



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

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

### NOTES

#### ***I. Welcome***

Catherine welcomed the attendees.

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

- A. The Library has established a two year trial of Kanopy which is a major streaming film resource and distributor of online videos to academic institutions from 800 producers such as HBO, BBC, PBS, Michael Blackwood Productions, Inc., Psychotherapy.net, and Stanford Executive Briefings. The service is available to authenticated UCSD users 24/7 and it automatically identifies the device (phone, tablet, PC) and bandwidth used for access and adjusts delivery accordingly. This trial does allow for campus-wide use of the content for non-profit purposes, so if a UCSD student group or academic department wants to hold a film series using films streamed from this service, they can do so as long as admission is not charged. You can get to this service by searching Roger for the title "Kanopy" [<http://roger.ucsd.edu:80/record=b8888588~S9>] or by using the licensed link that will take you through the service: <http://ucsd.kanopystreaming.com/>.
- B. The Library is now running a pilot for an expedited article delivery service called the Reprints Desk. This service offers UCSD faculty, staff and students a quick and easy way to request articles and other items we don't have in the Library collection already. The service provides articles from 14,000+ journals from publishers like Wiley, Elsevier, Springer, Nature, and IEEE. This service is available through a customized Reprints Desk form integrated into the UC-eLinks menu. So far the average turnaround time has been 1.5 hours for the usual requests and about 40% of the requests were delivered in 30 minutes or less. Graduate and undergraduate students have been the biggest users of the service. Medicine and Psychiatry were the departments with the most requests, but History, Music, Engineering, and Sociology were also represented.
- C. The Library's ran its 2<sup>nd</sup> Annual contest for a UCSD student to win a VIP Study Room for 24 hours. Some of the promotion for the contest included outreach to the campus resident halls. The VIP Study Room winner, from the Department of Chemical Engineering, really enjoyed and appreciated his exclusive use of a group study room on the Monday/Tuesday of Finals week Winter Quarter.
- D. The Library has received two new microform scanners. The ScanPro 3000 model scanners provide high quality optical resolutions and are designed to withstand lots of wear and tear. Access to the

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

- E. To make it easier for library users to use their mobile devices for photographing documents, the Library will soon deploy a large acrylic device stand on a low-height table near the scanners in the Geisel East Learning Commons (main floor). The transparent stand is sized so that when a smartphone or other mobile device is laid on the top of it, lens down, the device's camera will be able to capture documents positioned on the tabletop below. The device stand should help eliminate hand-held jitters and other issues associated with photographing documents.
- F. The Library is sponsoring several events & exhibits this quarter including an Earth Week DIY Maker's Day, a sci-fi silent film event with the Clark Center for Human Imagination, an installation of a student's art that has components in both Geisel and the BLB, and talks organized by the Holocaust Living History Workshop, including the talk "Whatever Happened to Klimt's Golden Lady," which will feature Randol Schoenberg. The new movie, *Woman in Gold*—starring Helen Mirren, Ryan Reynolds, and Katie Holmes, presents the story of Maria Altmann, who was trying to recover six Klimt paintings stolen from her family by the Nazis in 1938, and Schoenberg was the family friend and lawyer who took on her case. For more about Library events and exhibits, see our homepage (<http://libraries.ucsd.edu/>).

### **III. Library Strategic Planning**

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

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

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

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

#### **Question 1: When I come to the Library, either physically or virtually/online, I wish I could....**

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

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

**Question 2: What are additional ways the Library could support me?**

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

**Question 3: Are there gaps the Library could fill?**

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

**Other:**

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

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

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

***IV. Planning for the final meeting this year***

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