

UC San Diego Library Student Advisory Council May 21, 2019 Meeting Notes

Attendees: Mentari A., Shalom C., Tim C., Pin D., Julius D., Catherine F., Winnie G., Kymberly G., Eleanor G., Melissa H., Sasha H., Jasmine L., Daniel M., Huinan P., Annsley R., Jason S., Jacob V., Winston W.



I. Celebration and thanks!

Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone to the final Library Student Advisory Council meeting of the year. Erik Mitchell, the Audrey Geisel University Librarian, was introduced and said a few remarks. Tomika Houghtby, Executive Assistant to the Academic Services and Collection Services Associate University Librarians and administrative support for the Council, was also acknowledged.

- Catherine recapped the year and highlighted LSAC input that has impacted library spaces and services
 - Digital monitor in the front lobby for computer and seating availability
 - Reevaluation of course reserves and tech lending
 - Improvement of printing and mobile printing
 - Variety of tables and chairs added
 - Adding blinds and shades to the study rooms in the tower
 - Added more charging stations
 - Implemented the ability to text our security officers
- Erik Mitchell thanked the group for their work and adding the student voice to library decisions
- Catherine thanked Kymberly, Jason and Tim for their work on the Council
- Catherine thanked Tomika for her work to allow for LSAC to run smoothly
- Eleanor Grudin, current member of LSAC and incoming ASUCSD President, thanked LSAC for all their input and the Library at implementing the feedback
- Catherine also presented LSAC members with certificates of appreciation and gave Library giveaways to those who made it 5 out of the 6 meetings

II. 2019 Student Satisfaction Survey – Library scores

- Catherine shared the scores from the recent campus-wide Student Satisfaction Survey (see at end of notes). The responses to the open-ended questions are in being analyzed and will be shared with next year's Council.

- III. Give us input: During this academic year, were you able to access all the needed resources for your classes or course projects? If not, what would have helped?
- Some professors don't put their items on reserve
 - Some classes don't have enough copies of their items on reserve- especially during peak usage
 - Not having access to all the class materials on reserve
 - Understanding the difference between what we have physically, what we have digitally, what can be interlibrary loaned and the timeline associated with that
 - Structuring information in terms of time frame can be helpful to some students
 - Room reservations are often booked for longer than they need
 - When a room is empty, students don't know if it is reserved or not
 - Digital access is nice
 - Room occupancy limits are hidden on the Study Spaces webpage, including somewhere in the DIBS system helps
 - Resources are often hidden to campus and communication can be better
 - At college orientations
 - At welcome week activities
 - Targeted social media posts during key times in the quarter
 - Digital signage of weekly events
 - Library promotion of tips and events around campus- flyers on outside bulletins
 - And in the Library because these students are already here
 - Promotion in the Guardian
 - Promotion to the resident advisors in the dorms
 - Promotion to student organizations
- IV. Give us input: What are the most important things that new students should learn about the Library during their first weeks on campus?
- Most Important- every student should know
 - Hours and operations
 - Hours that the library is open
 - How to use the printer
 - Printing system and scanning
 - How to print
 - Digital resources- journals, articles, etc.
 - Teaching and Learning Commons
 - Supplemental tutoring- TLC
 - Study spaces, available rooms and how to reserve the space
 - How to order scans of textbooks and be able to receive it via pdf
 - Course reserves
 - Borrowing resources (markets, de-stress materials, etc.)
 - VPN
 - Need to know or good to know
 - Online services and resources (VPN, databases, etc.)

- Databases
- How to access the databases (VPN/content)
- Room reservations
- Booking study rooms
- Difference between library floors
- Quiet floors
- Digital media lab (and how cool it is)
- Different types of help (where to ask quick questions/where to make appointments)
- TLC location, procedure for getting a tutor
- TLC
- Course reserves
- Niche information for certain students
 - Events
 - Physical spaces and resources (digital media lab, GIS, etc.)
 - Access to librarians (research)
 - Librarians
 - Different types of seats (height adjustable, pods, ones where you can study while walking on a treadmill)
 - LSAC
 - Where leisure reading books (fiction, novels) are
 - How to use VPN
 - 3d printing lab
 - Tech lending
 - How to complain to security
 - How to reserve a room
 - Study room reservations
 - Printing services
 - Interlibrary loan system
 - What is on various floors (books, study areas, etc.)
 - Database access
- Other
 - Other resources like Kanopy (documentaries) or overdrive (eBooks) or mango languages that are free to use with any library account
 - Things you can borrow/loan
 - Letting students that the library does take student input and make changes to the library (listing previous changes)
 - How to use/view library seating availability
 - Printing
 - Special collections
 - Guest speakers

V. Planning for next year's LSAC

- Catherine welcomed all members to return to the Library Student Advisory Council next year

- Those representing student councils were encouraged to help appoint a successor in the next council
 - Plus Delta for the council
 - What works (Plus)?
 - Email reminders are helpful- 3 reminders at good times
 - Writing on the posters on the walls is a nice activity
 - Being able to see what others are saying
 - Having topics ahead of time allow for members to consult with other students
 - Interactive activities help get everyone's feedback
 - Visiting places in the library is helpful
 - Having outside resources come in to talk about their work is helpful
 - Newsletter is helpful- especially the services section
 - Graphics always generate interest
 - Reminder emails and the ability to gather feedback is easy
 - Polling is convenient
 - Event lists are helpful and can be promoted better
 - Application survey at the beginning of the year was thought provoking
 - What needs to be changed (Delta)?
 - Promote more through social media- Facebook and Instagram are most universal
 - More opportunities for the group to get to know each other
 - Icebreakers
 - LSAC handbook- about the resources of the library where members can easily develop talking points
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2019 Student Satisfaction Survey - Library Results

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 2017 and 2019

- All scores but NPS went up
- Biggest increases: "Group study", "Solo study", "In-person and live online assistance"
- NPS went from 29 to 27

