



**UC San Diego Library Student Advisory Council 2019-2020**

**Meeting Notes for:**

**October 15, 2019**

**November 12, 2019**

**January 21, 2020**

**February 18, 2020**

**April 21, 2020**

**May 19, 2020**



## UC San Diego Library Student Advisory Council

October 15, 2019

### Meeting Notes

Attendees: Mentari A., Shalom C., Timothy C., Christopher C., Pin D., Rebekah D-B, Catherine F., Kymberly G., Melissa H., Kai H., Sasha H., Guanwei H., Eunice K., Jasmine L., Allison L., Nick L., Nali L., Daniel M., Cameron M., Alexandra S., Leeda S., Andrea S., Shirley Z.

#### I. Welcomes & introductions

Catherine Friedman, Associate University Librarian for Academic Services, welcomed the new cohort of Library Student Advisory Council. She stressed the importance of the feedback students give the Library and some of the decisions LSAC feedback has helped inform. Members of the council introduced themselves to the group.

#### II. All About your Library

Council members were given a packet showcasing some Library statistics and services. The packet contained a variety of outreach and informational materials on a wealth of well used and lesser known services, and included the data sheet *Library by the Numbers* and results from the recent all-campus Student Satisfaction Survey. [See end of these notes.]

- \* Council feedback: Library Safety & Security Team card size should be business card sized, instead of square, to fit into a wallet slot.

Council members went on a scavenger hunt around Geisel to find designated services, and were then asked what they learned from the experience. [See end of these notes.]

- Several hadn't known about free 3D printing in the Digital Media Lab
- Others didn't know about the Data & GIS Lab and its help with stats and GIS projects

Council members completed a digital scavenger hunt looking for answers on the Library website to designated questions, then shared what difficulties they had and what they learned. [See end of these notes.]

- Difficulties with mobile version of Library websites vs desktop version, including room reservation system
- Learned about Subject Specialist librarians
- Learned about tech lending items, including laptops at BLB
  - Questions about what software is available on the laptop, including access to campus' virtual desktop
- Appreciated the ease of booking study rooms on the reservation system
- WalkStations and de-stress activities were appreciated
- Learned how to borrow books from other libraries

#### III. LSAC and how it works

Catherine Friedman detailed expectations for council members, including sharing Library information with college councils and other groups they represent and gathering feedback from the same. Past work and accomplishments of the council were highlighted. [See end of notes.]

IV. What is your #1 piece of advice for the Library

Council members were asked to respond to the question, “What is your #1 piece of advice for the Library?”

A. Services

- Add more hand sanitizer and tissues in upper floors
- Improve Wi-Fi; can be difficult to connect to
- Promote use of library website for tech lending, course reserves, etc.
- Promote assistance from academic librarians
- Improve advertising/sharing of library’s resources and services; one suggestion to use Facebook pages for each class (Class of 2023) within UCSD Facebook presence
- Increase Audrey’s hours during midterms and finals
- Have a microwave students can use in the Library
- Continue doing a great job listening to students’ advice and complaints
- Do more outreach about services provided
- Always cater to those who seek it, especially with regard to knowledge; for instance, maybe more language resources, since we have an incredibly mixed and diverse population
- Do more promotion of Library’s services
- Increase awareness of services/devices, such as chargers, ear plugs, laptops, and other loanable items
- Offer more screens showing available study spaces in areas like 2<sup>nd</sup> Floor East and 1<sup>st</sup> Floor West; make computer/set availability info accessible on tablets
- Do outreach! We love library services, but not all students know! Post online, do service spotlights, coordinate with students, get the word out
- Improve Wi-Fi/internet access throughout different locations in the Library
- Post book borrowing procedures near bookshelves
- Locate all library services information in one place
- Offer blankets; spray them to keep clean
- Increase the amount of charging stations/chargers on tables
- Place “Geisel Library Building Guide” at entrance of Geisel’s walkway (on the bridge/outside the library) with a help/lost sign next to it; my friends are intimidated by the size of the Library; having a directory as the sliding doors would be beneficial, especially for 1<sup>st</sup> years
- Put more textbooks on course reserve for busy courses, for those where books are always checked out
- Keep the Library clean more often, especially during midterms and finals season
- More food vending machines
- More kleenex and hand sanitizers

- Someone was wondering if there are people walking around to help/answer questions?  
Was this ever a thing?

B. Spaces

- Offer nap pods outside of 8<sup>th</sup> floor
- Offer more cleaning supplies on upper floors
- Offer more areas with outlets or wireless charging
- Offer more plugs, e.g. 4<sup>th</sup> Floor tables do not all have plugs underneath
- Add more tables, especially on 1<sup>st</sup> and 2<sup>nd</sup> Floors
- Add more group study rooms; hard to book a room during midterms and finals
- Have designated quiet study space past midnight; Overnight Space allows conversation and can be loud
- Add more power outlets at desks
- Have nap areas in Geisel
- Fix issues with connecting to Wi-Fi by phone
- Have cleaner bathrooms; brighter and better smelling too
- Enlarge signs leading to restrooms

C. Policies

- Put up motivational posters around the Library as a way to encourage students to get through midterms, finals, and general study

# LIBRARY BY THE NUMBERS 2018-2019



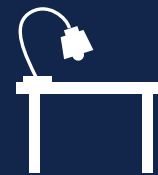
2 Public Buildings  
4,229 Seats  
385 Computers



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)



833  
Presentations to Groups



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



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



27,212  
Attendees at Presentations



28  
Library Exhibits



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

## 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?



## 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





**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 Student Satisfaction Survey  
Library Scores**

**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	Disk 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



**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





## 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](mailto: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.

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#### LOCATION 1

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

#### 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 2

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

#### LOCATION 5

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

#### LOCATION 3

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

#### 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/lisac>.
- The Council has a public email which any student can use to send LSAC comments or questions: [lisac@ucsd.edu](mailto:lisac@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 8<sup>th</sup> and 2<sup>nd</sup> 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



**UC San Diego Library Student Advisory Council  
November 12, 2019 Meeting Notes**

**Attendees:** Cecilia C., Shalom C., Timothy C., Christopher C., Pin D., Rebekah D-B, Arun D., Catherine F., Kymberly G., Melissa H., Kai H., Sasha H., Guanwei H., Eunice K., Jasmine L., Nick L., Leon L., Nali L., Daniel M., Cameron M., Alexandra S., Jason S., Leeda S., Kristen S.

**I. Welcomes & Introductions**

Catherine Friedman, Associate University Librarian for Academic Services, welcomed Council members; those for whom this was their first meeting of the year introduced themselves

**II. Questions or Comments Heard From Students/Student Councils**

- How will the library respond to the increasing enrollment to accommodate ever more students?  
Library reply:
  - Changing out furniture to accommodate more students
  - Promoting Biomedical Library Building
  - Considering expansion of 24/5 space
  - Continually considering collection relocation to make more space for users in campus library buildings
  - Working with Campus IT to enhance wireless network
  - Purchasing more electrical outlet towers
- Second floor renovations?  
Library reply:
  - Moving service points and refreshing selected spaces
  - Building a large classroom for information literacy instruction
  - Partial closure of some library spaces will be required as construction is underway (construction to begin Summer 2020)
- Vending machine supplies/stock is very limited  
Additional comments from LSAC:
  - offer more inventory, especially needed for convenience and late night
  - should lower prices
  - should take other payment forms (currently only Triton Cash)Library reply:
  - Machine is a partnership between Library and Associated Students
  - Contact information on the machine for questions, problems, suggestions
  - Will consider having AS rep come to future LSAC to hear suggestions in person
- It is cold in Geisel  
Library reply:
  - Temperature may not rise above a certain range to prevent mold growth and collection damageLSAC suggestion: Display temperatures across the building on display monitor at entrance

**III. *Give Us Your Input On:* Media Use and Borrowing Media from the Library**

UC San Diego librarians Stefan Elnabli & Laura Schwartz joined the meeting to ask LSAC about student media use and media borrowing preferences.

1. Question to LSAC: What does media mean to you?

LSAC replies:

- Internet
  - Streaming based
- Sound
  - CD
- Moving Image
  - VHS
  - Blu-Ray
  - DVD

2. Media at the Library – what is available:

- Streaming services
  - Through reserves
  - Kanopy
- Individual Viewing Room-1<sup>st</sup> Floor West offers:
  - Turntable
  - VHS Player
  - DVD/Blu-ray Player (Multi-region)
  - 16 mm film, on request
- Group Viewing Room
  - 16 person capacity
  - Surround sound
- Videos for courses
  - Documentaries
  - Undergraduates currently need to use viewing stations-can't take items from library

3. Should the Library offer Media Loans to undergrads?

LSAC replies:

- Pro
  - If you can check out players, makes it more flexible for students
  - [DVD/Blu-ray players currently available for checkout]
- Con
  - Few students have equipment to play media items
  - Students might lose or damage media items
  - Insufficient use/demand from undergrads
  - Available copies of items

4. Should the Library be collecting physical media?

LSAC replies:

- Pro
  - Don't have to worry about electronic access issues
- Con
  - Few students have equipment to play media items
  - No space to use equipment at home, even if checked out
  - Students already stream items through Netflix, Hulu, Kanopy, etc.
  - Streaming allows for multiple users at once
  - No overdue or late fees
  - Can't break or lose streaming items

#### IV. *Give Us Your Input On: Website/Mobile Display of Seating/Computing Availability*

1. What name would you use for webpage showing seating/computer information?

LSAC replies:

- Library availability
- Study space availability
- Geisel availability
- Seating/computer availability
- Seating computer space or area
- Geisel seating availability
- UCSD Library availability
- Space availability
- Service availability
- Library resource availability
- Open spots
- Seats and computers in Geisel
- Library capacity
- Geisel (Library) availability

Other comments:

- Students tend to stay put once seated so no need to also show this on display monitors on other floors
- Use tab or dropdown on a single/shared page for each category (computer and seating availability), so viewer can choose which is of interest

2. Where on the Library homepage would you expect a link to the seating/computing information?

See Appendix A at end of these notes for preferred location of this information on the homepage.

Written comments:

- Corners are always nice
- In between “find a place to study” and “reserve a room” because those are both relevant to the same topic
- I think rephrasing “find a place to study” as “seating and computer usage” would be more clear
- A small box in the margin
- At the top center of the page so it’s the first thing people see
- I would put it next to the reserve a room button because the buttons are all useful things that a student might need; I would name it “Live Seating Availability
- I think the link could be next to “Today’s Hours” since this section is the most popped out
- Next to “Find a Place to Study” because both are space-related

3. What would you expect that link to look like?

- Either another button on the bottom bar or another yellow section with the link to the availability
- Tab or icon
- Tab named “seating availability”
- Image of desk or chair
- Graphic on bottom of chair or computer
- Graphic at the bottom-people are usually in a hurry and want seating right away-use a fast and easy visual

4. Any other comments?



- How is “find a place to study” different than new proposed feature? If they are the same, then no change is needed; if not, then a drop-down menu
- The link is similar to reserving rooms and finding a place to study; all things associated with getting prepared to do your work

**V. Give Us Your Input On: Scanning and Copying Services**

1. LSAC members were asked to complete a survey about their copier and scanner use.

See **Appendix B** at the end of these notes for the results of survey.

2. Given the age and falling use of photocopiers in the Library, LSAC members were asked to provide input on what the Library should do next with regards to copying and scanning services. The Library is considering removing all photocopiers and just providing scanners that have a printing option.

Here is background Library copier and scanner info

- The Library owns 13 public photocopiers, 11 are in Geisel with at least one on each floor except the 8<sup>th</sup>. 2 are at BLB.
- The public photocopiers range in age from 4 to 12 years old.
- Ten copiers are traditional b&w flatbed copiers, two are b&w copiers with automatic document feeders, and one is a color copier.
- Copier use has dropped 74% between FY14 and FY19. In FY19, 80,834 copies were made; still about 234 copies per day.
- The Library has four tabletop high-speed, face-up scanners in the Library along with a number of basic flatbed models.
- Users can scan a variety of print materials, both in b&w and color, and produce a digital copy in a variety of formats, such as PDF or JPEG and there are a variety of output locations, such as USB, email, and the cloud.
- Since 2017, scanning has gone up 42%.

3. LSAC members were asked to respond to 6 questions related to copying and scanning using a scale of ‘Totally Agree <-> Neutral <-> Totally Disagree’.

Questions asked were:

1. Should the Library provide **ONLY** the “scan to a printer” option for copying?
2. Should all the Library scanners be **clustered together** on the 2<sup>nd</sup> floor?
3. Should the “scan to a printer” equipment be separated from the other non-printing scanners?
4. Would you be **willing to wait up to 10 minutes** to get a high quality scan/copy?
5. Would you use an automatic document feeder on a scanner (so you can run a stack of pages through rather than feed one-by-one)?
6. Do you think you might need to scan pages from **oversized** print items like art books, posters, newspapers, and/or handouts?

See **Appendix C** at end of these notes for results.

4. For a 7<sup>th</sup> question, students were asked how important these payment options are for printing.

Payment Option	Important	Somewhat Important	Not Important
Paypal	0	10	10
Venmo	13	4	3
Credit card	16	3	0
Triton Cash	13	3	4

## 6. Other comments

- Question #1:
  - Physical copies still necessary in some cases, but doesn't matter if it comes from copier or scanner
  - Question is a bit confusing
- Question #7:
  - Student Billing Account is another important option

## VI. Library News

- Catherine Friedman is retiring January 2, 2020. Kymberly Goodson will take over LSAC and will direct the Council through the end of this academic year. Tim Chu and Jason Schulz will work with Kymberly to plan and manage the LSAC meetings.
- Next LSAC meeting is January 21, 2020.

***LSAC Meeting Notes 11/12/2019***  
***APPENDIX A***

***LSAC: Give Us Your Input On:***

Where on the Library homepage would you expect a link to the seating/computing information?

## SEARCH

[Library Catalog](#)[Articles](#)[Databases](#)[Journals](#)[Digital Collections](#)[Research Guides](#)[Website](#)

Search *Roger* for books, e-books, media, maps, government documents, journals & more.



Also Try → [Roger](#), [Advanced Roger Search](#), [Circuit](#) (For UC San Diego + SDSU, USD, & Public Libraries), [WorldCat](#) (Melvyl)

## TODAY'S HOURS


Geisel Library Building  
7:30 AM – 8:00 PM

East Commons (Overnight Study)  
Midnight – 7:45 PM


Special Collections & Archives  
9:00 AM – 5:00 PM

Audrey's Cafe  
8:00 AM – 5:00 PM


Biomedical Library Building  
8:00 AM – 6:00 PM




Find a Place to Study




Reserve a Room



My Library Account



Ask a Librarian



Connect from Off-Campus



Interlibrary Loan



Course Reserves



## SEARCH

[Library Catalog](#)[Articles](#)[Databases](#)[Journals](#)[Digital Collections](#)[Research Guides](#)[Website](#)

Search *Roger* for books, e-books, media, maps, government documents, journals & more.

Keyword



Also Try → [Roger](#), [Advanced Roger Search](#), [Circuit](#) (For UC San Diego + SDSU, USD, & Public Libraries), [WorldCat](#) (Melvyl)

## TODAY'S HOURS

Geisel Library Building  
7:30 AM – 8:00 PM

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Midnight – 7:45 PM

Special Collections & Archives  
9:00 AM – 5:00 PM

Audrey's Cafe  
8:00 AM – 5:00 PM

Biomedical Library Building  
8:00 AM – 6:00 PM



Place to Study



Reserve a Room



My Library Account



Ask a Librarian



Connect from Off-Campus



Interlibrary Loan



Course Reserves



# SEARCH

Library Catalog

Articles

Databases

Journals

Digital Collections

Research Guides

Website

Search *Roger* for books, e-books, media, maps, government documents, journals & more.

Keyword

Enter search text...



Also Try → [Roger](#), [Advanced Roger Search](#), [Circuit](#) (For UC San Diego + SDSU, USD, & Public Libraries), [WorldCat](#) (Melvyl)

## TODAY'S HOURS

Geisel Library Building  
7:30 AM – 8:00 PM

East Commons (Overnight Study)  
Midnight – 7:45 PM

Special Collections & Archives  
9:00 AM – 5:00 PM

Audrey's Cafe  
8:00 AM – 5:00 PM

Biomedical Library Building  
8:00 AM – 6:00 PM



Find a Place to Study



Reserve a Room



Library Account



Ask a Librarian



Campus



Interlibrary Loan



Course Reserves

## LSAC Meeting Notes APPENDIX B

### LSAC: Give Us Your Input on Scanning and Copying Services Survey Results

1.) Have you used a photocopier in the last two years?

Yes – 10      No - 10

For what purpose?

- Scanning my documents (and making a copy) to apply for visas/other documents.
- To copy things (duh) for work
- on my own personal printer, copies of letters, resumes, and important documents.
- Making copies for work
- Printing out copies of documents / book pages.
- Copying passport and employment document
- To copy music for my orchestra sections (high school)
- copy notes from my notebook
- No, not it a campus library facility.
- Schoolwork
- To make copies of papers for a scholarship

Was this in a campus library facility?

Yes – 3      No - 7

2.) Have you used a scanner in the last two years?

Yes – 12      No - 8

For what purpose?

- Scanning MMW sources (for research report)
- To copy materials from a text-book
- Uploading files for study abroad.
- Scanning sections of books / articles.
- Scanning homework
- OSD paperwork, campus paperwork, etc.
- Discussion assignment
- (not sure)
- To make pdf and digital copies
- schoolwork
- For college application forms
- Cartography

Was this in a campus library facility?

Yes – 5      No - 7

3.) For your academic work, have you used your phone to take photos of pages from books, course reserves, or other print materials?

Yes – 19      No - 1

Is this something you do regularly?

Yes – 12      No - 7 Comment: Not anymore, I used ALOT for MMW



4.) *Are there times when you would prefer photocopying to scanning?*

Yes – 9            No - 3

*Please describe them:*

- Highlighting pages?
- Yes, when the quality of my phone is not great.
- When I need the copy right away. Most of the time I can scan if using phone and print using printer.
- If you need a physical copy.
- When I need physical copies, typically when I want to study the copies.
- If I am taking notes on it for class or for flyering.
- Only if there was a reason to have a physical copy eg. fill in or signature needed.
- Not really.
- Not in Particular
- When I need to print out music for orchestra, for annotations for classes, to print posters.
- Photocopying could be useful when you need immediate copies (physical) instead of pdf documents
- photocopying. Ex: spilled water on paper took a photocopy to complete worksheet.
- If I want photocopy my notes to highlight them/re-annotate them
- Maybe if I needed to print out multiple copies of the same thing
- When you want another physical copy of the document.
- Yes, when I need copies of forms right away for convenient purposes.
- I want a paper, physical copy of something.
- Not particularly

5.) *Are there times when you would prefer scanning to photocopying?*

Yes – 10            No - 3

*Please describe them:*

- *To digitalize materials for class*
- All the time, it is digital & accessible everywhere.
- When I just need digital copy.
- Sure, you can access online and email it to others.
- When I have to upload something online.
- If assignments just within typing (for essays), or filling out forms that are emailed in.
- Large documents.
- I prefer scanning because going paperless is good for the environment and I also can have a compacted version of the scanned media in my hand.
- Not in particular
- When I want to take my textbooks with me on the go (I normally use hardcopies, but when I go home on the weekends I'll take pictures so I do not have to take my textbooks)
- scanning could be useful if you need to scan multiple pages of a book for pdf version to read on their own time
- only for submission
- No, the only time I scanned (using an app on my phone) was for MMW research when it was mandatory.
- If I only needed to keep a digital copy
- When the document needs to be uploaded online.
- Yes, when I need to send in PDFs to professors as they are homework.
- When I don't need a physical copy and don't want to carry a physical copy around.

- Digital files are easily stored & managed. Additionally, they are easily manipulated in Photoshop, etc.

6.) *Did you know the Library has a color photocopier you can use?*

Yes – 12      No - 8

*Have you used it?*

Yes – 1      No - 11

*Is having this type of copier (color) available important to you?*

Yes – 17      No - 2

8.) *Have you ever used your phone's NFC (near field communication) capabilities?*

Yes – 12      No - 8

*For what purpose?*

- Sending pictures, videos
- Pay for stuff, connecting to bluetooth devices.
- Send documents, photos
- To send files, contacts, etc. to someone else from my phone.
- to share photos
- For sharing photos
- Airdrop.
- Photo sharing.
- Air drop
- To send pictures to others
- To give something like a picture to someone.
- Hacking into devices

***LSAC Meeting Notes 11/12/19***  
***APPENDIX C***

***LSAC: Give Us Your Input On:***

6 questions related to copying and scanning using a scale of  
'Totally Agree <-> Neutral <-> Totally Disagree'

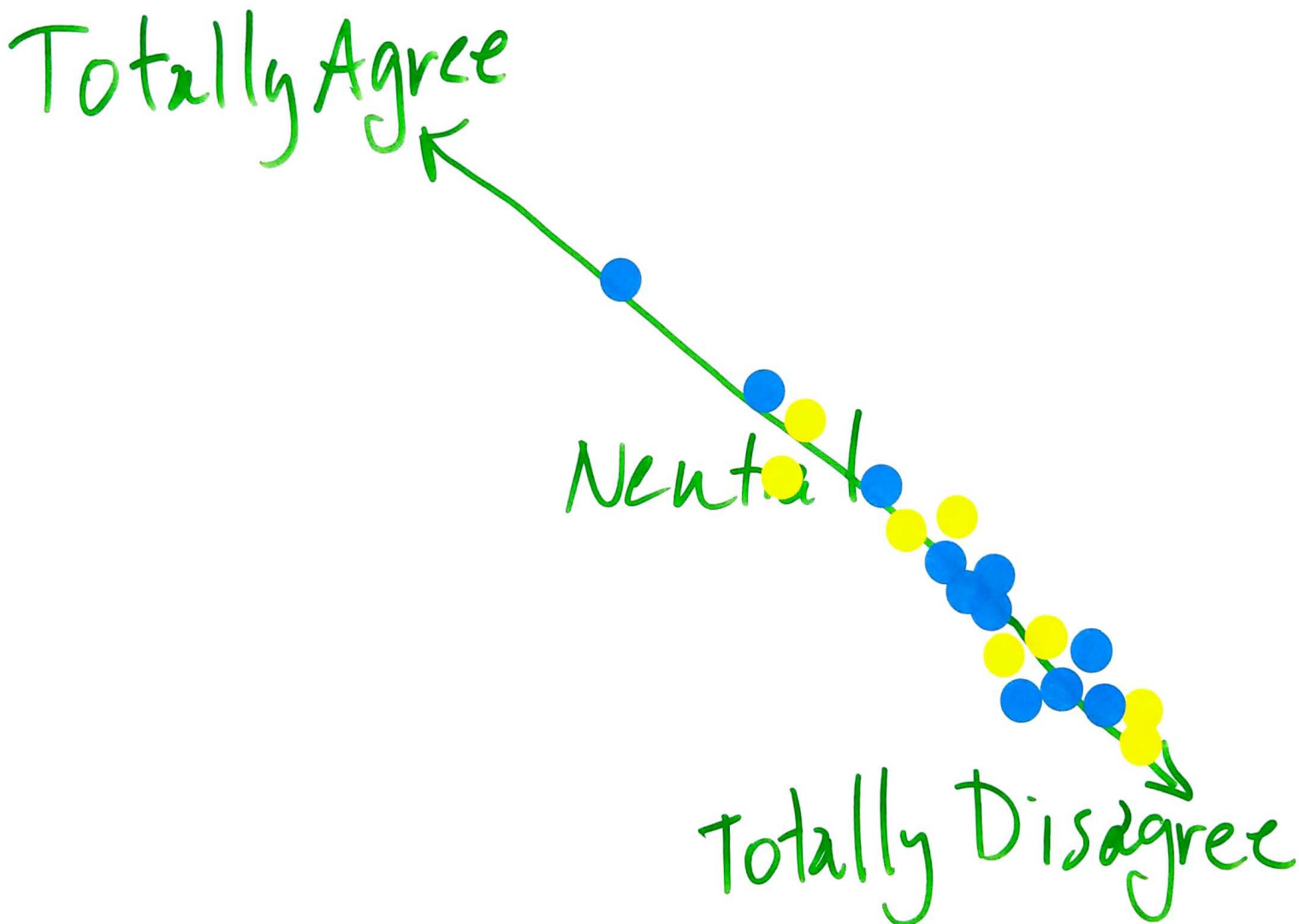
# Question #1

Should The library provide  
ONLY the "scan to a printer"  
option for copying?

Totally Agree

Neutral

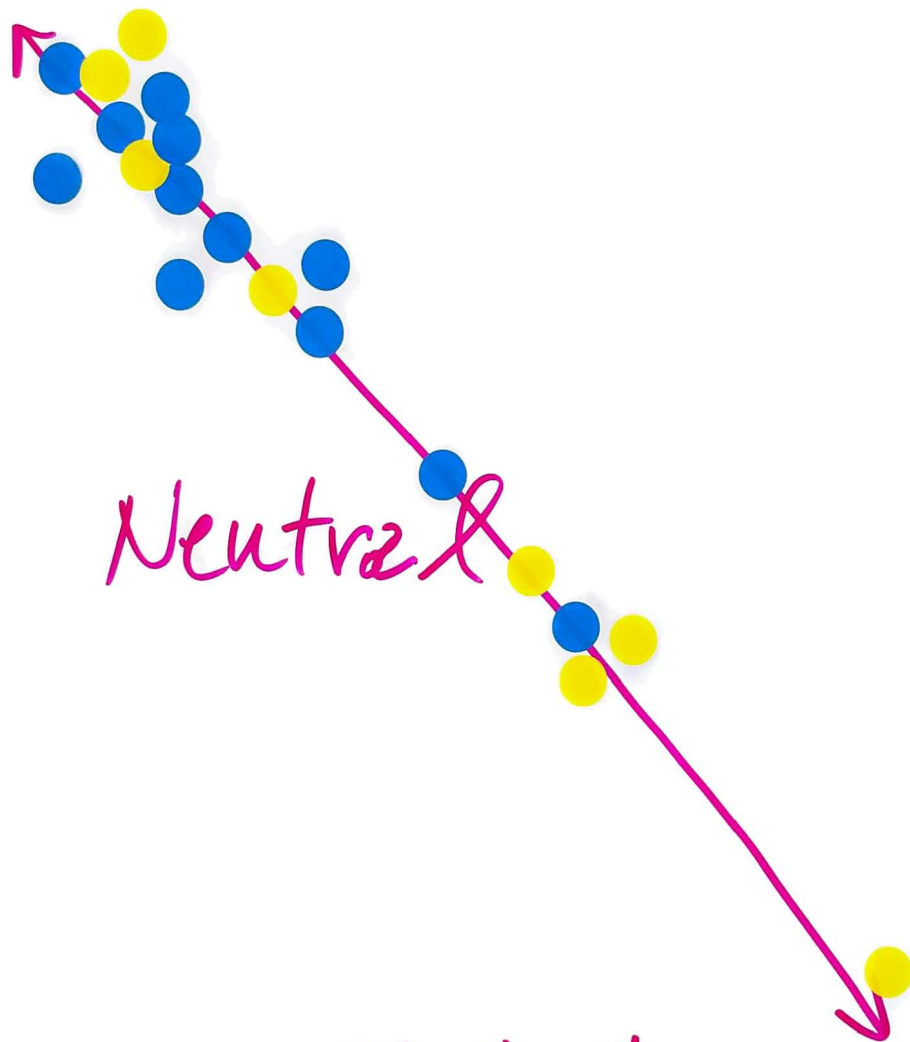
Totally Disagree



## Question #2

Should all the library scanners be clustered together on the 2nd floor?

Totally Agree



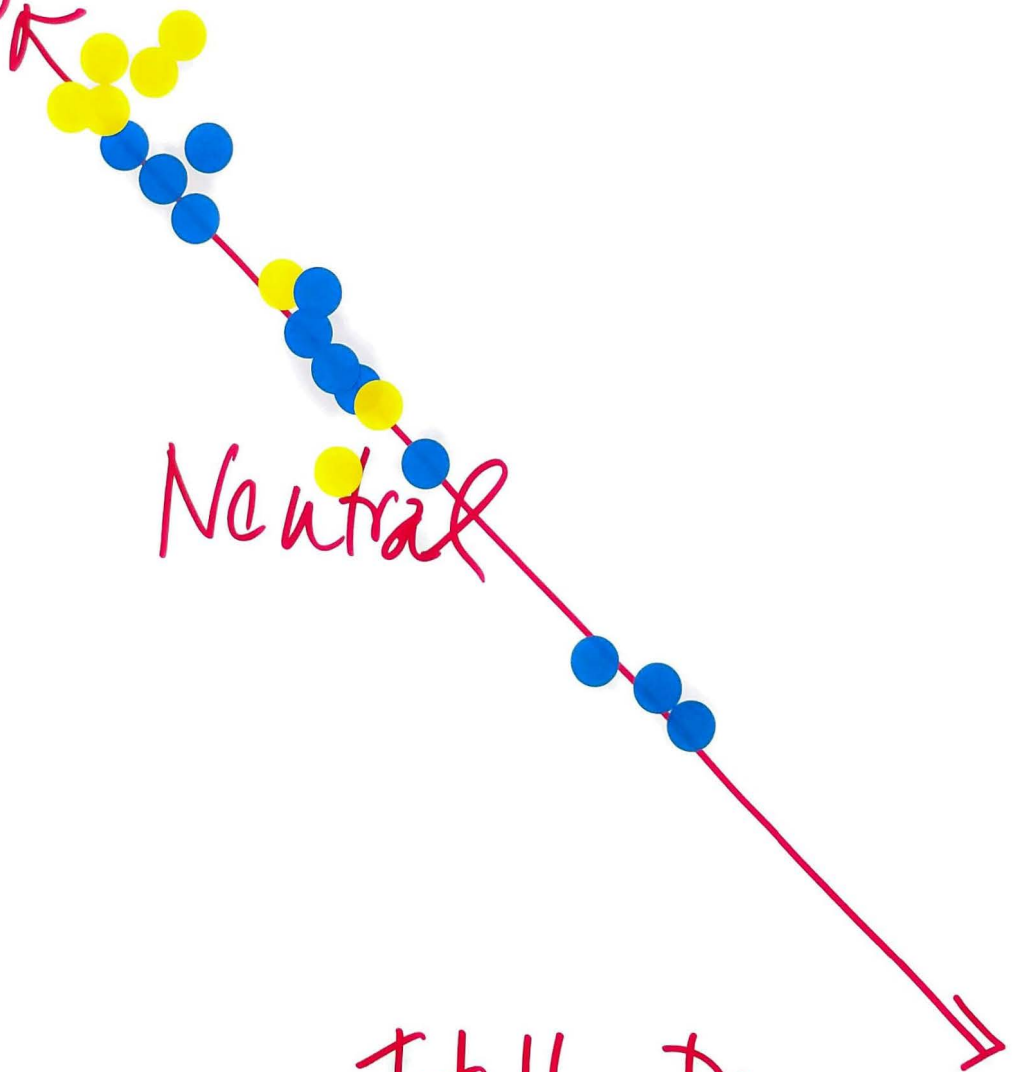
Totally Disagree



# Question #4

Would you be willing to wait up  
to 10 minutes to get a high  
quality scan/copy?

Totally Agree



Neutral

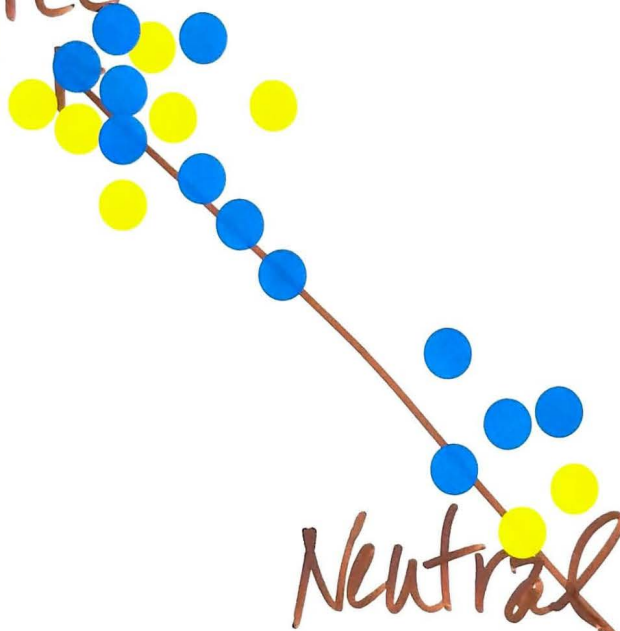
Totally Disagree



# Question #5

Would you use an automatic document feeder on a scanner (so you can run a stack of pages through rather than feed one-by-one)?

Totally Agree

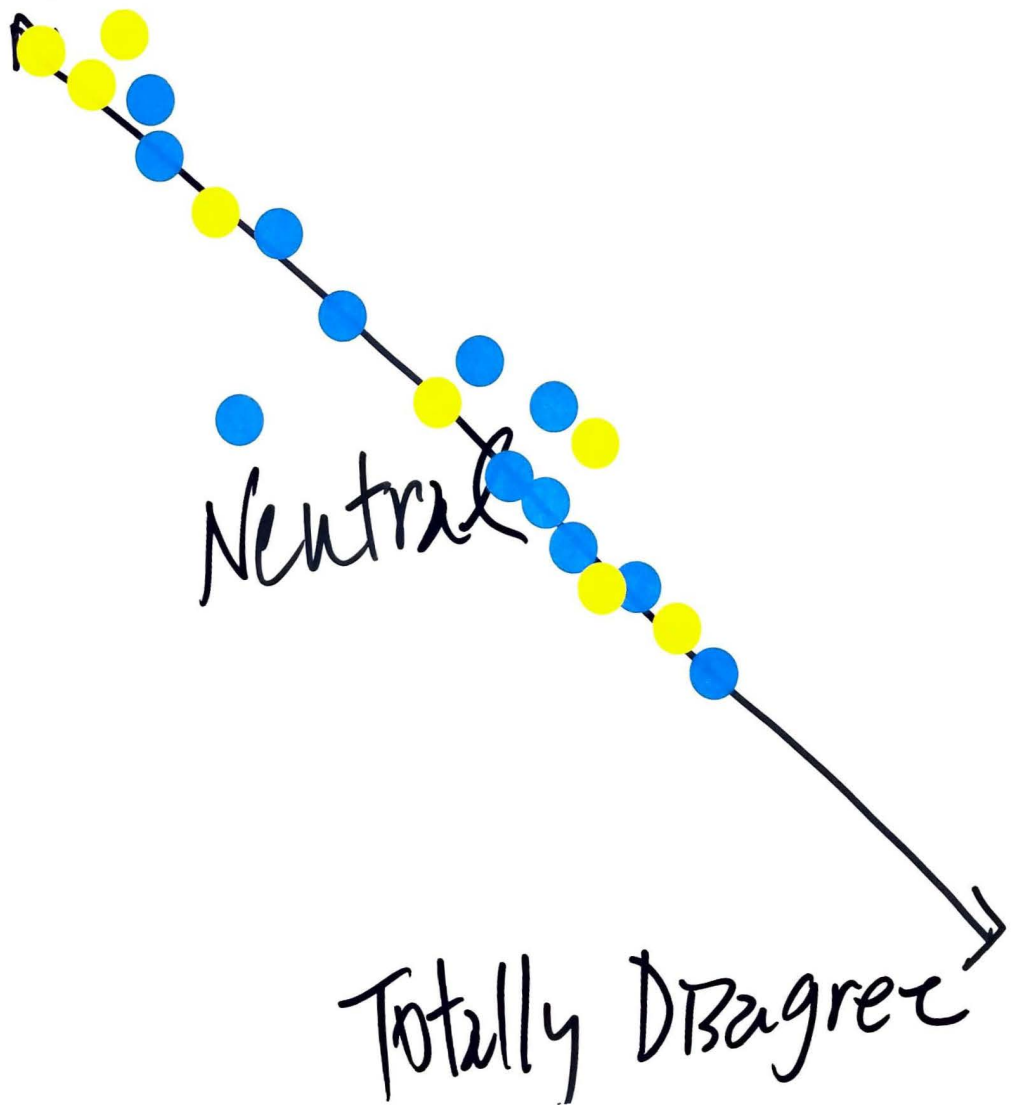


Totally Disagree

# Question #6

Do you think you might need to scan pages from oversized print items like art books, posters, newspapers, <sup>or</sup> and handouts?

Totally Agree



Totally Disagree



**UC San Diego Library Student Advisory Council  
January 21, 2020 Meeting Notes**

**Attendees:**

**I. Welcomes & Introductions**

Kymerly Goodson, Program Director for Spaces, Lending, & Access, welcomed Council members including the new Associated Students representative (Ben Lonc)

**II. Questions or Comments from Other Students**

- General concern voiced by one member about the planned Geisel construction
  - Demolition is set to begin July 6, so no work will happen this school year
  - Campus-wide communication plan is being developed
- Member inquired about the group's previous discussion of the idea to post alerts about the temperature in various areas of the building-member would like to see this happen
  - Jason will consider if/how this might be done

**III. Digital Media Lab and Data & GIS Lab**

Scott McAvoy, manager of the Digital Media Lab, gave a presentation on the DML and its services, highlighting 3D printing and 3D scanning with a demonstration

Annelise Sklar, Interim Program Director for Research Advisory Services, gave a presentation on the Data & GIS Lab's and its services

Annelise asked for suggestions on the name of the future center. Member votes were as follows:

- Digital Scholarship Lab-1
- Digital Scholars Lab-1
- Scholars Lab-2
- **DREAM (Digital Research, Education and Media) Lab-16**
- Scholar Tools and Methods Lab-1
- Data Lab-3
- Data & GIS Lab-3
- Data and Media Lab-4

Annelise also asked about the generic naming for such a space. Member votes were as follows:

- **Lab-7**
- Hub-3
- Center-1
- Commons-0
- Space-0

**IV. Students went on a tour of both the Digital Media Lab and Data & GIS Lab**

**V. Debrief: What did you learn about the Labs?**

- Did not know what the Data & GIS Lab was for or that it existed
- Nice to know that you can leave the area during the 3D printing of an object in the Digital Media Lab

- Learned about LinkedIn Learning [email [linkedinlearning@ucsd.edu](mailto:linkedinlearning@ucsd.edu) to get a 1-week license]

**VI. Debrief: Did anything surprise you?**

- How easy it was to do some of the 3D printing

**VII. Debrief: Any services/workshops/training you wished the Labs would offer?**

**VIII. Debrief: How would you like to hear about events/workshops in the DML and Data & GIS Lab?**

- Email to UCSD email
- Updates on the Library's social media accounts
  - Instagram stories
  - Graduation year Facebook pages
- Mailing lists
- Newsletters

**IX. News and Events**

- Reducing number of library copiers by replacing with scanners
- Renewed push to educate users on not saving seats
- New "Quick Help" panel coming to the Library website
- Book talk on 2/19/2020 on [Transmitted Wounds](#)

**Next LSAC Meeting is February 18, 2020 in the Seuss Room**

**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**



## Library Student Advisory Council

April 21, 2020 | MINUTES

The meeting was held remotely and asynchronously due to the library's COVID-19 closure. In lieu of meeting in person, members were asked to complete 2 feedback surveys to be marked as 'attending' the April LSAC meeting. The agenda with survey completion instructions were distributed April 16. The deadline for completing the surveys was noon on April 23.

1. Welcome: I hope that each of you is staying safe and healthy and that the spring term is running smoothly for you
2. Send any questions, feedback, or comments about the Library from other students or student councils to me at any time ([lsac@ucsd.edu](mailto:lsac@ucsd.edu))
3. **Participation Opportunity:** Please contact April Green ([atgreen@ucsd.edu](mailto:atgreen@ucsd.edu)) should you be interested in serving as a student representative/spokesperson for Geisel's 50<sup>th</sup> anniversary celebrations (Library's Communications Specialist, April Green)
4. **Required Feedback** (*survey completion required for meeting attendance*): **See Appendix A**; 21 LSAC members completed this survey on how to best communicate library news and events with students (Library's Communications Specialist, April Green)  
[\[https://docs.google.com/forms/d/e/1FAIpQLSfrZ2qE-qtboxJly3kOhmzQTqqiSkOpPG32A6YYfXFpp4cuWg/viewform?usp=sf\\_link\]](https://docs.google.com/forms/d/e/1FAIpQLSfrZ2qE-qtboxJly3kOhmzQTqqiSkOpPG32A6YYfXFpp4cuWg/viewform?usp=sf_link)
5. **Required Feedback** (*survey completion required for meeting attendance*): **See Appendix B**; Members were first to view completely the Library's draft virtual tour at <https://www.thinglink.com/video/1262480923681619970>, clicking on the various informational elements. Thereafter, 20 members completed this survey on the tour (Library's Engagement Specialist, Michelle Vogelsang Jones)  
[\[https://docs.google.com/forms/d/e/1FAIpQLSei6W8O-Ot1PwKUPCOu8IFciAtMRzg\\_OqngxlQ0xwQTKjVqVg/viewform?usp=sf\\_link\]](https://docs.google.com/forms/d/e/1FAIpQLSei6W8O-Ot1PwKUPCOu8IFciAtMRzg_OqngxlQ0xwQTKjVqVg/viewform?usp=sf_link) or [\[https://forms.gle/K9fXuq1biDZ8Ldvx9\]](https://forms.gle/K9fXuq1biDZ8Ldvx9)
6. Library news
  - o Window shades to be added to remaining study rooms on Geisel Floors 5/6/7
  - o Learn about [library services](#) during the COVID-19 crisis at
  - o See the [campus COVID-19 page](#)
  - o The library is likely to be [closed to users](#) at least through spring term; see the [hours page](#) for any future updates
  - o Consult the Library Guide for [Getting Started with Research](#) or the [course-specific Library Guides](#)
  - o Search [Library Guides](#) by subject to connect to [databases](#) and other resources
  - o See if your instructor has placed any materials on [electronic reserve](#)
  - o Get real-time online research assistance through our [24/7 online chat service](#) or [ask questions via email](#)
  - o [Schedule a consultation](#) with your [subject librarian](#) for personal assistance with your research
  - o Learn more about [remote resources](#) at the Library
- II. Next LSAC meeting is May 19, 2020; to be run remotely and asynchronously as well

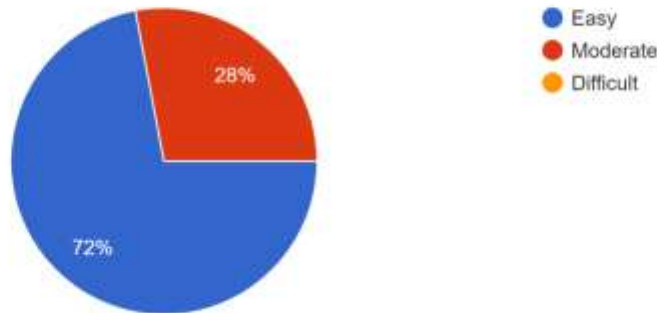


# Appendix B (April 2020)

## LSAC Virtual Tour Survey (April 2020) - Results

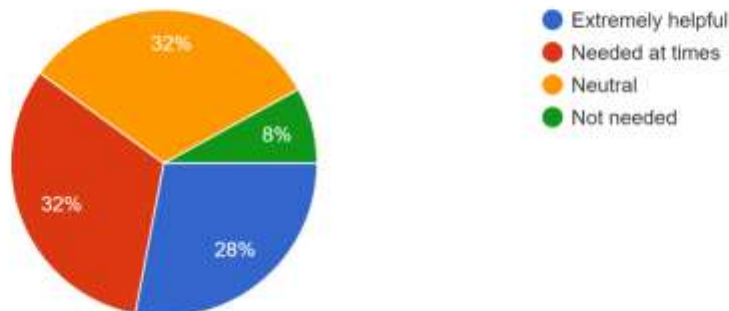
1. Please rate the level of difficulty to navigate the tour.

25 responses



2. How helpful was having the Virtual Tour Key to assist you in navigating the tour?

25 responses



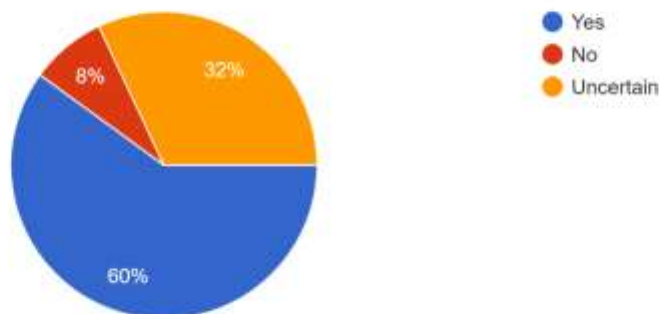
3. Describe any problems you had navigating the tour. [16 responses]

- Things took a while to load
- It was pretty straightforward
- The white loading screens every time that you would press an arrow were a little distracting but also understandable.
- I did not have any problems navigating the tour, the tour keys were helpful and pretty intuitive. Every once in a while, I would tap the wrong tour key and enter a space I did not mean to, but that is more of a user error than a design one.
- Does the tour not include the up-stair floors?
- Did not understand why the frames could not be frozen, but it took a while but was manageable
- When entering a new area, you're always facing the same direction, no matter how you entered the area. So if you keep on trying to move a direction that appears to be "forward," you'll likely just get stuck in an infinite loop, blinking between the same two areas.
- The tour would occasionally freeze when I clicked a button, but not in a way that prevented the whole tour from functioning. The image just wouldn't move back and forth.

- Fairly simple. When moving sometimes needed a second to orientate myself as to where they moved me, but besides that it was easy.
- It seems a bit disoriented after clicking every arrow. It feels quite hard to figure out exact where one is without already knowing which part is which.
- N/A
- Whenever I click on move direction, it felt like the picture moved too fast and the first thought I have after moving was "where am I". It would probably be helpful if the after image have some parts of the previous so that it's easier to map the pictures together.
- No problems it was fairly efficient and straight forward.
- It was cumbersome to click the back button several times to get to the main area. I'd rather have a main map at the corner of the screen to jump across the library instead of tracing my way back.
- My computer did have a hard time loading the website and sometimes the pages, (either the entire page wouldn't load or only the keys to move around would load), and thus, I would have to reload the page/restart the tour quite a few times.
- Some icons do not let you exit out after reading, and then block access to clicking on other icons behind them. It made it so I had to go back and start the tour of that location over again just to access the icons a second time.

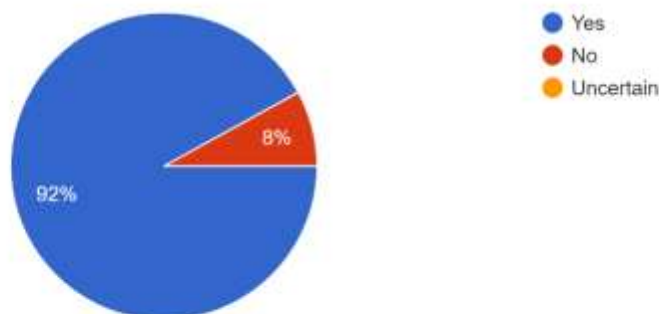
#### 4. Would having the Virtual Tour Key accessible within the tour be useful?

25 responses



#### 5. While taking the tour, would it be useful to see a map showing your current location within the larger context of the Library?

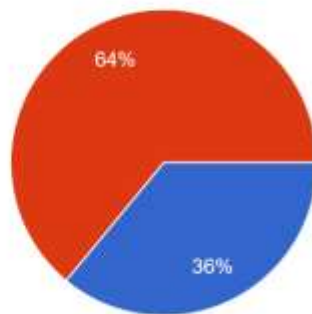
25 responses





6. Would you prefer to (A) have one path through the tour, working through it from start to finish, or (B) select locations of interest to view?

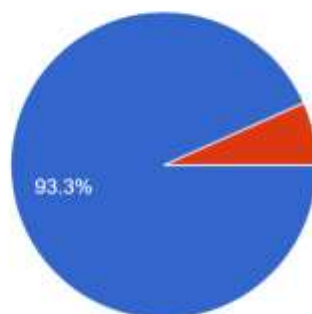
25 responses



- A (one path through the tour from start to finish)
- B (select locations of interest to view)

7. If you chose A above, would you like the ability to skip locations to easily jump ahead, if desired?

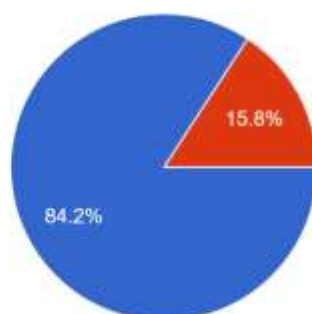
15 responses



- Yes
- No

8. If you chose B above, would you prefer to select locations of interest from...

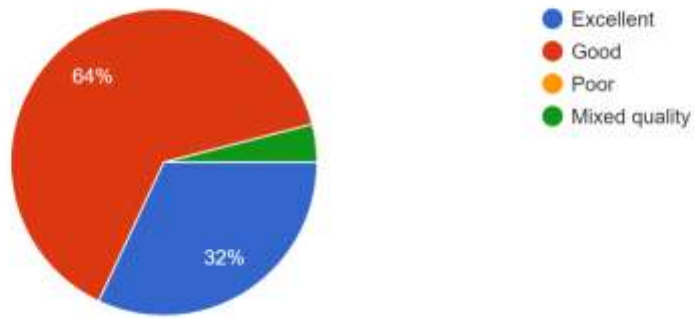
19 responses



- An interactive map
- A text-based list of areas included in the tour

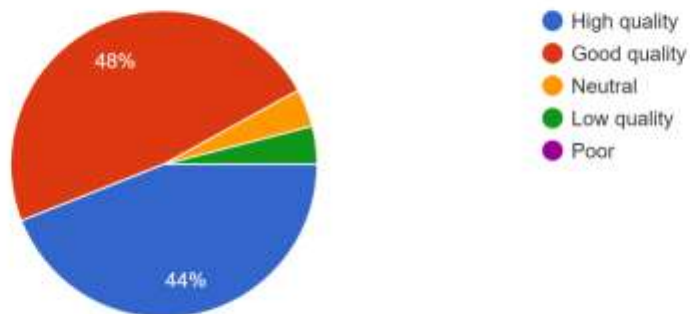
9. Rate the quality and selection of the images in the tour.

25 responses



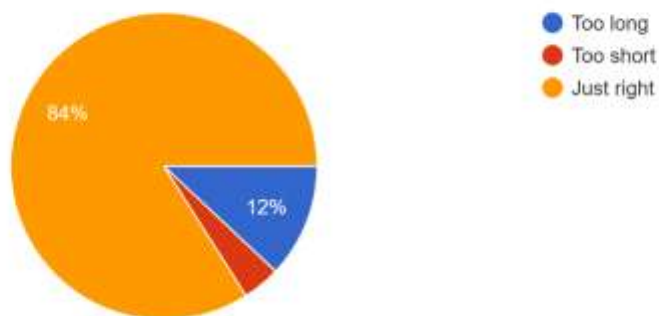
10. Rate the overall appearance of the tour.

25 responses



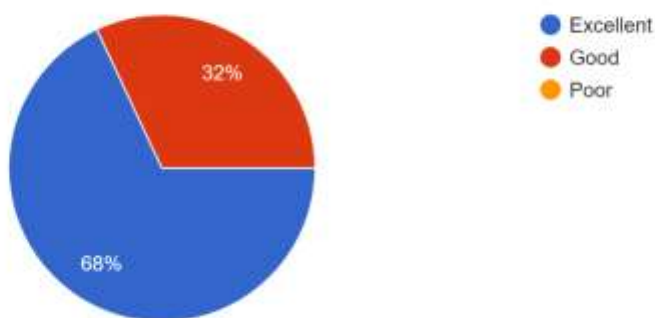
11. Rate the length of the tour.

25 responses



12. Rate your overall impression of the tour.

25 responses

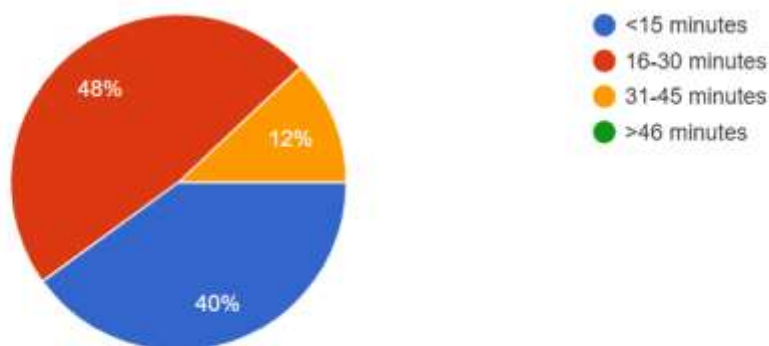


13. List 3 words you would use to describe the tour. For example, informative, engaging, dry, and fun.

Interesting (x5)	Informative (x10)	Fun (x2)	Interactive (x2)
Visual (x1)	Intriguing (x1)	Freedom (x1)	Engaging (x5)
Gloomy (x1)	Extensive (x1)	Educational (x1)	Immersing
Easy (x2)	Smooth (x1)	Really cool overall (x1)	Straightforward (x1)
In-depth (x1)	Eye-opener (x1)	Useful (x2)	Innovative (x1)
Well-designed (x1)	A little bit confusing because of the signs (x1)	Confusing (somewhat, location-wise) (x1)	Bland (would prefer some music or someone I can see speaking about each area) (x1)

14. How long did you spend in the virtual tour?

25 responses



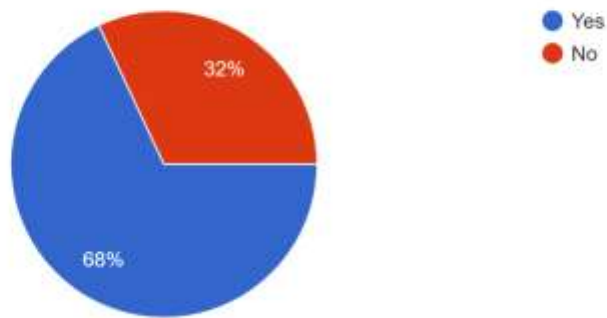
15. Is there anything we should add to or remove from the tour? [25 responses]

- Nope
- No, I think it covers all the bases.
- n/a
- Maybe a chat option so you can ask questions about the library
- More information audreys and the teaching and learning commons

- As mentioned in question 5, I think it would be helpful to add a map that offers a bit of a bird's eye view of at least the floor that you're on, so you know which way you're going. There are times that I kept clicking back and forth through the tunnel trying to get to the other side and ended up just returning back to where I started because I wasn't sure which way I was facing once I clicked into it.
- Add an explanation of the East Commons Desk
- I would add some pictures of examples of what you put in the displays next to the dr suess room
- N/A
- Nope! I think it was interesting to see no people on the tour
- We should be able to use the elevators to access other floors (assuming that those floors are intended to be accessible on the tour).
- Maybe more fun facts like the photo of library from past
- Add more floors!! This might be bad on my part, but I was only able to explore the first and second floors on the tour. I like it as it, but changes could also be made to the panning of the image as the tour goes on. For me, the image moves a little slow, but I can also see that some people would like a tour to be more slow and relaxing. I think offering a way for the user to customize the speed of the image moving might be helpful.
- Yeah, so currently I have to kinda always move myself, but having a map and being to "teleport" would be very nice.
- I think you really only need one of the videos about the door art work in the beginning. Both seemed a little overkill.
- Virtual tours of other floors might be helpful too. I couldn't find a way to go beyond first and second floor, if there is a way.
- Add more historical or modern fun facts
- N/A
- Maybe on of the other floors to show what study spaces look like
- Comparing with my time spent in the library I feel that this tour does an excellent job of covering all the major points.
- N/A
- Music.
- Added upper floors, simplify the signs
- I had a hard time getting through the entire tour (as mentioned above), but I think I got to everything, and I liked everything that was there!
- I think the reading prompts should offer it in another language when read aloud, maybe more common languages at UCSD campus like Farsi, Chinese, etc. because UCSD is very diverse, with students coming from around the world. Those students, their family and friends, might feel more included if they can listen to the tour when possible in their own language. I did not see a section for touring DML, I would like to be able to tour inside the DML. I think it would be helpful to add a icon at the beginning saying "if you click and drag your screen you can move your location 360 degrees" because I did not know that I could move my screen initially which made the tour a little long as I waited for the screen to rotate itself to the next arrow.

16. Did you learn anything new about the Library from the tour?

25 responses



17. If "yes" above, what did you learn? [19 responses]

- About the history of the library
- I learnt about the different art installations at the front of the library.
- History about the library
- I learned about the underground expansion art (the information that was found outside of the library)
- I never paid attention before to the fact that the library doors (red, blue, and yellow) cast the yellow and green shadows once opened! I think the Stuart Art collection as whole is something that is interesting to learn about.
- I did not know that there is VR equipment available at DML
- I learned when the east and west wing expansion was built
- I didn't know there was an Imprints inside the library. I also learned where some things were located.
- n/a
- The historical photo of the library was very interesting
- The reflective windows had bad press.
- The historical pictures of the old looks of the library is quite incredible.
- The "art" tree in front of the library and its significance. Mrs. Seuss' first name is used for Audrey's Café
- The background of the READ/WRITE/THINK/DREAM instillation
- I learned a lot about the art exhibits at the front of the library
- You can borrow whiteboard markers from the front desk.
- The stories of some designs
- I did not know about some of the art pieces sort of hidden around the library, nor about some of the elevators (since I normally take the stairs)
- No- because I work here

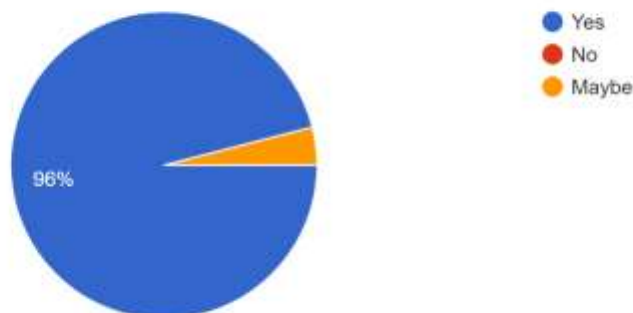
18. Tell us the groups of users to whom we should market the virtual tour. [24 responses]

- Maybe potential admits
- Prospective and new students and visitors
- I feel like prospective students would be really interested in the virtual tour.

- People who have never been to UCSD and are interested in knowing what Geisel is like. For example, freshmen or any new students.
- Incoming and prospective students
- Prospecting Students
- Incoming freshman/transfers
- Incoming Freshmen and Transfers
- Incoming students, 1st years or transfers
- Parents, incoming freshmen, prospective students, current students who don't know what the library can offer
- Freshman/incoming students
- New students and parents (who will need the information), old students (who will be curious about the tour format), prospective students/parents
- Incoming students (freshmen and transfer). To potential applicants.
- Incoming freshmen/transfer students or interested students
- Prospective and incoming students. General public.
- Students and parents.
- Incoming students, transfer students, parents
- Prospective students
- Prospective students, and those unfamiliar with the library. More than likely most students are, usually more than their liking, well antiquated of the basics already.
- New students or parents
- Incoming first year students, students who need labs and collect & archives, etc., students taking research classes.
- New students
- I think new students would definitely benefit the most! I am currently an OL for Revelle and I think if we were to put this link on the Revelle app for new/all students to have access to, they would definitely explore/use it! (all revelle students at some point should have been introduced to our college's app at somepoint, for it is a resource to navigate Revelle and university resources)
- New students, their family and friends, and in general visitors

19. Would you recommend the tour to others who wanted an introduction to the Library?

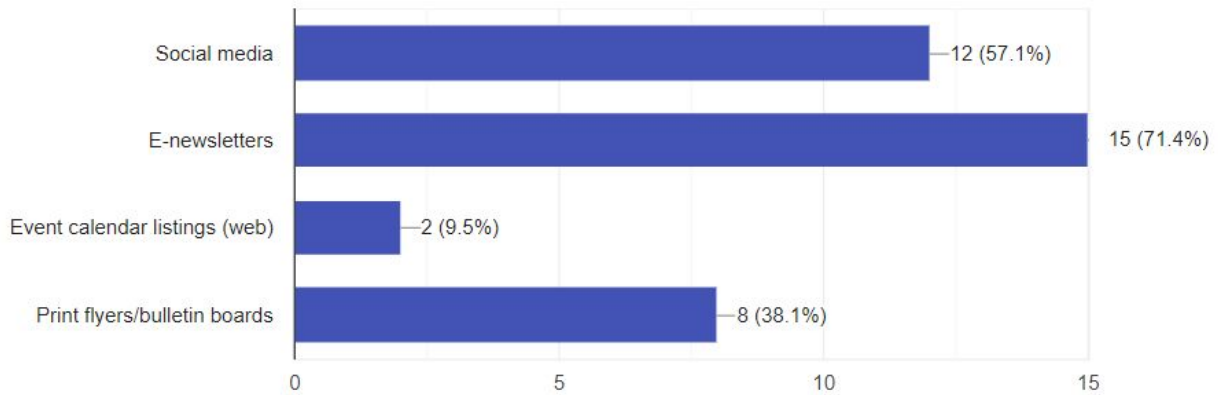
25 responses





# LSAC April 2020 Communications Survey Results

## 1. What platforms do you primarily look to for your Library news?

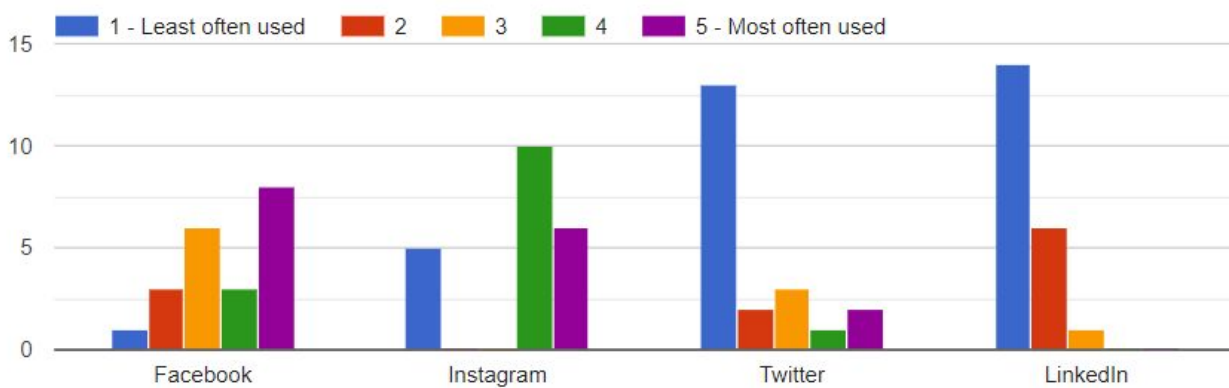


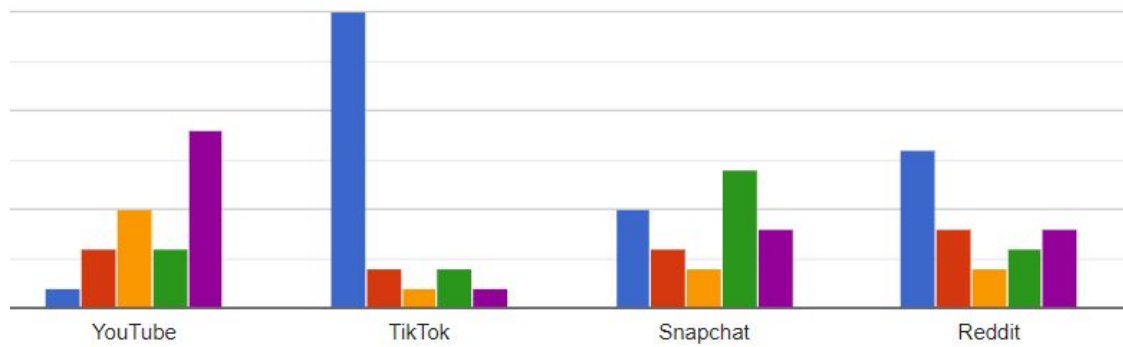
## 2. If you selected Event calendar listings (web), which event calendar listings? (i.e. Campus Calendar of Events, Student Events Insider, Library Events Calendar, your college's events calendar, etc.)

- College Events Calendar x1
- Library Events Calendar x1

## 3. Which social media platforms do you use most often?

**TOP 3:** Instagram, Facebook, YouTube

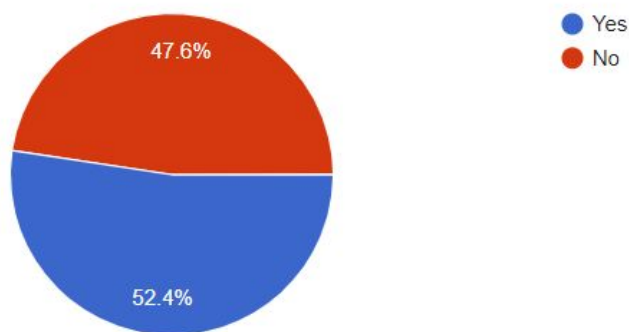




**4. Please list any other social media platforms that you use often.**

- Tumblr x1
- DeviantArt x1

**5. Are you aware the Library sends a monthly Events & Exhibits e-newsletter?**

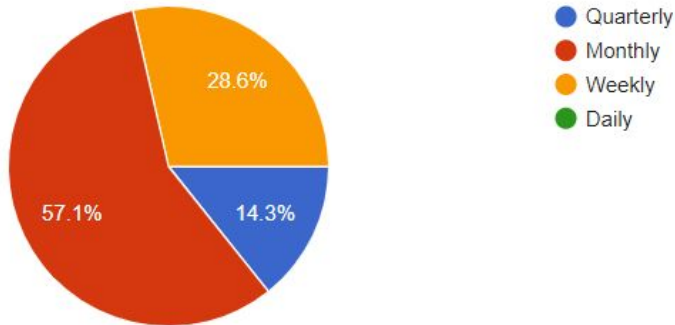


**6. If not, how can we best inform students of this newsletter and ask them to subscribe?**

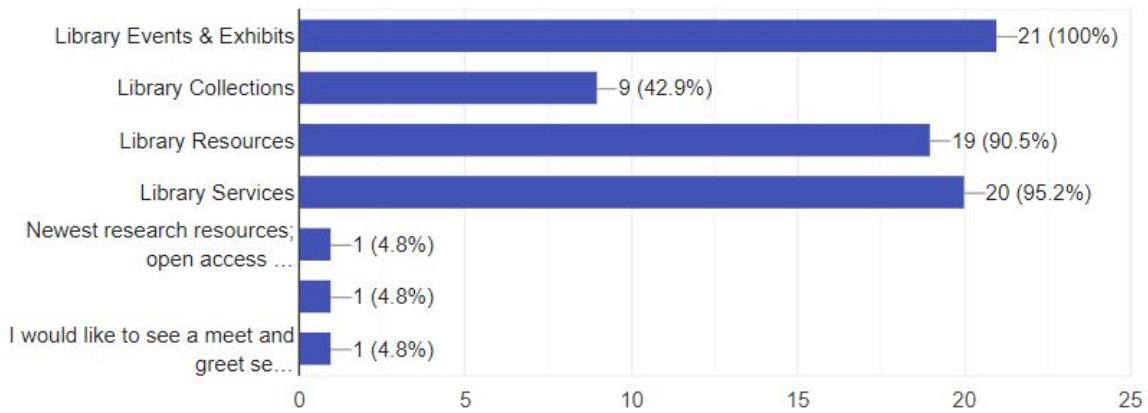
- Post it on Facebook or Instagram x6
- Probably promoting on each of the college's separate Instagram pages or on UCSD's Instagram.
- Ask RAs to send the information to their residents
- I am aware of the newsletter, but I'm not sure if I would have been if I wasn't an LSAC member. I think the best way to inform students might be to send an email to everyone's inbox or to establish a social media presence and post about it there.
- Either by having a notice on the actual library, or there are other newsletters that students get automatically subscribed to in which the library can advertise their newsletter! The library staff can reach out to student events/center for student involvement, or the newsletters for all the colleges, college provosts, and academic major departments to advertise the newsletter

- Create social media posts. Attach library events and options of subscriptions to other organizations' newsletters.
- Advertise on the Library's main webpage
- Library walk booths with food incentives

**7. How often would you like to receive updates from the Library?**

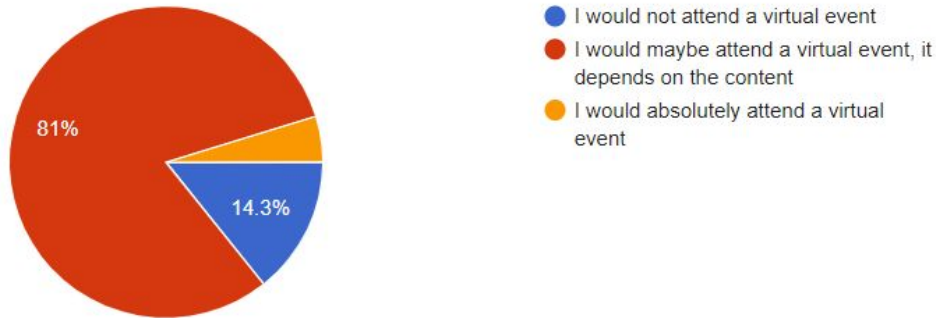


**8. What types of updates would you like to receive information about?**

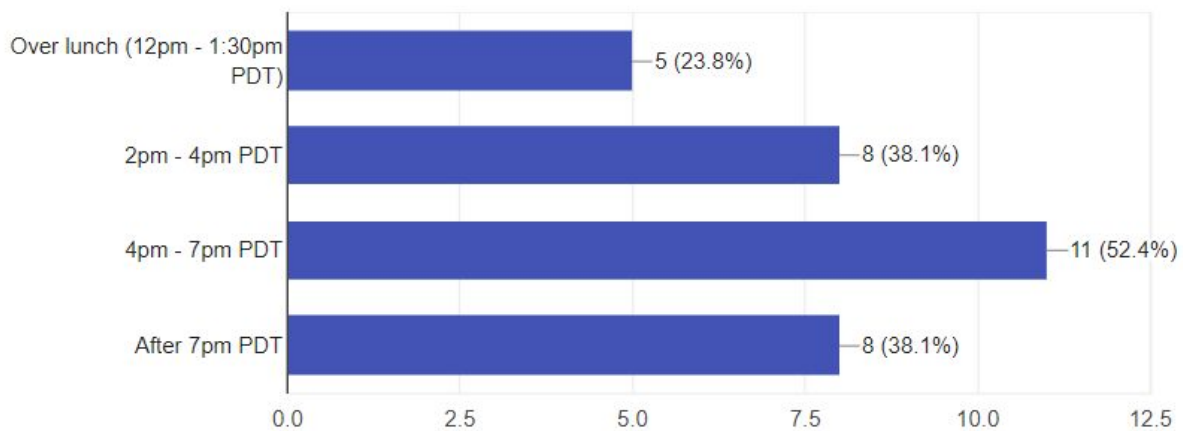


- Newest research resources; open access updates; technology updates
- I would like to see a meet and greet section to get to know more librarians.
- Study tips and useful websites for studying

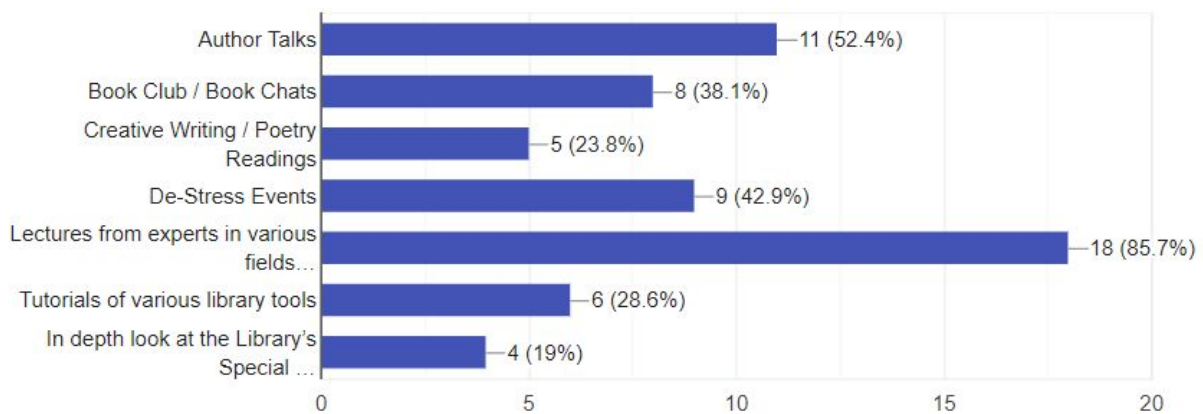
### 9. Would you attend a virtual event?



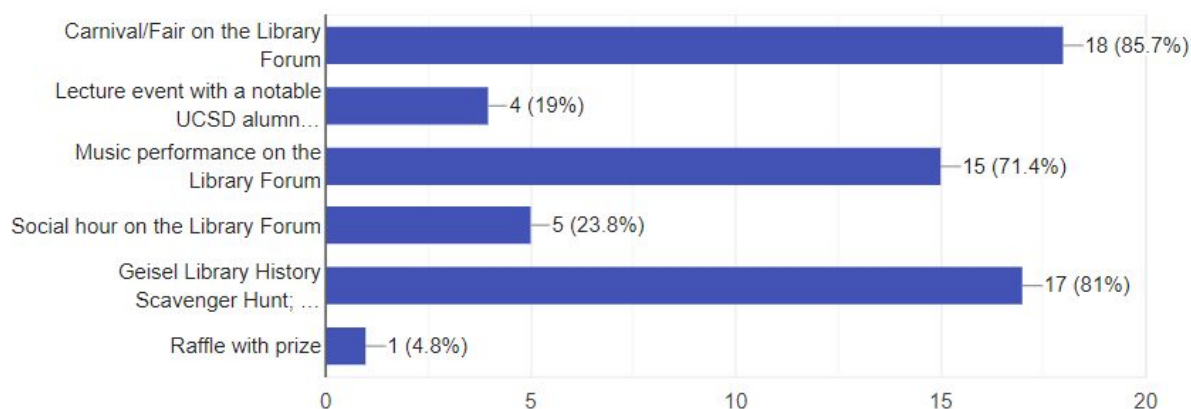
### 10. If you answered 'maybe' or 'absolutely' in the question above, what time of day is ideal?



### 11. What types of virtual events would you like to attend?



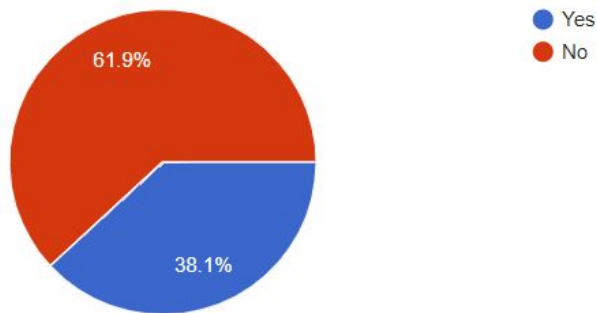
## 12. How should the Library celebrate the Geisel Library Building's 50th anniversary with current UC San Diego students?



## 13. We are going to create short videos to introduce UC San Diego students, faculty, and staff to our subject librarians/library liaisons. What information would you like to learn from them?

- About the librarians:
  - Who are you?
  - What do you do?
  - What drives you?
  - Why did you become a librarian?
  - What's your speciality?
  - What interests you about your speciality?
- About the services they/the Library offer:
  - An overview of library resources/the librarian's services related to their speciality
  - How can you help students with research?
  - How do students contact you?
  - How can students set up one-on-one appointments with you?
  - Recommended research methods (& specifically while researching from home)
  - *"How can students best utilize the services of the subject librarians? Many students are unaware of or too shy to use the services even if they have projects that can benefit from the services. Perhaps examples of how students, faculty and staff get help from subject librarians can also facilitate the students' understanding of the available services."*
- Other/Fun questions:
  - What do you like most about Geisel/the Library?
  - What do you love most about UC San Diego?
  - What do you miss about campus, now that you are working from home?
  - What's an interesting part of your job that you would like to share?

**14. Would you be willing to serve as a Library ambassador (remotely), either for media interviews or social media features (e.g. Instagram takeover, San Diego Union-Tribune article, etc.)?**



**15. Is there anything else you'd like to share about the Library communications and events?**

- Maybe more information about how to get access to library resources (like vpn) remotely.
- In terms of Library news, I'd be most interested in hearing about Library services over all else (i.e. changes to hours, new services, etc.)
- I don't think updates affected by Covid-19 have been communicated well enough to students. Many students have come to ask how and if they need to return books. Deadline for book return seems to be extended without effective notifications. I saw one such announcement on an email, but most students remain largely unaware, which reflects the shortcoming of current communications.
- Just that right now more than ever, clear communication is key
- I enjoy the newsletters and believe that they are extremely helpful in relaying new events.
- I think it is much more effective to promote the library and its resources/events via social media like Facebook or Instagram. And to get people to like/subscribe to those platforms would be essential, which can be easily accomplished through food/supplies incentives.
- I would say it would be beneficial to send out weekly reminders for sure! I think on these reminders it should not only have events/news, but also a section that says something like "check out our resources and tools for your success!" and then have the resources listed with their respective links (like the TLC, Writing Hub, etc).





## ***Library Student Advisory Council LAST Meeting of the Academic Year!***

May 19, 2020 [meeting held remotely and asynchronously due to COVID-19 closure]

### **MINUTES**

**LSAC members: In lieu of meeting in person, LSAC members received the meeting agenda with requests for user feedback, and with end-of-the-year presentations and Library updates. Members were asked to complete the 2 surveys by noon on May 21 in order to be marked as ‘attending’ the May LSAC meeting.**

- I. Welcome: Thanks to each of you for a productive LSAC this year, despite the challenging COVID-related circumstances at the end of the year. I hope you all have a wonderful summer.
- II. Thanks to Elena Pernicano for her support of LSAC throughout the year (room set-up, catering, administrative tasks, newsletter)
- III. The LSAC Coordinator shared this [presentation of Farewell & Thanks](#) from library leadership and staff participants in LSAC this year, including from University Librarian Erik Mitchell
- IV. The LSAC Coordinator shared this presentation of [LSAC Awards & Recognition](#)
- V. **Feedback:** In lieu of meeting in person, 19 LSAC members completed a two-question survey on library amenities. **See Appendix A below for results.** (Library’s Engagement Specialist, Michelle Vogelsang Jones)
- VI. **Feedback:** In lieu of meeting in person, 19 LSAC members completed a brief survey on the impact of the Library closure on their academic studies in Spring 2020. **See Appendix B below for results.** (Library’s Engagement Specialist, Michelle Vogelsang Jones)
- VII. Library News
  - a. The Spring 2020 issue of the Library’s [EXPLORE magazine](#) is now available. Please enjoy the issue and share it with contacts and constituents.
  - b. Library services will continue to evolve over the summer and fall to meet campus needs. Watch our [Services during COVID](#) webpage for the latest details on available services and any future reopening of any library spaces.
  - c. If you need assistance for the end of the term or over the summer, remember that you can [chat with a librarian](#) at any time.
  - d. Like other campus construction projects, the Geisel Library Revitalization Project will be delayed for some period of time, though the specifics remain uncertain at this time.
- VIII. Membership **Actions:**

- a. Independent members of LSAC who hope to continue on the group next year were asked to let the LSAC Coordinator know that **by May 29** to be add to next year's roster.
  - b. Representatives from a student council or other group on LSAC were asked to let the LSAC Coordinator know the name and email of any newly-elected representative to LSAC from their group **by May 29**.
- IX. For those continuing on LSAC, the next LSAC meeting is planned for October 2020, whether virtually or in-person.

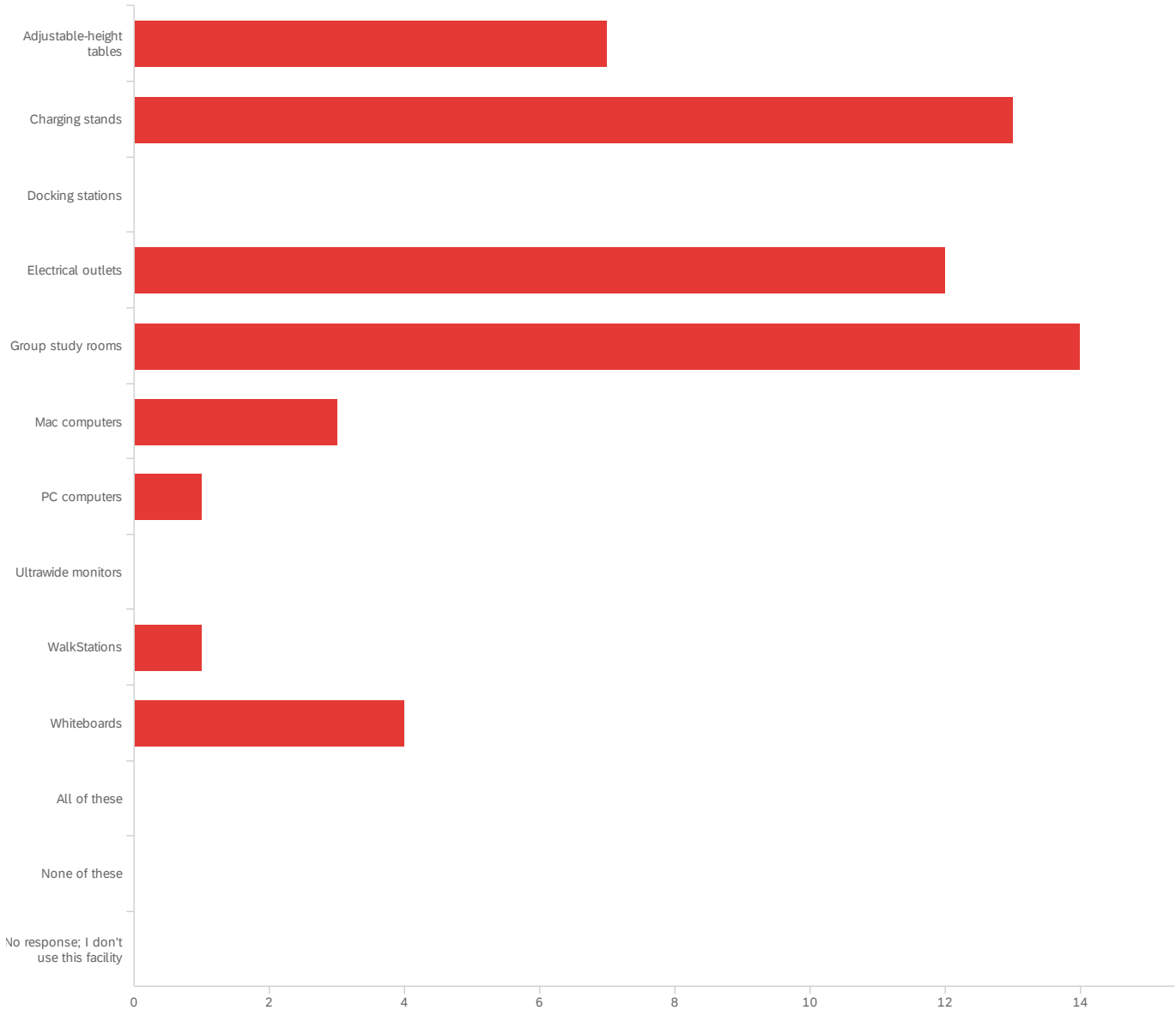


# Appendix A

UCSD Library - Amenities Survey (April 2020)

May 21, 2020 2:31 PM PDT

## Q1 - What amenity(ies) does Geisel need more of [choose up to 3]?



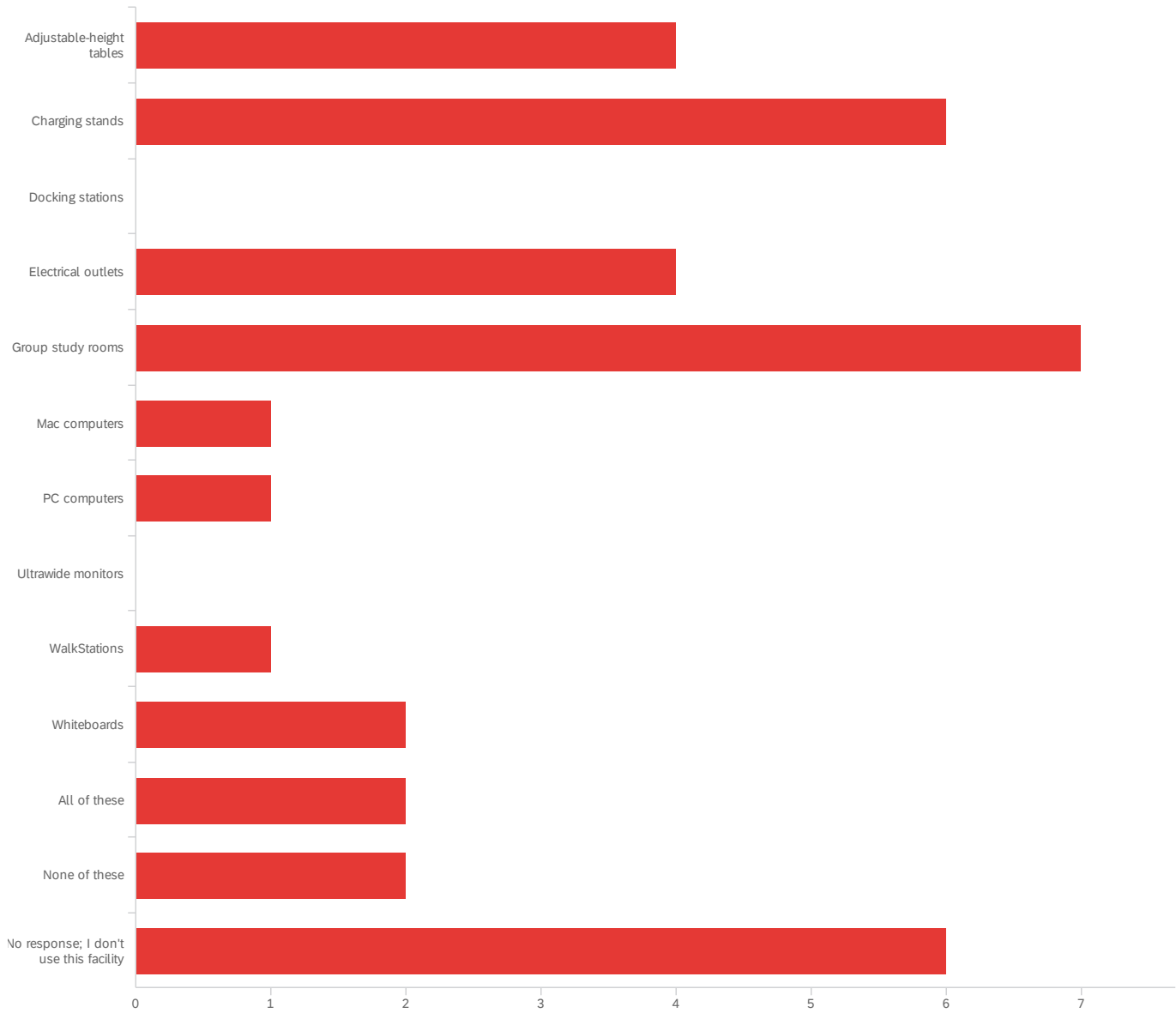
#	Field	Choice Count
1	Adjustable-height tables	12.73% 7
2	Charging stands	23.64% 13
3	Docking stations	0.00% 0
4	Electrical outlets	21.82% 12

#	Field	Choice Count
5	Group study rooms	25.45% 14
6	Mac computers	5.45% 3
7	PC computers	1.82% 1
8	Ultrawide monitors	0.00% 0
9	WalkStations	1.82% 1
10	Whiteboards	7.27% 4
11	All of these	0.00% 0
12	None of these	0.00% 0
13	No response; I don't use this facility	0.00% 0
		55

Showing rows 1 - 14 of 14

## Q2 - What amenity(ies) does the Biomedical Library Building (BLB) need more of

[choose up to 3]?



#	Field	Choice Count
1	Adjustable-height tables	11.11% 4
2	Charging stands	16.67% 6
3	Docking stations	0.00% 0
4	Electrical outlets	11.11% 4
5	Group study rooms	19.44% 7

#	Field	Choice Count
6	Mac computers	2.78% 1
7	PC computers	2.78% 1
8	Ultrawide monitors	0.00% 0
9	WalkStations	2.78% 1
10	Whiteboards	5.56% 2
11	All of these	5.56% 2
12	None of these	5.56% 2
13	No response; I don't use this facility	16.67% 6
		36

Showing rows 1 - 14 of 14

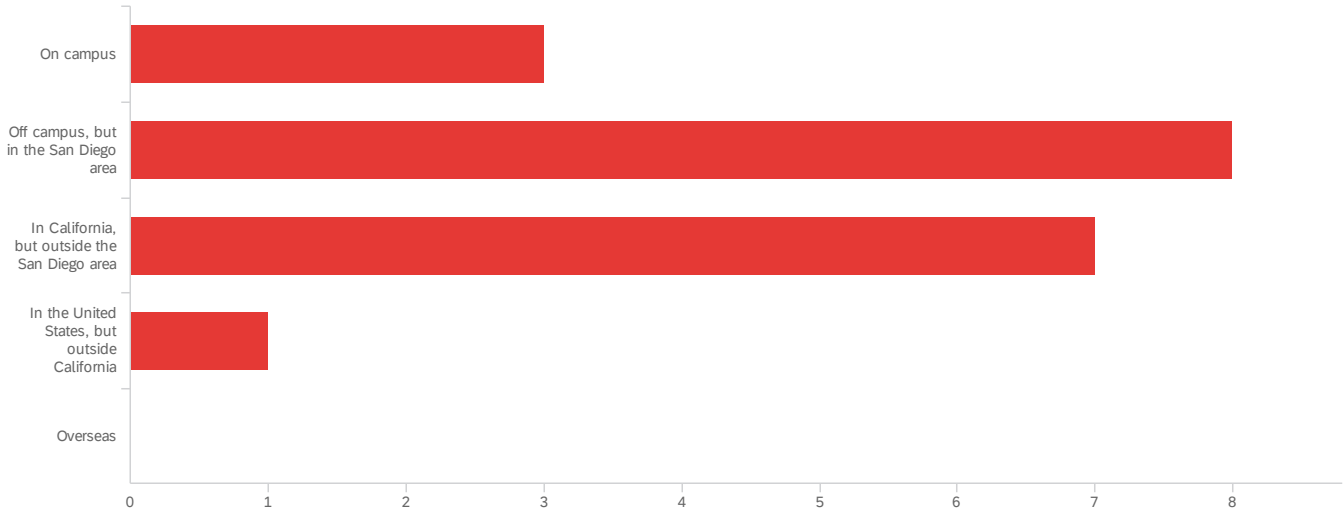


# Appendix B

UCSD Library - COVID-19 Impact Survey (May 2020)

May 21, 2020 2:09 PM PDT

## Q2 - 1. Where are you living for the Spring 2020 term?



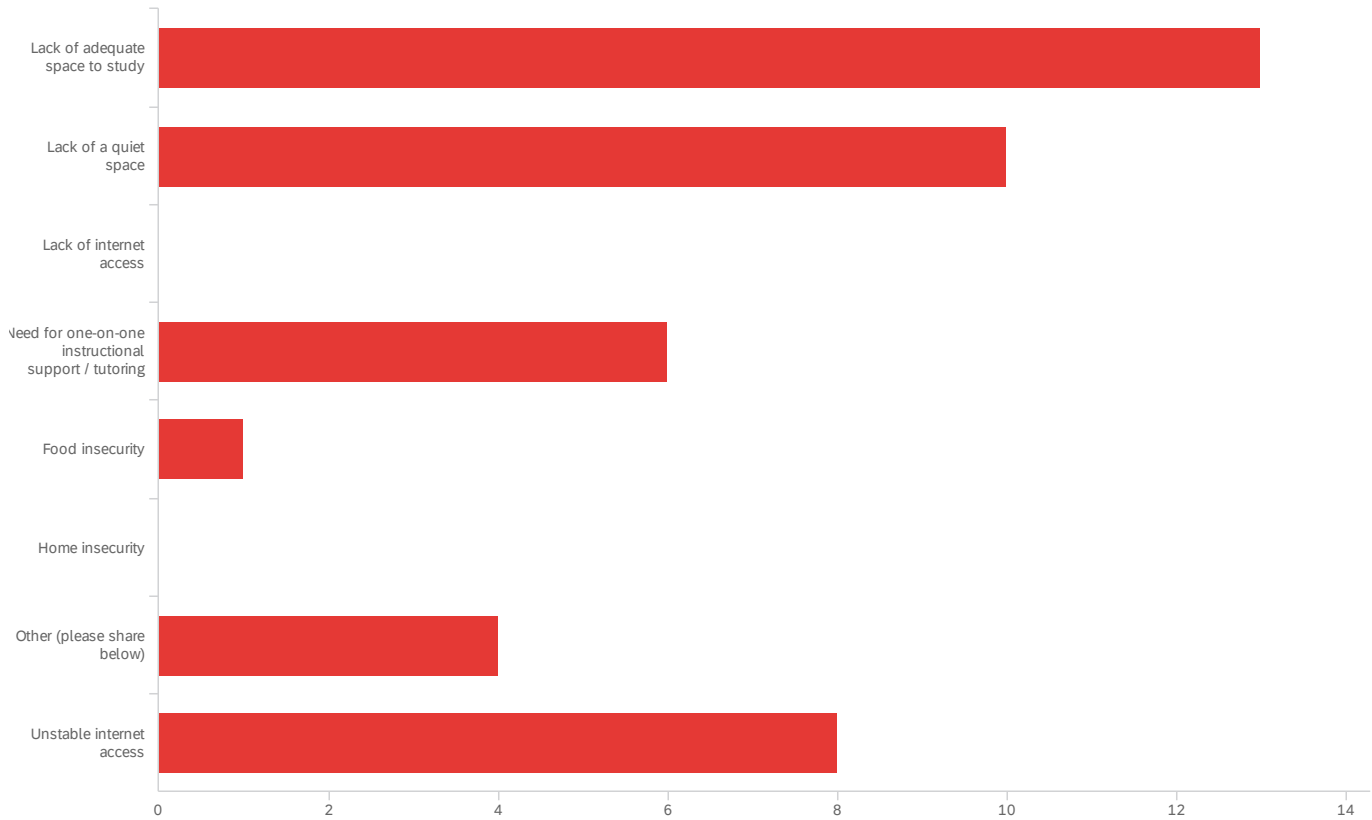
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	1. Where are you living for the Spring 2020 term?	1.00	4.00	2.32	0.80	0.64	19

#	Field	Choice Count
1	On campus	15.79% 3
2	Off campus, but in the San Diego area	42.11% 8
3	In California, but outside the San Diego area	36.84% 7
4	In the United States, but outside California	5.26% 1
5	Overseas	0.00% 0
		19

Showing rows 1 - 6 of 6

### Q3 - 2. What study-related challenges have you been facing during the Spring 2020

term? [Select all that apply]



#	Field	Choice Count
4	Lack of adequate space to study	30.95% 13
5	Lack of a quiet space	23.81% 10
7	Lack of internet access	0.00% 0
8	Need for one-on-one instructional support / tutoring	14.29% 6
9	Food insecurity	2.38% 1
10	Home insecurity	0.00% 0
11	Other (please share below)	9.52% 4
12	Unstable internet access	19.05% 8

Other (please share below)

---

Lack of motivation

Access the VPN, been having lots of difficulties

Overload of schoolwork and stress

None

## Q4 - 3. What, if any, unexpected study-related challenges have you faced during the Spring 2020 term?

3. What, if any, unexpected study-related challenges have you faced during...

Once I had to leave library because the WiFi was worse than it was in my dorm. Also when I broke my computer, I had to use the library computers to do my work but a lot were broken (certain keys didn't work, won't turn on, and etc).

It can be really hard to focus with new home responsibilities and limited quiet space (for instance, I prefer not to study in my home/where I sleep because I end up distracting myself with chores or people, but I cannot go anywhere to study).

My home and study locations blending together has led to a lack of discipline on my part. The library provided a nice neutral location for me to work at.

Except from procrastination and no motivation haven't faced any other challenges

Cant collaborate with other people (classmates, friends, roommates) when studying. Its a big detrimental.

It is hard to focus on classes when they don't feel real - staring at a screen with my professors speaking seem more like a Khan Academy video (not that it is TOO bad because Khan Academy is actually quite good). I also have more responsibilities at home such as taking care of my siblings/taking part in their education.

I find it difficult to keep focused and stay productive inside my house - with all of the noise from four other family members and depression from not being able to go outside and spend time with friends, studying has become difficult.

Having trouble with the VPN, lacking motivation

Sitting through online lectures is a lot harder than in-person lecture and more procrastination happens.

Little to almost zero motivation to attend lectures or focus when attending. More difficult to meet deadlines.

Unexpected challenges with family brought on by the crisis have negatively impacted my ability to focus as well as I used to be able to.

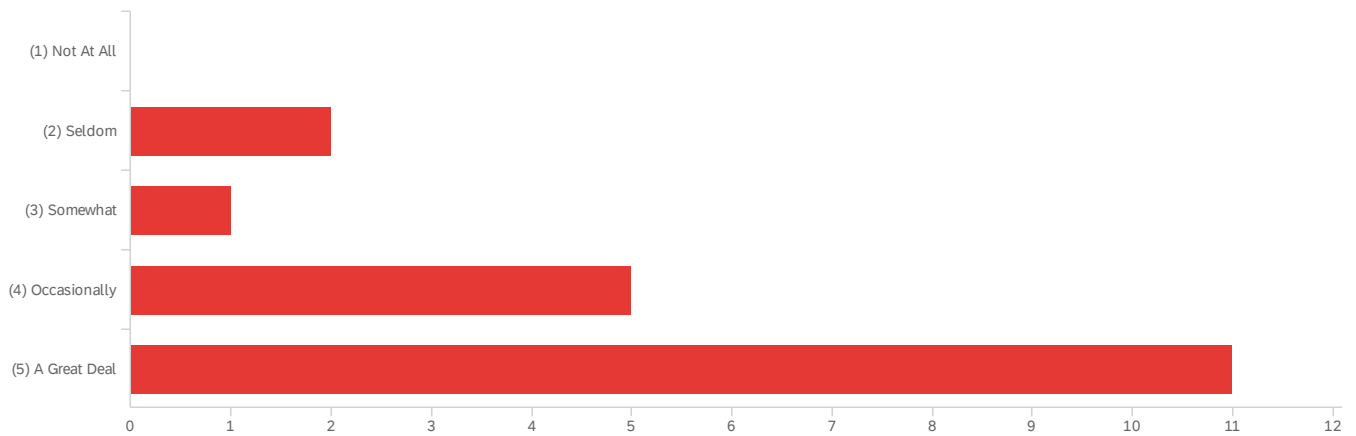
Lack of motivation

n/a

It's really tiring to stare at a computer screen 24/7 and try to learn. I already have dry eyes.

Not having in person discussion sections

## Q5 - 4. On a sliding scale, how much do you miss visiting and studying at the Library?

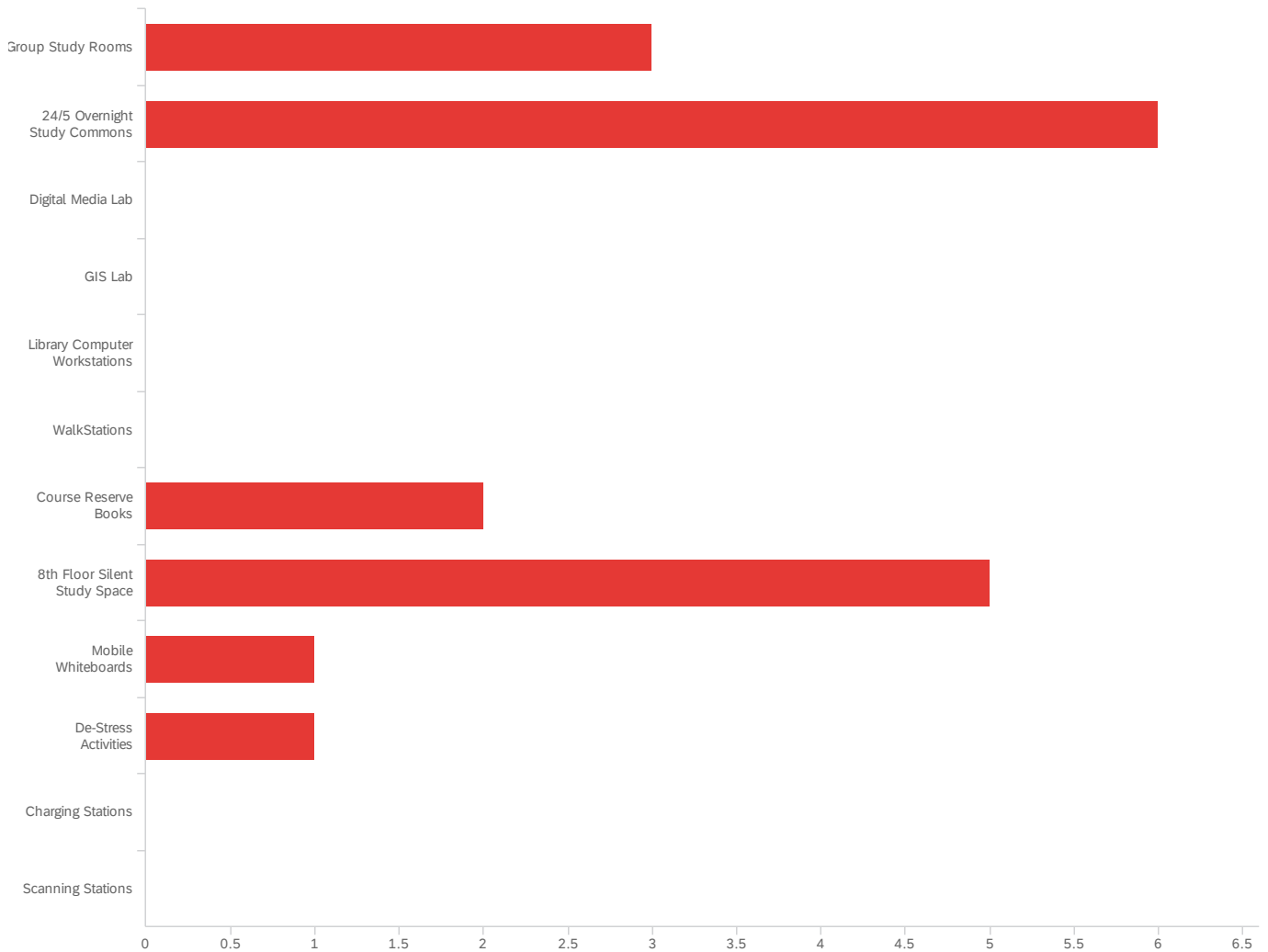


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	4. On a sliding scale, how much do you miss visiting and studying at the Library?	2.00	5.00	4.32	0.98	0.95	19

#	Field	Choice Count
1	(1) Not At All	0.00% 0
2	(2) Seldom	10.53% 2
3	(3) Somewhat	5.26% 1
4	(4) Occasionally	26.32% 5
5	(5) A Great Deal	57.89% 11
		19

Showing rows 1 - 6 of 6

## Q6 - 5. What do you miss most about studying at the Library?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	5. What do you miss most about studying at the Library?	1.00	10.00	4.89	3.30	10.88	18

#	Field	Choice Count
1	Group Study Rooms	16.67% 3
2	24/5 Overnight Study Commons	33.33% 6
3	Digital Media Lab	0.00% 0
4	GIS Lab	0.00% 0

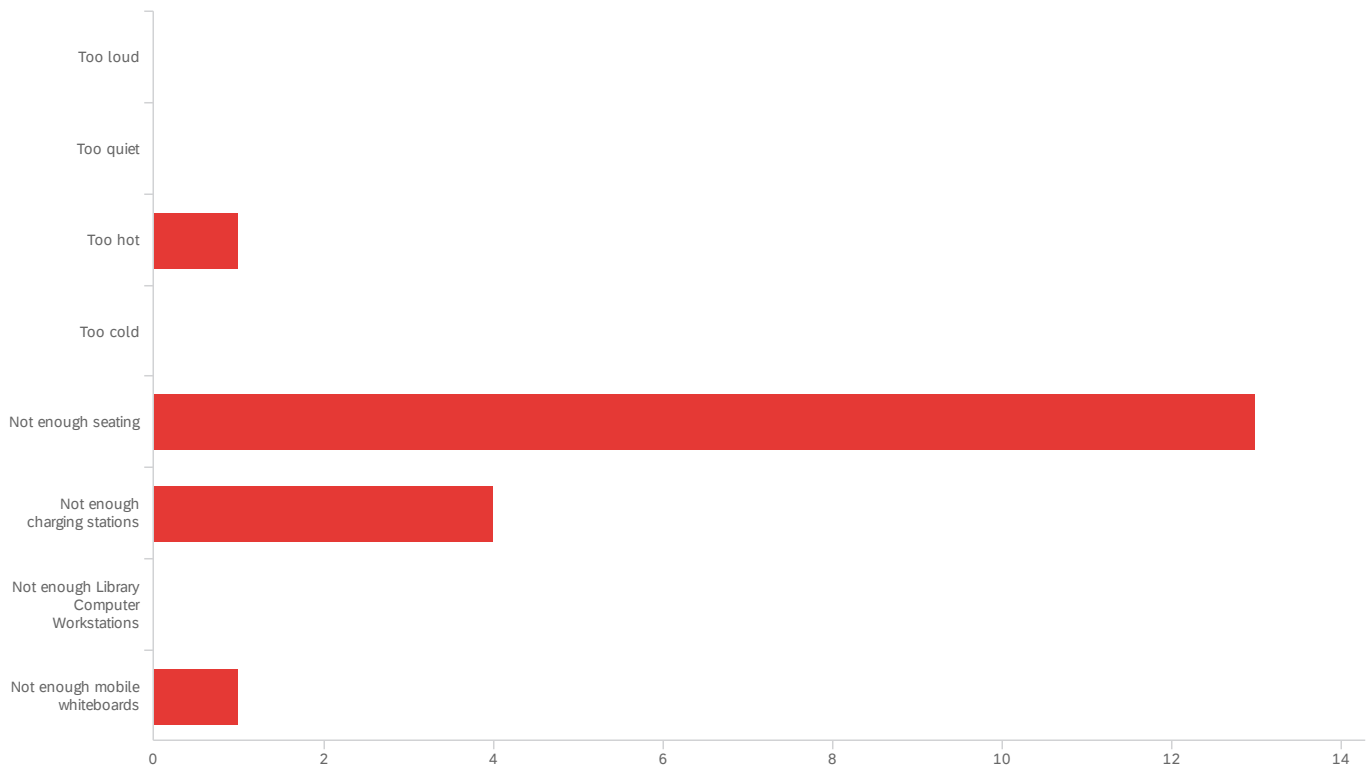
#	Field	Choice Count
5	Library Computer Workstations	0.00% 0
6	WalkStations	0.00% 0
7	Course Reserve Books	11.11% 2
8	8th Floor Silent Study Space	27.78% 5
9	Mobile Whiteboards	5.56% 1
10	De-Stress Activities	5.56% 1
11	Charging Stations	0.00% 0
12	Scanning Stations	0.00% 0

18

Showing rows 1 - 13 of 13



## Q7 - 6. What do you miss least about studying at the Library?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	6. What do you miss least about studying at the Library?	6.00	11.00	8.26	0.91	0.83	19

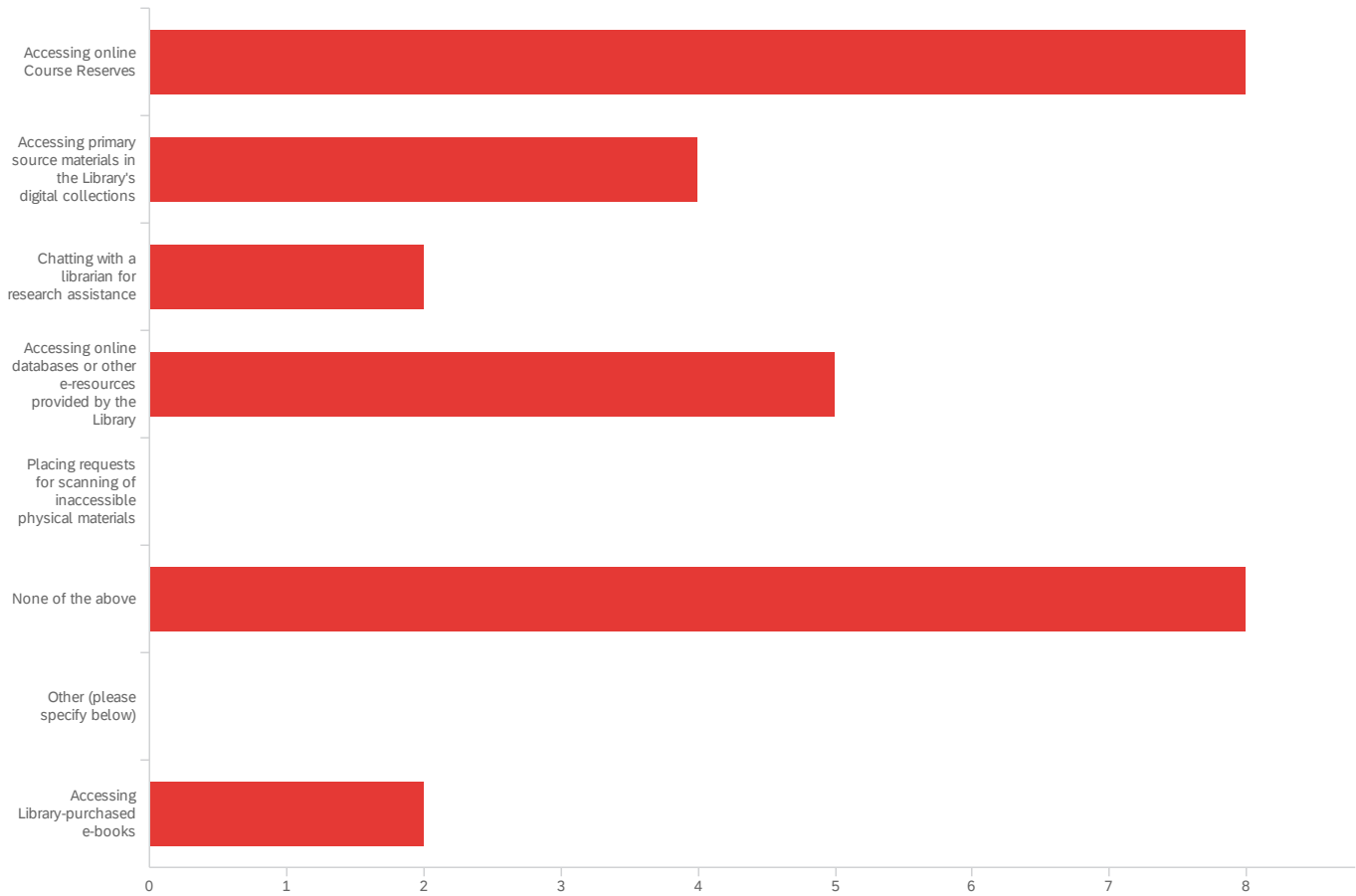
#	Field	Choice Count
4	Too loud	0.00% 0
5	Too quiet	0.00% 0
6	Too hot	5.26% 1
7	Too cold	0.00% 0
8	Not enough seating	68.42% 13
9	Not enough charging stations	21.05% 4
10	Not enough Library Computer Workstations	0.00% 0
11	Not enough mobile whiteboards	5.26% 1

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Showing rows 1 - 9 of 9

## Q8 - 7. What Library services, if any, are you using during this time away from campus?

[Select all that apply]



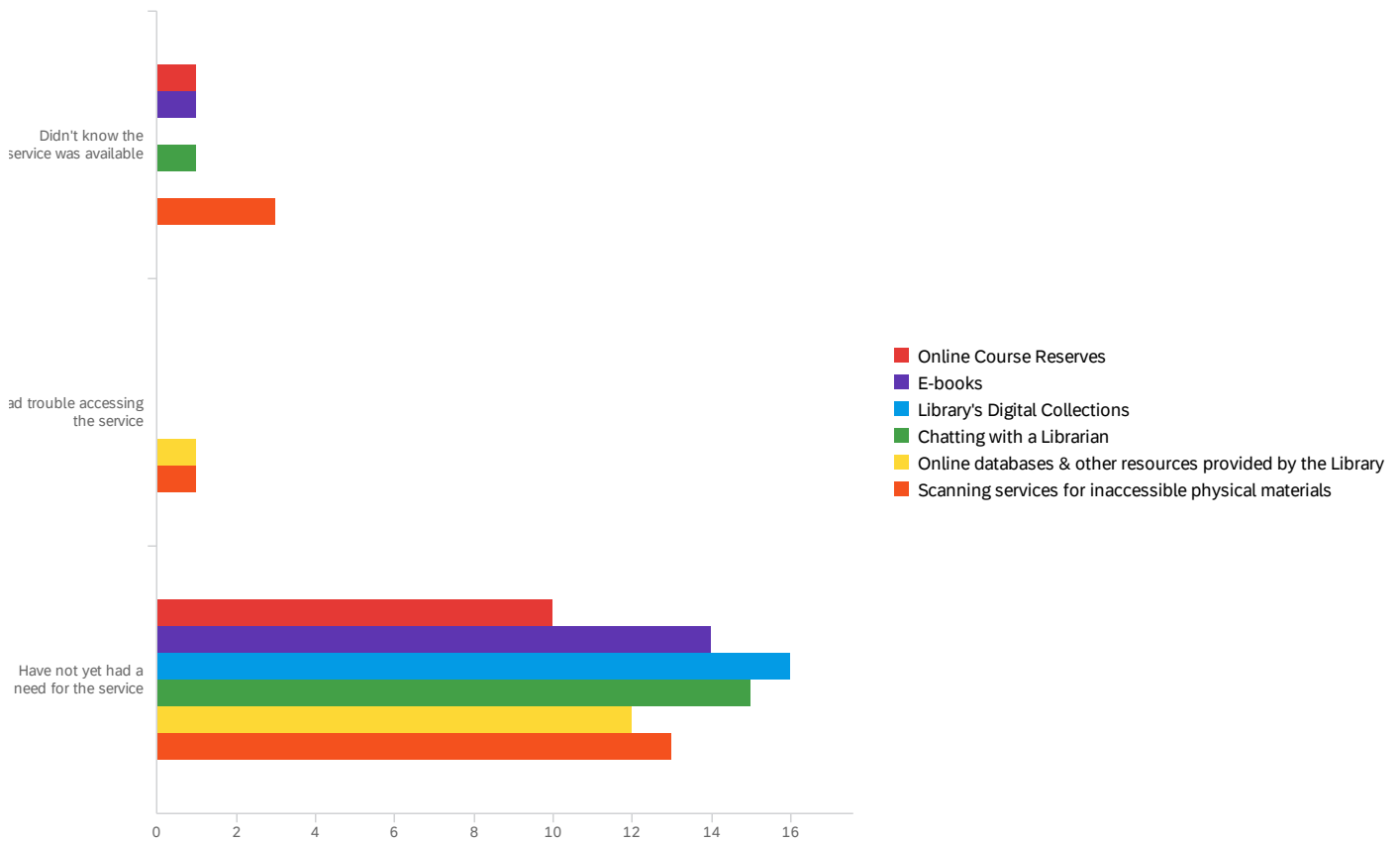
#	Field	Choice Count
6	Accessing online Course Reserves	27.59% 8
7	Accessing primary source materials in the Library's digital collections	13.79% 4
9	Chatting with a librarian for research assistance	6.90% 2
10	Accessing online databases or other e-resources provided by the Library	17.24% 5
11	Placing requests for scanning of inaccessible physical materials	0.00% 0
13	None of the above	27.59% 8
14	Other (please specify below)	0.00% 0
15	Accessing Library-purchased e-books	6.90% 2

Q8\_14\_TEXT - Other (please specify below)

Other (please specify below)

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Q9 - 8. If you are not using any of the following Library services, please share why.



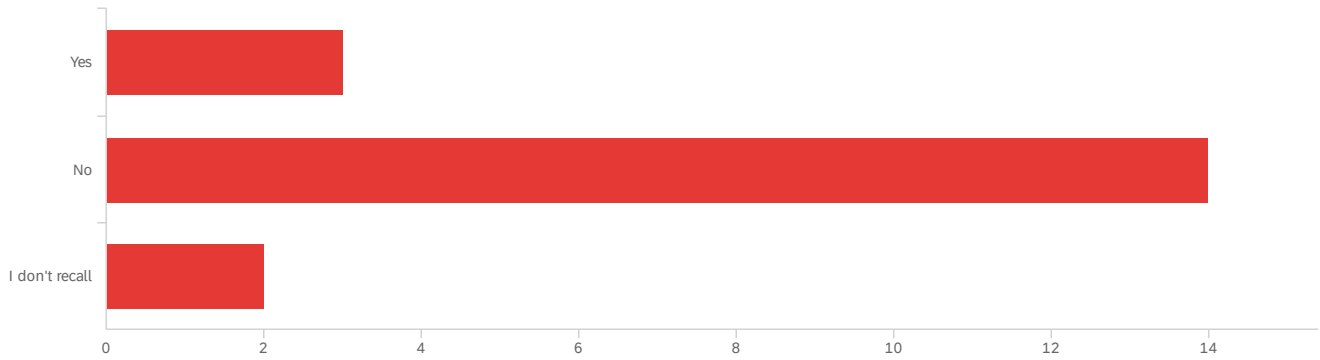
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Online Course Reserves	1.00	3.00	2.82	0.57	0.33	11
2	E-books	1.00	3.00	2.87	0.50	0.25	15
3	Library's Digital Collections	3.00	3.00	3.00	0.00	0.00	16
4	Chatting with a Librarian	1.00	3.00	2.88	0.48	0.23	16
5	Online databases & other resources provided by the Library	2.00	3.00	2.92	0.27	0.07	13
6	Scanning services for inaccessible physical materials	1.00	3.00	2.59	0.77	0.60	17

#	Field	Didn't know the service was available	Had trouble accessing the service	Have not yet had a need for the service	Total
1	Online Course Reserves	9.09% 1	0.00% 0	90.91% 10	11
2	E-books	6.67% 1	0.00% 0	93.33% 14	15

#	Field	Didn't know the service was available	Had trouble accessing the service	Have not yet had a need for the service	Total
3	Library's Digital Collections	0.00% 0	0.00% 0	100.00% 16	16
4	Chatting with a Librarian	6.25% 1	0.00% 0	93.75% 15	16
5	Online databases & other resources provided by the Library	0.00% 0	7.69% 1	92.31% 12	13
6	Scanning services for inaccessible physical materials	17.65% 3	5.88% 1	76.47% 13	17

Showing rows 1 - 6 of 6

Q10 - 9. Had you ever used the Library's chat service to speak to a librarian prior to the Library closure for the COVID-19 pandemic?



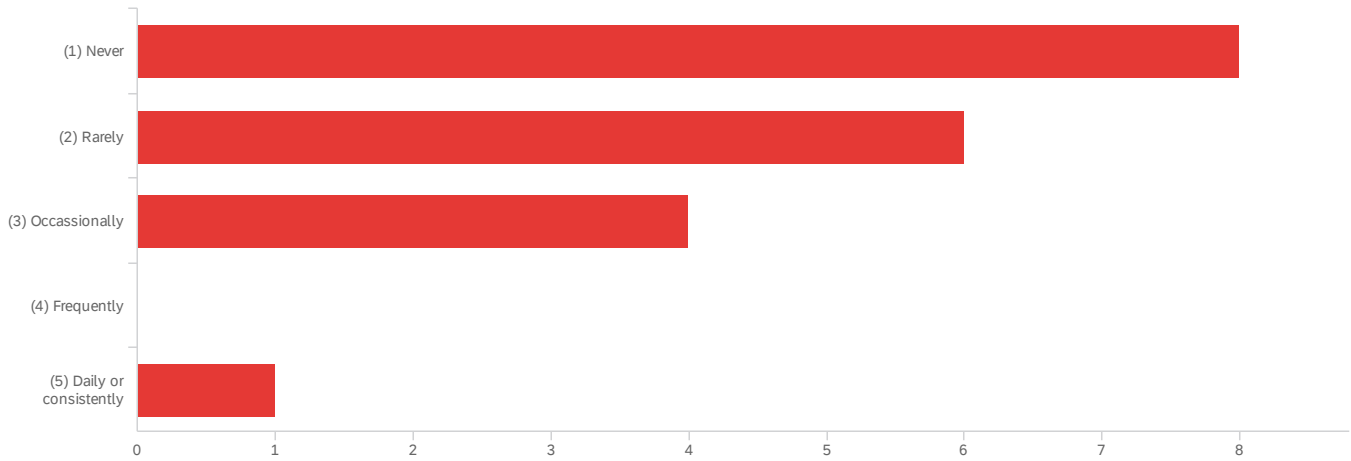
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	9. Had you ever used the Library's chat service to speak to a librarian prior to the Library closure for the COVID-19 pandemic?	1.00	5.00	2.16	1.04	1.08	19

#	Field	Choice Count
1	Yes	15.79% 3
2	No	73.68% 14
5	I don't recall	10.53% 2
		19

Showing rows 1 - 4 of 4



Q11 - 10. How often have you had trouble using the campus VPN since the start of the COVID-19 impacts in March 2020?

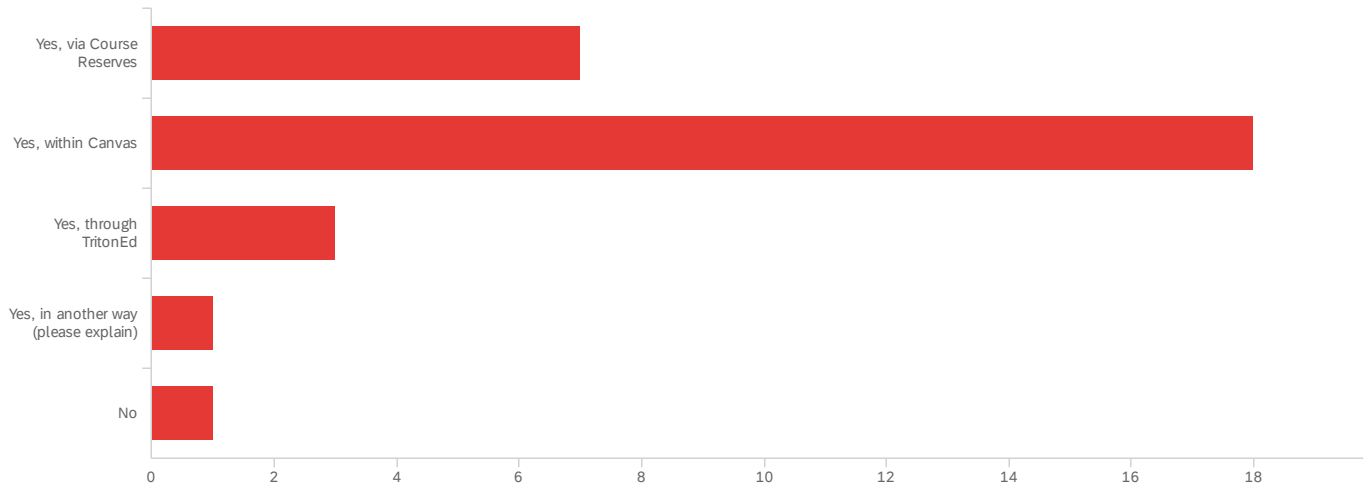


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	10. How often have you had trouble using the campus VPN since the start of the COVID-19 impacts in March 2020?	1.00	5.00	1.95	1.05	1.10	19

#	Field	Choice Count
1	(1) Never	42.11% 8
2	(2) Rarely	31.58% 6
3	(3) Occasionally	21.05% 4
4	(4) Frequently	0.00% 0
5	(5) Daily or consistently	5.26% 1
		19

Showing rows 1 - 6 of 6

Q12 - 11. Have your instructors provided online access to Spring 2020 course materials, such as readings and textbooks? [Select all that apply]



#	Field	Choice Count
4	Yes, via Course Reserves	23.33% 7
5	Yes, within Canvas	60.00% 18
6	Yes, through TritonEd	10.00% 3
7	Yes, in another way (please explain)	3.33% 1
8	No	3.33% 1
		30

Showing rows 1 - 6 of 6

Q12\_7\_TEXT - Yes, in another way (please explain)

Yes, in another way (please explain)

The instructor made us buy physical copies from amazon etc

## Q13 - 12. What do you wish the Library could provide or do to support your academic pursuits during this time away from campus?

12. What do you wish the Library could provide or do to support your academ...

I would say the services offered at the moment are super helpful! One note I have (in regards to number 10) is that I have been having difficulty with my VPN. I was always an on campus housing student so I normally did not have to worry about the VPN while on campus, or when I did use it at home in LA it worked fine. However, when I have been using it throughout the quarter for my LISP 1D/1DX (Spanish) classes it has given me trouble logging onto it. It made me do a very round about way to log on each time I have used it this quarter and I always forget how to log on the way it wants, so it has been taking me an average of about 20 minutes of how to figure it out and log on. Once I am on though, it works, but I figured I should mention this problem.

Sadly the support I need can't come from the library. Overall I have had no issues with using library materials this quarter. The databases and course reserves I've needed have all been readily available, and the VPN has been working fine (there were some issues at the beginning but nothing since)

Send out informative campus wide newsletters.

Tips on using the vpn  
Tips on doing research remotely  
Motivation speech's please !  
Group study sessions in zoom (maybe Geisel can have a zoom channel that's open 24/7 for students, you log in and study. I LOVED going to Geisel because seeing people study motivated me to be productive so if I could see my peers studying on zoom that would DEFINITELY motivate me)

Providing E-books for more classes

Making sure textbooks and readings are available. None other than that comes to mind.

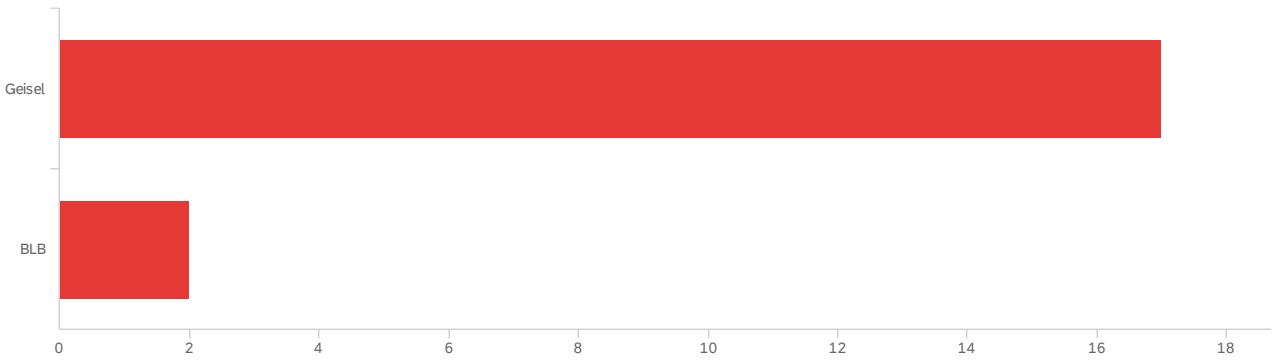
Having some key tips to help finding materials, relevant to classes, online.

I personally would've loved seeing the availability of online course reserves, tech lending for those who might be lacking technology, and maybe a community of students who would've been interested in studying together virtually (?). I'm sure a lot of these resources already exist, so maybe more effective marketing of current resources!

free textbook access for any course

Advertise which books you can access online better (ones you can read for fun)

Q14 - 14. If the curbside pick-up service were to be offered, would you prefer it to be located near Geisel Library (at turn-around by the book drops) or on the street near the Biomedical Library Building (BLB)?

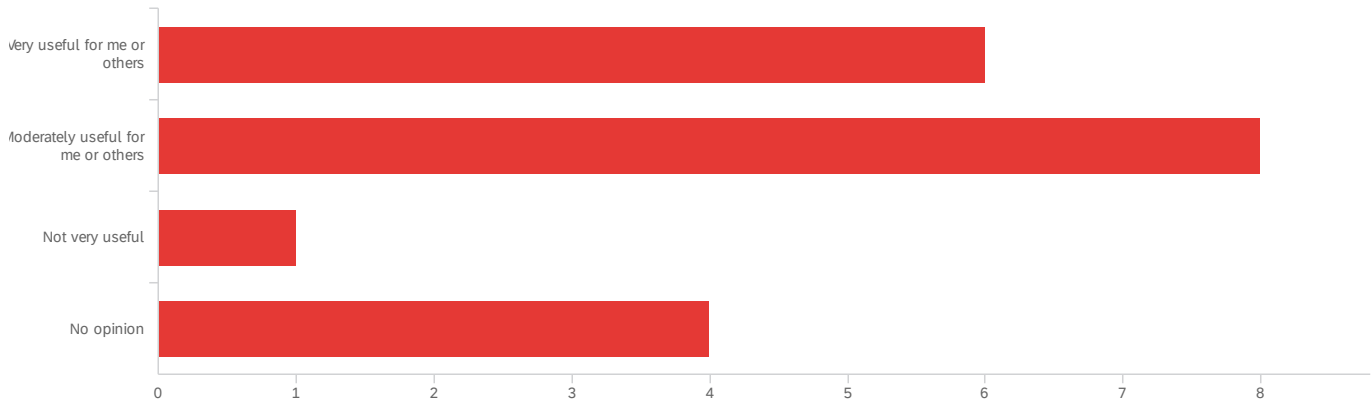


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	14. If the curbside pick-up service were to be offered, would you prefer it to be located near Geisel Library (at turn-around by the book drops) or on the street near the Biomedical Library Building (BLB)?	1.00	2.00	1.11	0.31	0.09	19

#	Field	Choice Count
1	Geisel	89.47% 17
2	BLB	10.53% 2

Showing rows 1 - 3 of 3

Q15 - 13. Upon the Library's reopening and your eventual return to campus, how valuable would it be for the Library to offer curbside pick-up (for materials Library staff have pulled from the collection at user request)?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	13. Upon the Library's reopening and your eventual return to campus, how valuable would it be for the Library to offer curbside pick-up (for materials Library staff have pulled from the collection at user request)?	1.00	4.00	2.16	1.09	1.19	19

#	Field	Choice Count
1	Very useful for me or others	31.58% 6
2	Moderately useful for me or others	42.11% 8
3	Not very useful	5.26% 1
4	No opinion	21.05% 4

19

Showing rows 1 - 5 of 5

## Q16 - 15. What else would you like to share about how the Library closure has impacted you during the COVID-19 pandemic?

15. What else would you like to share about how the Library closure has imp...

I really just miss going in there, doing random puzzles, finding different spots to study, and overall just enjoy the atmosphere. I cannot wait to just be in there again.

I miss going and spending way too long working on a project I should have done last week. Overall the lack of a dedicated study space has lead to discipline waning on my part, as has the entire situation in general.

The closure probably has taken an impact on my grades (by a small degree).

I miss going to the library and studying there in between classes :(

It's been really hard. I used to visit Geisel DAILY to do work. I never did homework or study in my dorm on campus so it has been a MAJOR challenge to study

N/A

It is really hard to focus without the library. Library provides a space where I can focus only on work, while my own apartment has blended the space for relax and the space for work.

As someone whose habits are influenced heavily by the environment I'm in, not having the Library as a place to study has definitely drastically changed how I study. While I would definitely prefer having a quieter and more spacious place to study at the Library, I've also been able to slowly adapt to studying at home and working around factors like noise. Overall, I think closing the Library was definitely the right choice to make, as student safety comes before all else!

just miss it!

Nothing much, thank you to the librarians for being active!