

Library Student Advisory Council Meeting Notes (February 18, 2020)

Attendees:

I. Welcomes & Introductions

Kymerly Goodson welcomed Council members and thanked them for joining during a busy time in the quarter.

II. Group Photo

April Green from the Library's Communication & Engagement program took the annual photo of the group.



III. Tour Special Collections

Heather Smedberg led the Council on a tour of Special Collections & Archives. Council members enjoyed learning more about SC&A services and collections, and viewed a variety of unique items, including cookbooks, artwork, poetry-related materials, letters between famous scientists, UCSD student newspapers, Spanish Civil War documents, and much more.

IV. Technology and Digital Experience (TDX) Update

Tim Marconi (TDX program director), Michael Stuart (infrastructure and IT operations manager), and Jessica Hilt (applications development manager) presented to the Council.

- Tim shared details about the TDX program and its services, as well as how it differs from the former ITS unit.
- Michael Stuart updated the Council on Wi-Fi access and issues in the Library, including its partnership with campus ITS in this regard.
 - Density Issues: During Finals, the Library's Wi-Fi use reaches "event level" density

- Working toward adding more access points and replacing hardware with newer technology
- Sending Wi-Fi canaries out to determine and diagnose quality issues before they are reported by users/staff
- Working with Campus to diagnose and fix associated issues

V. Tech Desk Services

As part of the Geisel Library Revitalization Initiative, TDX is looking at staffing a public help desk in the Geisel Library public space, which could complement the Campus ITS service desk in the APM building. Would this be useful for students and faculty? Council members voted on the types of technology-related services with which they thought people would need help. TDX will consider Council input when designing any such Tech Desk in the library.

Wireless/Wi-Fi help	11
Printing	4
3D Printing	2
Virtual Reality/Imaging	1
GIS spatial data science	0
Access issues/VPN/logging in	9
Public workstations (I can't find this program/software)	0
Installation/troubleshooting on one's own device	13
Coding/environment management	4
Licensing and software (where can I buy/download this...)	6
Gaming questions (E-sports, etc.)	1
Scanning	1
ETS applications (Web registration, Canvas, etc.)	9
Research information for databases	3

VI. Technology Refresh

Council members provided TDX with suggestions for technology-related items that might be useful to students in the Library:

Charging

- Chargers
- More charging stations
- More charging cables
- Chargers
- More seats with charging outlets
- More charging stations

Furniture

- More desks

Hardware/Tech Lending

- More desktops
- Gaming consoles
- Recording devices
- Projectors to rent: For organizations to use for movies and video game events
- Laptops for people to borrow/check out
- Laptops
- More docking stations
- iPads to lend with apple pencils
- Digital writing pens

- Tablets with pens
- Adapters (HDMI to HDMI)

Software/Media

- Installing digital art software and hardware on certain machines
- More programs on desktops e.g. photoshop
- Coding programs on library computers: Java, Python, C++, etc.
- Movie rentals: Digitally bought for orgs to show

VR/3D

- Virtual reality tech
- Rendering 3D stuff
- VR headsets
- 3D printing
- More 3D printings
- More VR equipment

Wi-Fi/Connections/Electrical

- Moving as many machines as possible onto wired internet connections to ease the load on wireless access points
- Consistent Wi-Fi
- Ethernet cables for computers at specific stations
- Ensuring all desks and tables have access to power outlets

VII. Library Service Desk Naming

Council members voted on a variety of possible names for the future service desk at GLRI's integrated service point:

Front Desk	3
Help Hub	1
Service Hub	7
Ask Me Desk	6
Library Triage	3
Welcome Desk	0
Info Desk	9
Information	1
Assistance Desk	1
Multi-Service Desk	8
Service Desk	5
Help Desk	4

VIII. Following the 2/18/20 meeting, LSAC's Revelle College Council sought feedback from its membership on how Geisel Library could better serve its students during finals. Responses gathered are below:

- Free food
- More accurate seating availability; better open hours; more activities for de-stressing
- Fixing the Wi-Fi
- Better the W-Fi- because it always drops the connection
- Better Wi-Fi, more quiet study spaces during the 24-hour period; better ventilation; more studying instead of socialization
- Better Wi-Fi; more space

- More space

The next LSAC meeting will be April 21, 2020 at 5pm in the Seuss Room