scanners. The ScanPro 3000 model scanners provide high quality optical resolutions and are designed to withstand lots of wear and tear. Access to the

scanning software is through an easy-to-use Windows interface. The first of the scanners is now up and running in the Geisel 2 West microforms collection area.

E. To make it easier for library users to use their mobile devices for photographing documents, the Library will soon deploy a large acrylic device stand on a low-height table near the scanners in the Geisel East Learning Commons (main floor). The transparent stand is sized so that when a smartphone or other mobile device is laid on the top of it, lens down, the device's camera will be able to capture documents positioned on the tabletop below. The device stand should help eliminate hand-held jitters and other issues associated with photographing documents.

F. The Library is sponsoring several events & exhibits this quarter including an Earth Week DYI Maker's Day, a sci-fi silent film event with the Clark Center for Human Imagination, an installation of a student's art that has components in both Geisel and the BLB, and talks organized by the Holocaust Living History Workshop, including the talk "Whatever Happened to Klimt's Golden Lady," which will feature Randol Schoenberg. The new movie, *Woman in Gold*—starring Helen Mirren, Ryan Reynolds, and Katie Holmes, presents the story of Maria Altmann, who was trying to recover six Klimt paintings stolen from her family by the Nazis in 1938, and Schoenberg was the family friend and lawyer who took on her case. For more about Library events and exhibits, see our homepage (http://libraries.ucsd.edu/).

III.   *Library Strategic Planning*

Catherine reminded everyone that the Library is using an approach called Appreciative Inquiry (AI) to gather input from our user communities for the Library's 2015-2018 Strategic Plan. Members of the LSAC were asked to continue providing feedback that started with the last meeting.

Starting with the Discovery cycle, the one member who hadn't been at the last meeting was asked to share her best experience with the Library and what made that experience so positive:

-   Using ILL. Being able to get things from other places when we don't have them here. Being able to get everything so efficiently and quickly – just by filling out a form. Having easy access to the books at other UCs.

Then the whole group was asked to participate in the Dream cycle and imagine what might be.

Question 1: When I come to the Library, either physically or virtually/online, I wish I could….
-   Have faster wifi
-   Have the furniture cleaned and have cleaner furniture to use
-   Have access to nap rooms/areas
-   Have subject specific study areas where students can study with other students in their classes
-   Find my way around, better signage
-   Have more outlets on the tables (x2)
-   Access more texts & articles online
-   Have a locker or way to secure materials (if I go to the restroom or new café)
-   Check out or download a textbook for every class I needed one for
-   Have a larger variety of table sizes
-   Have more sanitation wipe dispensers around desk areas (x2)

- Access <u>any</u> online materials without UCSD IP address if that was required (maybe log in or computer registration for off campus use)
- Access and try-out high-end tech tools, like virtual reality goggles, in a lab-like environment

Question 2: What are additional ways the Library could support me?
- Invest in new tech tools for students to explore with
- More cleaning of all the bathrooms and desks/tables!!
- More computers/printers maybe make one floor just for that
- Free Printing!!
- Enforce a shower/clean up after yourself rule
- Napping spaces
- 3D scanners (lower priority)
- Sometimes the white chairs get very dirty…maybe have furniture cleaned regularly
- Promote services more
- Host "cool" events here, make more than a study place
- Instruction around coding, for example Arduino programming + other kinds of instruction
- Make sure some Dr. Seuss stuff is on display all year round – very popular when giving campus tours

Question 3: Are there gaps the Library could fill?
- Publicize events more
- Have a marque or billboard/area that publicizes events
- Large wall area managed by library staff for posting all campus and library events in an orderly fashion so I can walk over, look up, and see what's going on (or could have a few scrolling display monitors)
- Send me an email about campus actives (one combined list) or post library/campus activities in high-traffic area in library
- Be able to stream at home movies that are available in the library online
- Wish the webpage was a little cleaner
- Fix smelly bathrooms (add ventilation)
- Have a visible list of services (and locations of desks) that library provides <u>all in one place</u>

Other:
- Add library services to orientation materials for transfers/ First Years
- Visits to classes to emphasize services
- Library info pamphlets at the front of library and in Triton Tours office for use by both current students and prospective students
- Better interior design (space ship themed room ☺)
- Parking closer to library/ better lightened paths by it
- Be able to waive reserve late fees in case of accidents or have extended hours/be able to take materials out of library for use during open book tests

The group then discussed other strategies for gathering student input. It was decided that Catherine should prepare a short online survey and an introductory email for the members representing College Councils to share with their Councils. They will also ask their Council AS reps to share the email with AS. Catherine will also contact AS directly. Kymberly will organize receiving feedback via posters/whiteboards/flip charts around the Geisel 1st and 2nd floors. And students will be encouraged to

respond to the short survey which will be promoted via the Library's homepage and Twitter. The option for students to participate in a limited number of focus groups will also be made available.

IV.   Planning for the final meeting this year

The final meeting of the year will be May 19 and will partly be a celebration. We will also have a special guest: Brian Schottlaender, the Audrey Geisel University Librarian. The main topic for the agenda will be to do a plus/delta of the Council's inaugural year. Things we will consider will include size of the Council, how members are appointed, if meetings should be open or closed, the meeting schedule, what kinds of discussion topics seem to work best, and communication.

UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL
MEETING OF May 19, 2015

Attendees: Akinchita, Catherine (Library), Hannah, Ian, Jason (Library), Kymberly (Library), Lauren, Laurie

Guests: Brian Schottlaender (the Audrey Geisel University Librarian), Tammy Dearie (Associate University Librarian for the Library's Enterprise Services), Martha Hruska (Associate University Librarian for the Library's Collection Services), and Erin O'Brien (Executive Assistant to Catherine)

NOTES

I. *Celebration and thanks!*

Brian Schottlaender, Tammy Dearie, Martha Hruska, and Erin O'Brien joined the LSAC for this part of the meeting. Catherine and Brian thanked the LSAC members for their valuable contributions to helping the Library better meet student needs and to making the inaugural year of the LSAC a success.

II. *Library updates (since the last meeting on April 7)*

Events and Exhibits – some highlights
1. The annual Undergraduate Library Research Prize competition, co-sponsored by the Library, the Vice Chancellor of Student Affairs, and the Alumni Association, is underway. The prize is offered to undergraduate students who have made exceptional use of library resources in direct support of research they have undertaken on campus. To be eligible, a student must have participated in the Faculty Mentor Program, the Summer Research Program, or the Undergraduate Research Conference. They also need to be nominated by a faculty member and submit some supporting documentation. Prizes are given to four winners: first and second prize in the Life Sciences/Physical Sciences, and first and second prize in the Social Sciences/Arts/Humanities. First prize winners receive $1000 and second prize winners receive $500.
2. On May 2 and 3, the La Jolla Symphony & Chorus premiered '*The Moon in La Jolla*', a piece composed by UC San Diego Ph.D. candidate Yeung-ping Chen. The orchestral piece featured telematic technology which allowed musicians to play music together from different sites via the internet. The Geisel Library chimes (rooftop clock/carillon) participated and interacted with the Symphony through this telematic approach.
3. The Library participated in celebrating National Preservation Week and held a demo showing visitors how to make book repairs and preserve personal items like family photos, letters and records. We also hosted a DIY Makers Day during Earth Week and showed visitors how to make things using sustainable, non-toxic, reusable, and recyclable materials.

4. The Holocaust Living History Workshop (HLHW), a partnership between the Library and the Judaic Studies program, sponsored the lecture *'What Happened to Klimt's Golden Lady'* featuring E. Randol Schoenberg, the grandson of the composer Arnold Schoenberg. Mr. Schoenberg is an expert in handling cases involving looted art and the recovery of property stolen by the Nazi authorities during the Holocaust. In this talk he told the story of his most prominent case which resulted in the successful return of six paintings by Gustav Klimt, including the "Golden Lady," to their rightful owners. The talk was attended by approximately 300 people

5. Currently on view in Geisel Library is an exhibit entitled *'San Diego Welcomes the World'*, an exhibition of materials from the Library's Special Collections & Archives, celebrating the 100th anniversary of the 1915 Panama-California Exposition, which commemorated the opening of the Panama Canal, and launched the City as an international venue.

Collections

1. The Library cataloged 547 online monographs from the Alexander Street Press package *Images of America*. This is a digitized collection of books from Arcadia Press which heavily feature images and texts depicting the history of American life. This will prove to be an essential tool for local history and genealogical research, serving various academic disciplines. [To find a list of these, search the Library catalog (http://roger.ucsd.edu/) under the title: Images in America: a history of American life.]

2. We now have access to a large number of ebooks in the JSTOR database. This is a collection of high quality academic books that have been digitized and made available through the JSTOR delivery platform. These books have proven to be incredibly popular already. Within the first week, there were 3,000 chapter views/downloads. History was far and away the most popular discipline, representing 45% of the views or downloads, with Language & Literature and Sociology a distant second and third. Most of the books viewed were from university presses. [To find a list of these, search the Library catalog (http://roger.ucsd.edu/) under the title: JSTOR online monographs.]

Services and Spaces

1. The furniture for the Digital Media Lab has arrived, so things for that service are beginning to come together. Library staff are currently working on the technology pieces for the lab, and our Library Spaces team is interviewing students to staff the lab beginning this summer which is when we plan to do a soft opening. The Lab will open in full by Fall 2015.

2. The Tech Lending Program has started off well. The Library now lends devices like chargers, adapters, flash drives, and headsets, plus a few high-end devices like digital cameras, projectors, and Rokus and some non-electronic items such as book stands and wrist rests. During the first 7 days of the program, there were 123 checkouts (33 different types of items & 109 individual items).

3. The campus' Academic Computing and Telecommunications (ACT) has replaced the temporary wireless-related tripods that were positioned on Geisel's first and second floors with permanent ones.

4. Big news: We are happy to announce that the campus has agreed to renovate the bathrooms in the Geisel tower over the next year. We will try to make the construction as easy on users as possible, but there will be disruptions.   In the meantime, new signs have been installed on the 8th floor restrooms to more clearly indicate that these are open to all genders

5. The paperwork for the Geisel Library café has been signed and the construction will begin this summer. We hope to have the café open and serving great coffee by January, 2016. We still can't share the vendor, but we think it will be one that meets most students' approval. One thing, it will not be Starbucks.

New Staff – The Library has endured several staffing gaps from when there were budget cuts and a moratorium on recruiting. But now is beginning to add back librarians who directly support user needs.

1. Tim Dennis, the new Data Services and Collections Librarian, started on April 6. Tim is responsible for working directly with faculty, students and others who need help finding, managing, manipulating, and preserving data, especially in the social sciences. He also will be helping to build our social sciences and related data collections.
2. Jin Moon started as the new subject librarian for Korean and Japanese Studies on April 20th. Jin is responsible for working directly with faculty and students and building the collections in these two studies. One area she will focus on will be building out the film and media collection.
3. Over the summer we will welcome Sarah Buck Kachaluba as the new subject librarian for Latin American Studies. Sarah will be working directly with faculty and students and building the collection in Latin American studies.
4. In the early fall, the Library will welcome the new Chinese Studies Librarian.

III. Planning for the future of the LSAC – Plus/Delta of the Council's inaugural year – what worked, what needs to be improved, what should be changed

Plus:
- Liked the diverse student make-up of the group, by year, college, major, even by age; this allowed Council members to learn about each other, about differences in disciplines and the different ways that other students use the Library depending on their majors
- Liked the consistent meeting schedule; having a consistent time makes it easy to plan, to take meeting times into consideration when planning own schedule, both for work and when to take courses
- Meeting 2x per quarter is about right
- Tuesday night at the current time (5-6:30) works well
- Having food is good
- Length of the meeting is about right
- Having the agendas developed by Library staff is okay because members feel they can suggest topics for future meetings
- Liked the number of email reminders about meetings
- Liked the use of email for communication including the use of LSAC in the subject line
- Like that the Council does their work during the meeting – it would be harder to find the time and attention to do Council work outside the meeting time
- Liked the training sessions about library services
- Liked the Geisel Library Post-It note cube distributed at the inaugural meeting

Delta:
- Need to increase attendance levels of members; the council needs to have more members attend to improve level and extent of feedback and input
- Should interview potential members from pool of applicants; this is what is done in the College Councils and it is very effective
- Library should provide some LSAC interview questions to the College Councils
- More effective to advertise LSAC during Week 0, then interview prospective members during Week 1, then appoint in Week 2 in time for first meeting

- Need to keep members accountable; for the College Council reps to the LSAC, they report back so it keeps them accountable
- Consider giving incentives for attending
- Make sure that the College Councils appoint reps (note: not all College Councils appointed reps this year)
- To increase the number of applicants from the general student body – send a call to departments to ask them to promote the Council or to recommend students to be appointed
- Could also seek applicants from sororities and fraternities chapter presidents or leaders of other student groups
- To allow people to see what the Council is all about and increase interest, open up and invite everyone to attend the 5th meeting of the year - this should help with applications for the next year, and also allow interested AS and College Council members to see what they would be getting themselves into if they serve as reps
- Need to communicate more with students – could do this through the College Councils and through the sororities/fraternities