

## UC San Diego Library Student Advisory Council November 13, 2018 Meeting Notes

**Attendees:** Avery A., Mentari A., Shalom C., Rachel C., Tim C., Pin D., Julius D., Catherine F., Winnie G., Eleanor G., Sasha H., Valerie L., Allison L., Andrew L., Nikhil P., Jason S., Sophie S., Jacob V., Miaowen W., Winston W., Jiayin W

### I. Welcomes

Catherine Friedman, Associate University Librarian for Academic Services, expressed her appreciation to the members of the Library Student Advisory Council and welcomed the new members attending their first meeting.

### II. Library News

#### • Upcoming Events

- November 14 - World GIS Day celebrated in the Data & GIS Lab (Geisel 2<sup>nd</sup> Floor West) with activities from 10am–6pm to learn about Geographic Information Systems and data mapping
- November 14 - [Manuel Paul Lopez](#) (poet) speaking from 5-6:30pm as part of the New Writing Series in the Seuss Room
- November 16 - [Coffee with your Librarians](#) from 12noon-2pm in the Seuss Room Foyer to speak with librarians about getting to know resources available
- November 21 - [Turkey Calling Show](#) from 12noon-1pm in the Seuss Room
- November 28 - [Marilyn Chin](#) (poet) speaking from 5-6:30pm in the Seuss Room as part of the New Writing Series

#### • New Services

- Laptop checkout from the Biomedical Library Building front desk extended to 24 hours based upon feedback from students; laptops can now be taken out of the building
- Digital Media Lab (Geisel 2<sup>nd</sup> Floor East) now has 3D photo scanning software available on all workstations – anyone can go in process photos into 3D models - no signup required
- More adjustable height tables and stools in the Geisel East Commons (Geisel 2<sup>nd</sup> Floor East)

### III. *What questions or comments have you heard from others about the Library?*

- Students do not know where to report facility issues - ex. electricity plug issues
- Pods on 8<sup>th</sup> floor - leaving items there to reserve it and not returning for hours [*Library comment:* Currently, Library Security patrols and gathers unattended items after about an hour and moves them to Lost & Found.]
- Students on time crunch and there is a lack of computers available - maybe make laptop checkouts available at Geisel, not just at BLB

- Lack of seating on the main floor - busy during the middle of the day, with no seats available [*Library comment*: The Library is working with a company to implement an app that will enable students to see the density of people on each floor. We will make sure that LSAC knows about it once it's available.]
- Cold at night - lending of blankets? Free coffee during midterm time or finals?
- Library opens too late and closes too early on Saturday [*Library comment*: the 10am-6pm hours on Saturday allow the Library to keep staffing costs lower by only needing one work shift of employees on that day; if add another, then have to add another work shift which is costly, but will still look at options there might be. Just FYI, to meet student requests for additional hours, Friday hours have been extended to 8pm (from 6pm) to accommodate students]
- Students are primarily looking for study space during these times and not necessarily services
- Students want to know how to be involved in the Library - suggestion of implementation of student interns who were not able to secure student employment and then eventually could get a library position
- Hand sanitizer could be placed closer to the computers and make sure it is filled

*Input from members unable to attend the meeting:*

- The Wi-Fi is very hit-miss in various areas throughout the library (mostly on the main levels). I have been asked if there is any way to improve that.
- The scavenger hunt designed for the FYE classes was quite helpful for first years/transfers. I would recommend that we also have a printout/single document that we can find all the same information on for future reference.
- I have heard questions about the library not having enough space to study. Additionally, people are very happy with the tech-lending program.
- Building off of the idea of offering tutoring services at the library: I help a couple of classmates on programming assignments each week, and recently I've found that working together at the Library is not viable. Poor connectivity prevents students from connecting to the school's servers to work on programming assignments; this way of accessing assignment material is required by the instructor. Even though Geisel Library provides many comfortable spaces for students to collaborate, they are not suitable for computer science majors who need direct connection to school servers. As a result, many, including myself and my classmates, find themselves struggling to find a space in the Computer Science lab in Warren College. This is especially inconvenient for students who do not live in Warren College, but still want to collaborate with others on programming assignments. Geisel Library could potentially offer a centralized place to collaborate for computer science majors, but connectivity issues remain an obstacle to this prospect.
- Some students leave their belongings on the seats to save the space for themselves while they are away for classes or discussion. This is not fair to many who wants to study and cannot find a seat to sit.

**IV. Feedback from members on the LSAC Update**

- Useful and concise
- Good balance of graphics and words with various fonts
- Appreciate the hyperlinks to survey forms

- Comfortable sending out to constituents

*From members unable to attend the meeting:*

- I thought the update was well done and very approachable from a student's perspective. The only thing I would comment on is I would recommend publicizing it a bit more. As a student, I normally enjoy seeing posters around campus to find out about events. Maybe we could have small groups get together every so often to make posters for events that may be coming up.
- The LSAC Update was helpful and informative
- I love the LSAC updates! It lets us share library events better with our friends at school.
- I think the events are pretty awesome, especially the coffee with librarian.

**V. *When do you expect to make reservations and when do you expect to make appointments? For which services or when do you expect to just walk-in and get assistance? How do these apply to library services?***

- Examples of services beyond the library that you would expect reservations
  - Facilities - rooms and venues
  - Meeting with "the only person who does their job" ex. Professor
  - Appointments with people with a specialized skill set
  - Popular services that are crowded so everyone gets the help they need
  - Guarantee a space, ex. restaurants
  - If need to ask more than one question - need time to gather thoughts and prepare
  - More complex situations/questions would require reservations
- For Library services/equipment what should be first come, first serve and what should be able to be reserved?
  - 8<sup>th</sup> floor pods - issue is people leave their items there
    1. Pods allow for isolated study in a silent study space
    2. Pods are not the only study space on the 8<sup>th</sup> floor, not many of them
    3. Pods allow for easy access to outlets; highlight where plugs are on the 8<sup>th</sup> floor
    4. Pods are unique seating - demand could die down in the future
  - Group study rooms
    5. Some of each - current model where it is open if not reserved
    6. Post a list of reservations on each room
  - Technology
    7. Hour long reservation for scanning
    8. Public libraries have a system which ends the computer session of users who have been on for the longest when there is a wait
    9. Reservations for computers with specialized software
    10. Library is currently implementing an app that would show real time usage of computers
  - Tech Lending
    11. Perhaps different loan periods for different items
    12. Limits on how many days a person could use it over the year

- People helping you find stuff
  - 13. Ability to reserve time with an expert when diving deep into a topic that needs specialized sources
    - When one question expands to a bigger project, the deadline matters. Acceptable to ask to reservation within a reasonable timeframe (48 hours). Students take initiative to make a reservation with the librarian.
    - Brief introductory guides to help students navigate the library resources on their own

#> 60%	First come, first serve	Schedule ahead	Some of each
2 <sup>nd</sup> floor casual seating	17	0	0
BLB silent study	17	0	0
Library account issues	17	0	0
Scientific calculators (tech lending)	13	2	2
Book paging	1	15	1
3D printing	0	12	5
Laptop computers	0	2	14
High-end scanners (book scanners)	3	2	12
Finding specialized materials- data, GIS, primary sources	0	4	13
Media production equipment	0	6	11
Cameras (tech lending)	0	3	14
Roku (tech lending)		3	14
Multimedia checkout	0	0	16
Assistance with specialized equipment (scanners)	7	0	11
Assistance with specialized technology (Data & GIS Lab)	5	0	11
Research librarian	0	5	12
Book checkout	9	0	8
8 <sup>th</sup> floor pods	8	2	7
Desktop computers	8	0	9
Finding materials for class papers/projects	8	0	9
Finding materials for writing classes	8	0	9
Projectors (tech lending)	6	5	5
Group study rooms	0	8	9

*From members who were unable to attend the meeting:*

- Reservations:
  - I would expect to make reservations for midterms and finals. I know the library would be rather crowded but once I would have a group together for my classes it would be beneficial.
  - Reservations are for group studying rooms.
  - I usually make reservations a week before I want to use the room.
  - I think that study rooms should stay reservation-based (though it is difficult to book them unless you book a week or two in advance now).
- Walk-up or make an appointment:
  - As for appointments, I would probably expect to make them once I have more research projects or when I have a bit more free time so I can further explore how to use/ask questions about our resources (such as our wonderful librarians!) that we have.
  - I would think that asking for assistance to look for a book/other literary material would be walk in assistance. I would expect this to be available at all hours the library is open. They apply to library services since the library is essentially the hub for all of this type of information.
  - Another service I would hope there would be some walk in assistance for (during library hours) would be tech assistance. This applies to library services since we have numerous digital resources, and students may not know how to fix/use all of the technology available.
  - Appointments for individual research needs that involve time with a librarian.
  - Whenever I need help in the library, I just go to the front desk on the second floor and they've always been able to help me. Most of the times, I just need to get a charger for my computer.
  - General information services are great for walk in.
  - Personally, I can't think of any services I would need an appointment or walk-in for at the Library. I would expect that some students may want walk-in tutoring assistance available at the library. Reserving or making an appointment with a tutor may be unhelpful for students who need help immediately with assignments or studying.
  - Borrowing in-library materials (markers, distress materials) should be walk-in since students only need them in the library, and not usually outside of studying.

**VI. The question in the next LSAC Update will be “What was something that was difficult for you to find in either Geisel Library or BLB?”**

**The next Library Student Advisory Council Meeting is January 22<sup>nd</sup>, 2019 from 5:00-6:30pm in the Seuss Room, Geisel Library.**