



**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-1st 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 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 8th. 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 2nd 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 7th 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.