



UC SAN DIEGO LIBRARY STUDENT ADVISORY COUNCIL MEETING OF JANUARY 13, 2015

Attendees: Bryan, Catherine (Library), Hannah, Ian, Jason (Library), Kymberly (Library), Lauren, Laurie, Rodrigo, Rush

Guests: Sue McGuinness (Library), Gayatri Singh (Library)

NOTES

I. Welcome

Catherine welcomed the attendees.

II. Library updates: (since the last meeting 11/18/14)

- a. The Library's Access Operations unit, which manages the main Geisel Circulation Desk, now offers a service that allows users to be notified via text messaging when their course reserves item is ready for pickup. This gives users more flexibility when waiting for an item and allows them to wait for it outside the Geisel building as long as they can return within 15 minutes to pick it up.
- b. In response to feedback from LSAC, the Library and ACT deployed additional equipment to enhance wireless capabilities in Geisel for Fall 10th and Finals Weeks. Our plan is to continue to do this at the end of each term.
- c. In response to feedback from LSAC and other students, starting this quarter and continuing into Spring Q, the Library will install additional electrical capability in the Geisel tower. We hope to have the project completed by summer. Additionally, we hope to install more electrical capability in G1SW before Fall 2015.
- d. The Library has received 100 more of the Cobi task chairs. These will be deployed at computer workstations in G1NW and G2E. Our plan is to get more of these same chairs for other locations within Geisel.
- e. Due to their popularity, we will be adding more charging stands to complement the ones already in place.
- f. On 12/3/14, the Library held a late night Student Safety & Academic Success Information Fair which was intended to encourage use of the Library and other campus resources and to increase student personal safety awareness while using the Library after dark. This was part of the Library's "Geisel after Dark" event series. Fair contributors included several Library units and various campus units including the campus police, the Student Health Advocates, the Office for Students with Disabilities, ACMS, and the Center for Student Involvement, Communication and Leadership. The turnout for this event was very high and over 300 attendees took time to give us feedback about it.

- g. The Library is opening its Active Learning Lab at the end of January. This room is intended to be an open-use, non-reservable, collaborative study space for groups of various sizes. The Lab can accommodate lots of groups at once and can be reconfigured easily to suit a group's specific collaboration needs. The room includes mobile chairs, configurable tables (with writable surfaces), wall-mounted whiteboards, and free-standing whiteboards. The Lab is located in Room 2093 in the G2E Learning Commons.

III. Responses to Question A: What is your preferred tool or method for finding information sources for your papers/projects? How did you learn or figure out this tool/method?

- Online Roger for books, including Circuit; like being able to request books
- Google; "Find articles" function from Library
- Keyword search in Roger; learned from orientations and library staff, and also find it intuitive
- Online lookup (Roger) is very convenient; instruction provided during orientation; staff recommended; easy to find on library web page
- JSTOR through Muir Writing TA
- Keyword/Title in Roger; similar to at my high school library
- Enjoy the call number texting feature
- Likes self-checkout stations and InfoStations near entrance
- Course lookup station
- MLA database/ProQuest
- Use the Request feature (often for Circuit)
- CAT course provided instruction
- MMW provided instruction
- JSTOR; learned about in a class like MMW at a previous school
- Online searching system (Roger) to find books and request them from other libraries in SD; learned it in library info session/tutorial held for first MMW research paper
- Google and for specific topic or certain category, usually use "Find Articles" in the library website; also provides database websites which are really useful
- Library website because accessible on and off campus and pretty usable; learned through in-class presentations from library staff (subject librarians?) and trial and error

IV. Introduction to the Library's Academic Liaison Program and the services provided by the Library's subject librarians

In response to this comment from LSAC's last meeting: "I didn't know that the Library has librarians who have subject specializations and support research and teaching in those areas – I would like to know more," Librarians Sue McGuinness and Gayatri Singh provided an introduction to the Library's Academic Liaison Program (ALP) and the services provided by the Library's subject librarians.

How can the Library promote itself and its services better, including ALP & chat services?

- "What can we do for you?" link/list on website
- Satellite research assistance at Library entrance or at dorms; tied to higher traffic patterns, e.g., Week 1 or Week 2

- Digital signage – emphasize librarians as specialist
- “Displays bring me to the Library.”
- Could have a table of information near the library entrance, rather than on library walk (too busy and cluttered there); beginning of quarter is a good time for this
- Make sure users know that librarians are specialist and can help with highly specialized and discipline-specific research and coursework; emphasize their deep expertise
- Maybe putting a ‘store directory’-type sign up near service desks or hanging signs above desks that briefly summarize what can happen there/what one could ask there
- Sometimes unclear what to ask at each desk; what’s the difference between them; some desks feel as though they are just there to police or supervise the area

V. Responses to question B: What helps or hinders you asking for help at a Library service desk?

- I think my question might be too specialized
- I’ll ask if the online information is unclear or if the information is not available online
- Unclear what desks are available/what is each desk for?
- Desks don’t necessarily show the value of the desk
- Don’t know which desk to go to; add signs about what services are available at each desk
- Students working at the desk might deter me from asking; I don’t expect them to have specialized knowledge
- Guidelines for which desk offers what services would be helpful
- Basic questions are answered easily and well
- Referrals seem to work well
- Roaming reference (Apple Store style) would be great
- Not sure how to use the desks
- A brief description of the desk services at the desk would be helpful
- Appears RAD desk workers are there to monitor area; don’t appear to be a resource
- When the information shown online is not clear, or the information is not available online.
- Sometimes I'd also ask for some advice (i.e. which floor has some certain kind of books) or help (i.e. scratch paper, paper clips...).
- Since I haven't used the Library help service before, I could not give my personal experience. It is great that there are different helping desks such as information, learning common desks etc. It is also really nice for the opening hours which students can get help at night.
- I think the main hindrance for me getting help at a library service desk is being unsure what its main purpose is. That is, although I know what the signs are it's not always clear to me what service the desk provides and whether it is primarily meant to serve undergrads.

VI. Getting feedback on ... the “greening” of the Library.

“Green” things being done by the Library:

- a. Working with student groups and campus FM (and thanks to TGIF funding) the Library has installed 6 hydration stations in the public areas including one at BLB. The hydration stations are very popular with library users.
- b. The Library is working with the PowerSave campus group to measure energy usage in certain areas of Geisel Library including the group study areas to see if it would be feasible

- to install new fixtures and potentially motion sensor light fixtures in the group study areas, this would help reduce the library's energy consumption.
- c. The Library participates in the campus wide Writing Instrument Brigade. Collection containers are in various areas at both Geisel and BLB to collect defunct pens and markers. The campus sends them to Terra Cycle to be upcycled into other products. Currently we collect approximately 200 defunct writing instruments per month.
 - d. The Library participates in the Earthweek celebration on campus each year. Last year the Library hosted a Maker's Day fair in the Seuss Room that included tables on making d.i.y. green cleaning supplies, buttons made from recycled book jacket (covers) and reflectors for biking and walking.
 - e. Digital signs that encourage recycling and saving resources.

Any "green" ideas for the Library to consider?

- "Love the planter areas in Geisel"; would like to see it decorated with lights for the holidays
- Energy-efficient lighting options; install motion sensor lights in study rooms that "chirp" before light goes out; allows user to make a motion and keep the lights on; works well currently in BLB study rooms
- Install flow restrictors on bathroom faucets
- Replace paper towels in bathrooms with dryers
- Any opportunities to go solar?

VII. Additional comments/suggestions:

- Building needs to be neat/maintained; glad the carpet was replaced; things should be in good working order; issue of poor ventilation in tower bathrooms; need for regular maintenance
- Uniformity is not a bad thing, e.g., library furniture
- Highly recommend that the Library café accept campus dining dollars
- A printer on every floor in the library; it is a bit inconvenient if need to go to the 2nd floor every time
- People slam the doors of the exit and restroom on every floor – it would be great to stick a notice on the door and remind the students to be more considerate

VIII. Planning for the next meetings

- a. What else don't you know about the Library and would like to know more or what issues should we be discussing?
 - Already planned for Feb. 24: Library Strategic Planning; information about the Library's Reserves services
- b. When to have Spring Quarter meetings? Next meetings: April 7 and May 19