



**UC San Diego Library Student Advisory Council**  
**October 11, 2016**  
**Meeting Notes**

Attendees: Maedha B., Dev B. (for Julia L.), Kimberly D., Catherine F., Kymberly G., Aleia H., Maya K., Morgan K., Grace, L. Lorraine L., Xingyu L., Hatchly M., Zaid M., Sean P., Jason S., JJ S., Ulric Y., Riley Z., and Jerry Z.

- I. Introductions and answering the question: When you think about the UCSD Library, what is the first thing that comes to mind?

We went around the room and everyone introduced themselves and answered the question.

Student responses:

- Stress
- Crowded; stress; studying; finals; home
- Huge cement building that looks like a UFO or books
- Sleeping—I don't like to study away from my home computer; place to take a nap
- Thinking place; I struggle to write at home; my best essays were written at Geisel
- Slow elevators; dirty bathrooms; markers out of ink; study rooms; tech stuff; wonky inconsistent wireless; course reserves; add nap pods; more bathrooms on 8th floor; hydration stations
- Personal little touches; Geisel is different; it has personal stuff—walking stations; coloring stations; I feel at home; more than just a place to study; also a place to relax from stress
- Focus; peacefulness; it's easier to focus at Geisel than in a cramped messy triple; get your own space; relaxing; reflective windows
- It's the anchor that holds the entire campus together
- Workspaces with room to spread out
- Different perception from first year; see efforts to make constant improvements; don't be overcrowded; make sure facilities are getting attention needed
- Limited time operations Fri/Sat; overstuffed
- Place to get things done that I've been putting off for too long
- Stone fortress; so crowded; flooded with students
- Architecture; view it gives to campus; focal point when I get to campus
- Reserved study room in advance of coming to school on Sunday; noticed increased number of students
- Silent, especially floor 8; intense atmosphere that motivates
- A space for all students to study with the noise level they are comfortable with.
- Silent, especially floor 8. I realize it's always quite there; I also found the library as "intense", like when a bunch of people just study individually, but in the same room, that creates a pretty intense atmosphere, which motivates people to do work and stop procrastinating
- A space for students to collaborate with peers; being a library, a place for students to be students and study

II. The purpose of the LSAC and how it works

Catherine went over what the Library Student Advisory Council is meant to do, who is on the LSAC, and then what students members of the LSAC are expected to do.

III. All about the Library

We went over the packet of information distributed to all Council members. This included discussing Library promotional materials, the Quick Guide to Library Resources, bookmarks from Special Collections, the Library's Strategic Plan, and the *About the Library 2015* data sheet (see below).

*Note:* The Library is still compiling statistics from 2015-16 and will provide an updated *About the Library 2016* data sheet at a future LSAC meeting.

What else do you want to know?

Q: The Library seems very full. How many students are now on campus?

A: As part of the budgetary compact between the state and UC, UC San Diego was slated to enroll at least 700 more students for 2016-17. The Registrar's office releases official enrollment data at the end of 3<sup>rd</sup> week. We are awaiting those numbers.

Q: How does the Library calculate statistics?

A: The Library pulls usage data from electronic resources and an integrated library system that tracks checkouts. We gather gate counts from our security gate system. Security officers perform routine headcounts in the building.

Q: How has the increase in campus student population increased floor use? Is there a quantitative difference?

A: Although there appears to be a qualitative difference, we do not yet have enough data about floor use to say there is a quantitative difference.

Q: New ACMS computers in the East Commons lack some software that was there previously, e.g., Adobe software: Photoshop, Illustrator, etc. Was that intentional?

A: The new ACMS computers should have the same software as previously. We will contact ACMS about the oversight.

Additional comments:

- Furniture in tower impacts decision whether or not to study upstairs
- Library should have individual space even if sitting next to another student; not complete segregation
- 4th floor study desks provide a good amount of space; appreciate individual study space
- New integrated computer/monitors in the East Commons put the monitor closer than previously; there's less work space; the furniture doesn't seem as deep
- Review peak times in Library; seems some people are coming to Library to eat lunch because Price Center is full
- Coffee at Audrey's is far better than Starbucks

IV. If you could provide the UCSD Library with one piece of advice, what would it be?

- Should post more information on social media about what Geisel has to offer, e.g., DML has Oculus Rift, not just events
- Chair arrangements make it look unprofessional; messy; sometimes one table has 3-4 different styles of chairs; could a staff rearrange chairs routinely?
- Cleaning of computers; keyboards sometimes dirty; could they be cleaned on regular basis?

- Concerns about changing tables from elongated rectangle to round; less space to sit down; more crowded to navigate to find a seat; in tower, some tables with plugs that don't work; request for more plugs on 1st/2nd floor
- Maintain bathrooms; printers on 2nd floor could be more convenient (click, not swipe); test tech lending computer chargers routinely to make sure they are working/available; be loud, proud, keep doing your job
- Additional outreach; comprehensive list of what Geisel has to offer; the Library does so much, but students don't know
- BLB is cleaner; more professional looking than Geisel; Geisel should adopt the BLB look when renovating
- Work with ACMS to boost Wi-Fi connectivity
- Student staff members roaming floors to enforce policies, i.e., food/drink
- The Library should provide safes/lockers for daily use to store materials
- Review processes and be ready to reinvent as tech and student growth increases; outreach to pockets of people who don't know what Library has to offer; unless proactive, students won't seek out; students aren't aware of what they don't know
- Extend weekend hours; does Library host events, e.g. author readings?
- Some people want a more social collaborative environment, but 1st and 2nd floor can be too noisy for that. Maybe add some sort of group cubicles to the 4th floor? Or maybe parts of the 1st and 2nd floor can be reserved for some sort of collaborative space?
- Library be open 24 hours/day on all floors (or at least, the 8th floor - just so students have a quieter place to work!)
- I'm not sure which floor food is allowed, but realize that when people eat chips or any snack with plastic bags, it creates distracting noises; perhaps we could find a way to deal with that? Some people just don't follow the rules, like low volume in upper floors, we probably need to find a way to address that
- Holding activities or stations that help relieve stress for students during midterms and finals season as many students feel extremely stressed and overwhelmed

V. Getting feedback on ... [8th Floor Renovation]

Catherine made a brief presentation about a proposed new furniture layout for the 8<sup>th</sup> floor. She solicited feedback about the overall seating density, the ratio of lounge seating to study table seating, and which of two personal tables was preferred: Lagunitas or Free Stand?

- 8th is more traditional study; should be more desks; it's an area for intense study; desks should have electrical so I don't need to crawl on floor to find an outlet
- Like the Bob lounge style chair; do a lot of reading; would be there for hours
- Design seems light on traditional desks; should add some more tables
- Shouldn't be design for 8th floor; more appropriate for 4-7; 8th floor should be intensive study; traditional; conventional; straight tables and chairs; no collaborative study
- Like the idea of a lounge; proper lighting makes it easier; 8th floor is not a place people use for casual reading; it's a place of intense study; love the pods; like the "cocoon" feel
- Needs more traditional tables, but I don't like studying at desks; keep lounge seating; studying at a desk doesn't feel natural to me
- Like the pods; able to isolate; that's why people go to the 8th floor; swap lounge furniture for more tables

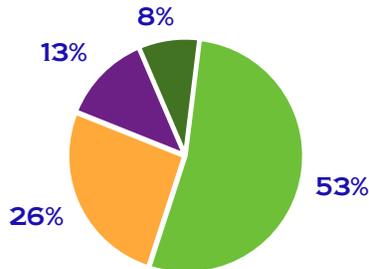
- I think it is possible to have the 8th floor accommodate more students without making the 8th floor feel cramped nor promote a social atmosphere; I recalled seeing some psychology documentaries or studies about how color affect human perception - I think that certain combinations of colors of furniture and different heights might trick students into thinking that the 8th floor is more spacious than it actually is
- Go to 8th floor for intense study; don't want to see other people; if window seats are full, I couldn't study there; like the sturdy chairs, no flimsy plastic chairs; plastic chairs shown on slide don't look sturdy enough for hours of study; don't want them to wiggle
- Furniture that feels comfortable will help us relax; 8th floor proposal works for that; can inspire adopting a new more relaxed lifestyle
- Desks to hold more people will give study space; concern more lounge seating will increase talking
- Like the pods; like additional desk seating at windows, but now seems too cramped; people like to have some space to spread out
- Could 8th floor be collaborative space? It's the place people go to "for best views" when visiting campus; another location could be used as silent space
- Consider a chevron arrangement of chairs to discourage talking
- Be careful about density; don't make it feel like an airport lounge
- 8th floor needs to remain open, quiet space; increasing density would encourage discussion
- Consider Visalia chairs back to back without benches
- Benches seem like a coffee table; promotes communal space; consider eliminating
- Color can affect human perception; maybe certain combinations of colors for furniture and differing heights might allow the 8th floor to accommodate more students without making the floor feel cramped or promoting a social atmosphere
- Prefer extra surface space of Lagunitas table; respects traditional use of library
- Lagunitas table is better; use notebook and Laptop when studying and it allows room for both
- Lagunitas with more desk space is better; think I would trip on prongs of Free Stand

VI. Planning the next LSAC meeting

The next meeting is November 15, 2016, 5-6:30pm, in the Seuss Room in Geisel Library. If Council members have other things they would like to know about the Library or want to discuss, please contact Catherine.

# ABOUT THE LIBRARY 2015

## BUDGET ALLOCATIONS 2015-16 \$32 MILLION



- SALARIES & BENEFITS (STAFF AND STUDENT EMPLOYEES)
- COLLECTIONS (PRINT & DIGITAL)
- OPERATIONS (INCLUDING INFORMATION TECHNOLOGY)
- BUILDING MAINTENANCE & PROJECTS



## FACILITIES

- 378,260 ASSIGNED SQUARE FEET
- 136 HOURS OPEN WEEKLY (INCLUDING THE 24/5 OVERNIGHT STUDY COMMONS)
- 5158 PEOPLE ENTERING EACH DAY
  - 36,106 ENTERING EACH WEEK
  - 1,774,397 ENTERING EACH YEAR
- 4054 STUDY SEATS
- 54 GROUP STUDY ROOMS
- 463 COMPUTERS FOR STUDENT USE



- 245 STAFF (INCLUDING 54 LIBRARIANS)
- 265 (66 FTE) STUDENT EMPLOYEES



## COLLECTIONS

### 7.6 MILLION ITEMS INCLUDING:

- 3 MILLION PRINT VOLUMES
- 2.4 MILLION E-RESOURCES
  - 2,313,499 ELECTRONIC BOOKS
  - 120,823 ELECTRONIC JOURNALS & SERIALS (96% OF TOTAL)
  - 1,093 ELECTRONIC REFERENCE SOURCES
  - 31,864 ITEMS IN COLLECTIONS DIGITIZED BY THE LIBRARY
- 2.1 MILLION MICROFICHE
- 15,991 MANUSCRIPT & ARCHIVAL UNITS
- 117,511 MAPS



## SERVICES

- 82,522 INFORMATION & REFERENCE QUESTIONS ANSWERED (IN-PERSON & ONLINE)
- 520 INSTRUCTIONAL PRESENTATIONS
  - 18,492 PARTICIPANTS
- 280,522 ITEMS CHECKED OUT
- 19,387 ITEMS SUPPLIED FROM OTHER LIBRARIES
- 32 LIBRARY TOURS
  - 551 TOUR ATTENDEES
- 61 EVENTS & EXHIBITS
  - 5775 ATTENDEES AT EVENTS
- 2,378,814 PRINTS & COPIES MADE BY USERS
- 48,582 GROUP STUDY ROOM RESERVATIONS



## MORE ABOUT THE LIBRARY 2015



### USE OF THE DIGITAL LIBRARY

- 9,985,543 USES OF ITEMS IN UC-WIDE E-RESOURCES PACKAGES (2013 DATA)
  - 5,513,309 USES OF E-JOURNALS
  - 4,472,234 USES OF E-BOOKS & DATABASES
- 3,916,568 SEARCHES OF THE ONLINE CATALOG
- 188,899 E-RESERVES HITS (E-TEXT & STREAMED MEDIA)
- 1,721,743 SEARCHES OF LIBRARY DIGITIZED COLLECTIONS
- 1,293,608 VIEWS OF LIBRARY DIGITIZED COLLECTIONS
- 705,955 VIEWS & DOWNLOADS OF VIDEOS ON THE UCSD LIBRARY CHANNEL



### WEBSITE

- 2,075,341 VISITS
- 6,020,897 PAGE VIEWS
- 987,150 UNIQUE VISITORS



### SOCIAL MEDIA

- LIBRARY BLOGS
  - 57,437 POSTS VIEWED
  - 34,580 UNIQUE VISITS
- FACEBOOK
  - 2279 GEISEL PAGE LIKES
  - 868 BIOMEDICAL LIBRARY BUILDING PAGE LIKES
  - 797 LIBRARY PAGE LIKES
- 10,149 TUMBLR FOLLOWERS FOR SPECIAL COLLECTIONS & ARCHIVES
- 1198 TWITTER FOLLOWERS
- 1209 INSTAGRAM FOLLOWERS