



## *UC San Diego Library Student Advisory Council*

**February 23, 2016**

### **Meeting Notes**

**Attendees:** Aleia Hayag, Catherine Friedman, Hatchly Moreno, Jason Schulz, Julia Li, Kymberly Goodson, Lauren Fong, Lorraine Lopez, Maedha Begur, Riley Zhang, Sean Pfeifer, Taylor Hunter, Ulric Ye, Xingshen (Stella) Zhang, Zaid Mansuri

#### **I. Welcome and Library Updates**

New Council member Zaid Mansuri, who is replacing Lisa Rivera as the representative from the Eleanor Roosevelt College Student Council, was introduced and welcomed.

##### **Library Updates**

##### **A. Events & Exhibits**

###### **Current**

- The exhibit *The Chinese and the Iron Road: Building the Transcontinental* continues in the Seuss Room foyer through February 29. The reception for the exhibit was held on January 22 and featured remarks from Hilton Obenzinger, Associate Director of the Chinese Railroad Workers Project at Stanford University; Simeon Man, Assistant Professor in UC San Diego's Dept. of History; and Murray Lee, the Curator of San Diego Chinese Historical Museum. Photos of the event have been posted to the [Library's Facebook page](#).
- The exhibit *Virtual Victorian: Roots of 3-D* is on display in Geisel West 2nd floor featuring stereoscopic books of interest from the Library's circulating collection as well as old and new devices used to view things in 3-D. The exhibit will be up through March.
- This year marks the 100<sup>th</sup> anniversary of the establishment of the National Park Service, and the Library's Special Collections & Archives is exhibiting items that illustrate some of California's magnificent national parks and monuments. The exhibition, "Wondrous Manifestations of Nature: Celebrating California's National Parks" is on view until April, on the main floor of Geisel Library.
- On February 24, at 5:30pm, climate change policy expert David Victor, a professor of international relations at the School of Global Policy & Strategy, will give a talk in the Seuss Room entitled "*Correcting the Course on Climate Change Negotiations: the Road from Paris COP21*". Professor Victor has been a participant in the Intergovernmental Panel on Climate Change (IPCC) proceedings and was a party to the negotiations in Paris. He will be joined by GPS students who also participated in COP21.
- On March 5, the Library is hosting a Wikipedia Edit-a-thon focused on improving the coverage of women and the arts in Wikipedia. Even if you are inexperienced in editing Wikipedia – that's ok because tutorials will be provided for beginner. The session is from 11am – 2pm and includes refreshments. Computers will be available though you can bring your own.

###### **Past**

- On January 25, the Library partnered with the San Diego Central Library to screen the 1920's silent film *Within Our Gates* at the Central Library downtown. The film was accompanied by live music from the Library's Scott Paulson and the Teeny-Tiny Pit Orchestra.
- On Jan. 27, UCSD Alum Dr. Bruce Bekkar, with the American Lung Associations' Doctors for Climate Health, gave an informative talk on climate change and its harmful effects on our health and well-being. He started the conversation with the analogy that "Mother Nature is in the ICU and there isn't enough being done to save her. If Mother Nature goes, so do we." Dr. Bekkar shared facts and images of the destruction brought on by

climate change-induced events in recent years, but he also touched on the strides that have been made in response to climate change, such as significant investments in solar and other alternative energy sources. A video of the talk will be available soon on the [Library's YouTube Channel](#).

- The Library celebrated National Kazoo Day on January 28, hosting a fun-filled study break for students. The event featured new chamber works for the Kazoo composed by UC San Diego alums and a history lesson about the common party favor that is really a legitimate musical instrument.
- The Library hosted a discussion and book signing with UCSD associate professor, historian and author, Mark Hanna, on February 18. Hanna is the author of the new book, *Pirate Nests and the Rise of the British Empire*.

### **B. Collections**

The Leo Szilard photos along with 3 videos are now available via the Library's Digital Collections webpage. One of the videos will be limited to UCSD access only due to copyright restrictions. This work was funded by a grant the Library received from the NHPRC.

### **C. Services**

- Use of the new Digital Media Lab from its opening in October 2015 through December was tallied at roughly 1,200, with around half of DML users reserving their space in advance and the other half just dropping in. The four departments making the greatest use of the Lab's 3D printers thus far are Visual Arts, Engineering (many types), Archaeology, and Urban Studies & Planning.
- During fall quarter 2015, the Library's Tech Lending Program (TLP) lent out 2,856 items for an average of ~35 items per day. Thirty-four different types of items were checked out.
- In Fall 2015, the group study room reservation system was used an average of 1,543 times each week. In December, the Library study rooms were reserved 86% of their open hours.
- Two new, standard-sized scanners are now available in Geisel's East Commons and a new large-format scanner is available in the West Commons near the new study tables. All of the scanners allow emailing scanned items, though if needed, flash drives can be borrowed from both the Media and East Commons desks. The large-format scanner is good for oversized books and other large to regular format items. Also available in both locations are cell phone scanner stands for use with scanning apps users install on their smart phones.
- The Digital Media Lab staff led a workshop with 31 graduate students in January to show them a number of 3D imaging projects from across multiple disciplines. The DML staff welcome requests for DML-related presentations or workshops for small groups (of 1-6 people).

### **D. Construction/Space renovations**

- Geisel Café and Lounge (Audrey's) in Geisel 2 East — Construction is coming along and the café is scheduled to open Spring Quarter. <https://libraries.ucsd.edu/blogs/blog/geisel-library-cafe-slated-for-spring-2016/>
  - Q: Will Audrey's accept TritonCash and/or Dining Dollars? A: Audrey's will accept TritonCash, but not Dining Dollars.
- Geisel Elevators — This year-long refurbishment project has started. It will upgrade the analog elevator systems to digital and update and/or replace cables, controls, door panels, and cabin interior finishes.
- Geisel Tower Restrooms — This project will create ADA accessible, gender inclusive restrooms on floors 4-8. It is scheduled to be completed Fall 2017.
- Teaching + Learning Commons to be locating in Geisel 1 West — Construction will begin in Spring Quarter and it is scheduled to open Fall 2016.
- Hopkins Lane Pedestrian Improvements continue. This project adds bike and pedestrian improvements between Voigt Drive and the Library book drop turnaround. It is scheduled to be completed April 1.
- The Library is involved in the UC-funded Catalyst Cyber-Archeology project. As part of this, we will be installing a 3D virtual reality 4CAVE on Geisel's main floor. The specific location has not yet been determined.

### **E. Other**

- Based on LSAC feedback given at the Jan. 19<sup>th</sup> meeting, the Library has changed the arrangement of its online subject guides. These guides are now shown in an A-Z list of all available subjects. There is no need to click more than once to see which subject guides are available.

## II. Discussion of East Commons Furnishings/Plans

LSAC members were shown the plans for selected new furnishings for Geisel's East Commons, as well as the associated fabrics and finishes, and asked for their feedback. Following are the questions or comments raised.

- A. Will some of the Connection Zone computer tables also have perpendicular dividers to separate each user?
- B. The group liked the turquoise fabric (Waterfall) selected for the vertical panels and cubicles. Some felt the turquoise and other blues to be calming. One mentioned not using turquoise on the MyWays or other lounge chairs in the space, at the risk of having too much turquoise.
- C. The group liked the overall colors scheme of bright colors, including the 4-5 colors used on the Cobi chairs.
- D. Members requested that we also keep the existing adjustable-height tables (AirTouch), in addition to the planned new standing-height tables (Speakeasy).
- E. Some liked the patterned fabric with circles (Theory/International), while one felt it looked dated ("like from the 90s").
- F. Several mentioned liking the existing Cobi chairs. One mentioned seeing others move them around to use those instead of other chairs.
- G. One strongly requested adding more MyWay chairs "like in the DML."
- H. The group was positive about using maple for the worksurfaces.
- I. A few called for adding more computers to the Library.
- J. One mentioned that the 120 Degree tables looked better for group work at the computers than the Connection Zone computer tables, where more might work independently.

## III. Campus Customer Satisfaction Surveys

Catherine provided summary results of the campus Faculty and Staff Customer Satisfaction Survey that asked UC San Diego academics, faculty, and staff about their interactions with campus departments, including the Library. [See handout at end of these notes.] This was the first year that the Library was invited to participate in the survey.

Council member comments and ideas in response to lower score for keeping faculty, staff and academics informed:

- Advertise Library to Freshman
- Market more such as saying "Make sure you sign up for \_\_\_ newsletter"
- Maybe provide physical copies to faculty who may not read email (or can't keep up)

The Student CSS closes on March 11. LSAC members were asked to encourage all their friends, colleagues, and councils to complete the student version of this survey, at least the Library section. [See handout at the end of these notes.]

## IV. Open Textbooks and Open Educational Resources (OER)

Catherine has been approached by CALPIRG representatives to discuss open textbooks and other OER as part of CALPIRG's campaign to "make textbooks affordable." OER refers to a model similar to open source code, but pertains to educational resources, e.g., course materials, textbooks, tests.

Question for Council members: What is the first thing you think of when you hear "textbooks?"

Council member ideas and comments:

- Digital
- Amazon

Questions for Council members:

- Is cost a factor for textbooks?
- Should this activity be a priority for the Library?

Council member ideas and comments:

- Yes
- Most faculty don't require most recent edition
- UCSD custom editions are most expensive
- OER seems to work best for open ended teaching, such as Communications
- Probably more difficult with hard science majors
- Ask CALPIRG rep which discipline they are expecting to assist
- Use course reserves as alternative to buying
- Professors use articles outside of textbook
- Cost of textbooks is higher than it should be, but there are ways around it. Trying to address OER seems a less efficient use of resources than other things the Library could focus on.
- Typically high cost items are supplemental to coursework
- Required texts tend to be lower cost
- Some required texts are novels/literature, and have lower costs

Catherine referred to US PIRG's 2014 report, "*Fixing the Broken Textbooks Market*" [<http://uspirg.org/reports/usp/fixing-broken-textbook-market>] which says that 2/3rds of students they surveyed had skipped buying or renting some of their required textbooks due to cost. It also reported that the cost of the college textbooks has gone up 73% in ten years which is 4x the rate of inflation. She also referred to a study published in Feb. 2016 by a number of student PIRGs, including CALPIRG, called "*Covering the Cost*" [<http://www.calpirgstudents.org/reports/sp/covering-cost>] which looked into the financial implications for students of high textbook costs. The main findings were that:

- A. A significant number of students purchase their required textbooks with financial aid. For 4-year public colleges, this was 28%.
- B. For those students doing this, they put significant financial aid dollars towards purchasing textbooks. The average is about \$300 per semester. And if this is borrowed money, then the cost is even higher due to the interest one has to pay on loans.
- C. And then lastly, that the impact was greater on community college students than students in 4-year institutions.

**V. Planning the next LSAC meeting – April 5, 2016, 5-6:30pm, Seuss Room, Geisel Library**

Question: Should the April 5th meeting be an open meeting so potential Council members can see how the Council works?

Council member ideas and comments:

- Need an incentive to get people to attend; don't think many will take the time
- Think it's a good idea
- No negative to opening it up
- Will either provide good feedback or have no effect
- 2nd week (early April) is voting period; next year's student councils not yet chosen.
- Good idea to engage people who use the Library

**VI. What's on your mind? What have you heard from other students about the Library? What advice do you want to give us?**

No time remained to cover these questions formally, but LSAC members were encouraged to contact Catherine if they had heard from other students about the Library or if they had advice they would like to provide.

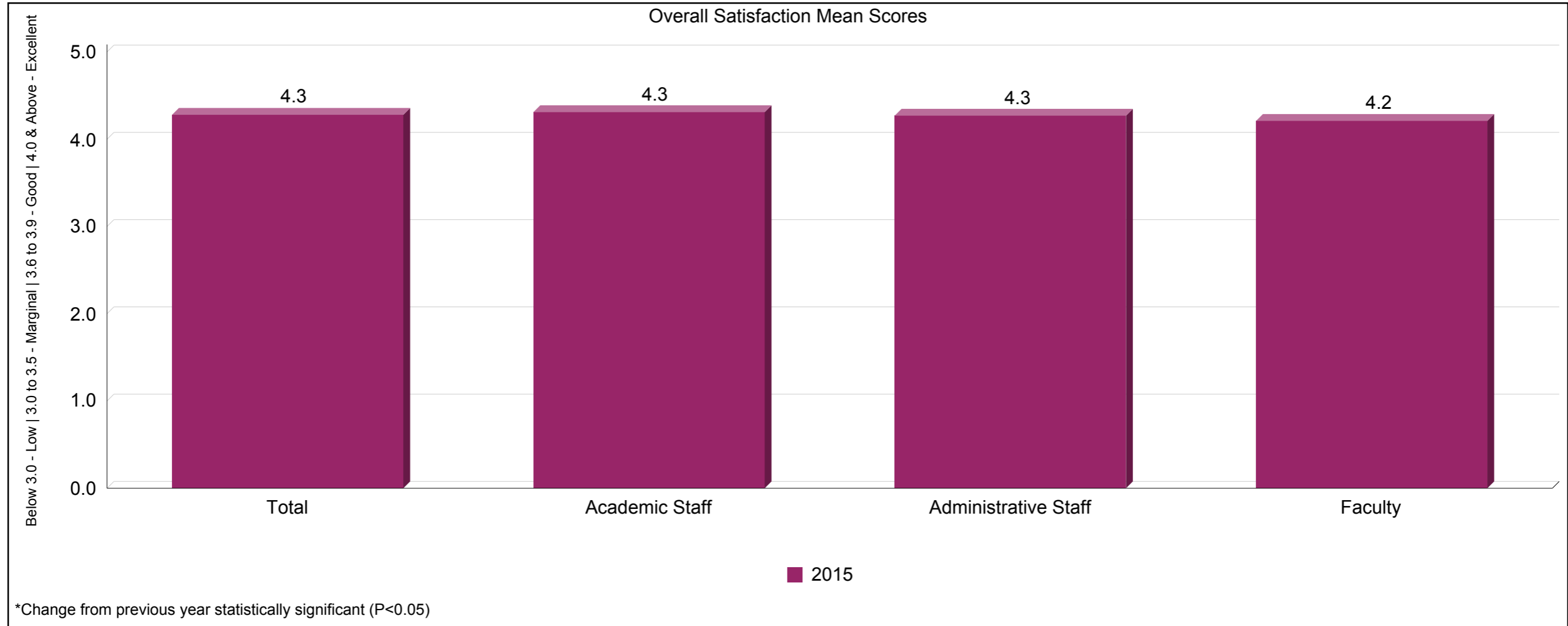
**REMINDER:** The last meeting of the year will be **May 24**, same time, same place (instead of May 17).

## University of California, San Diego – Customer Satisfaction Surveys, 2015-16

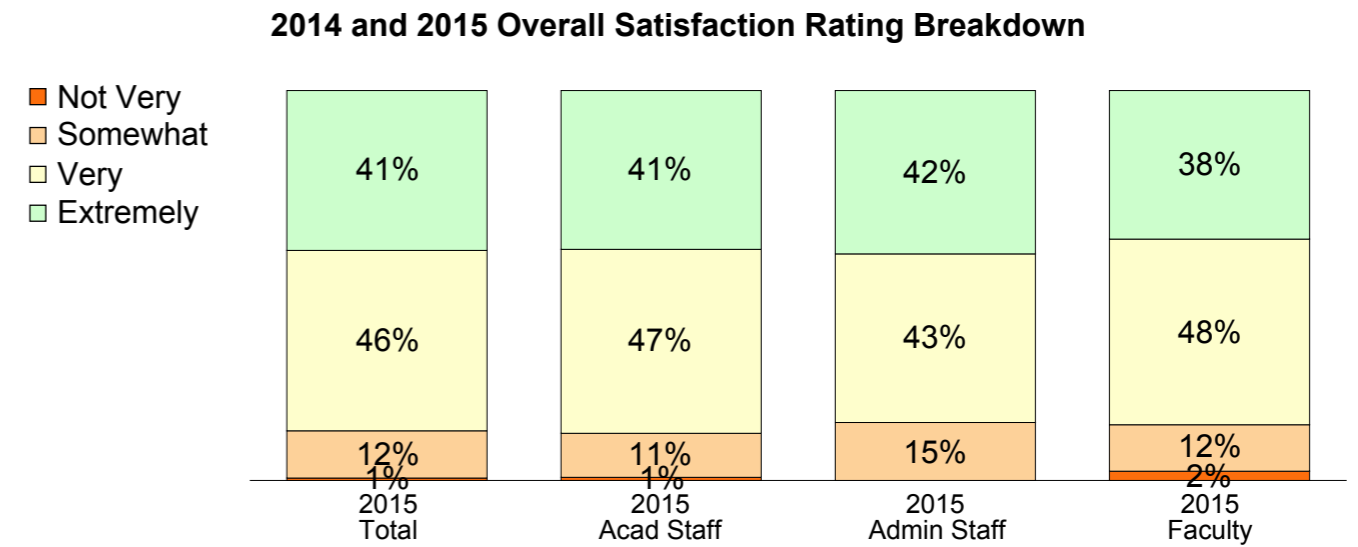
- 1) Faculty and Staff CSS, 2015 - Library Questions + Overall Satisfaction Mean Scores
- 2) Student CSS, 2016 - Library Questions

# University of California, San Diego - Faculty and Staff Customer Satisfaction Survey, 2015

## Library



	2015
Invited, N:	2,287
Responded, n:	322
Total %	14%
Invited, N:	1,069
Responded, n:	164
Academic Staff %	15%
Invited, N:	903
Responded, n:	74
Administrative Staff %	8%
Invited, N:	315
Responded, n:	84
Faculty %	27%



Academic Staff: Academic Affairs, Marine Sciences, Health Sciences

Administrative Staff: Chief Financial Officer, Student Affs, Res Management & Planning, Chancellor's Unit, Advancement

Faculty is only surveyed every other year.

**LIBRARY** - The Library provides UC San Diego with information resources and services tailored to meet its needs. The Library provides access to more than 7 million digital, print, and multimedia scholarly and educational resources. It also provides services for faculty, students and staff to effectively discover, access and use these and other materials. The Library maintains two major facilities, including the iconic Geisel Library, which are designed to support teaching, learning and scholarship.

	Extremely Satisfied	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not At All Satisfied	N/A
1. Thinking of your <b>OVERALL</b> experience with the Library, how would you rate your satisfaction with the Library in meeting your needs during the past 12 months?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Next, please rate your level of satisfaction with Library in <u>each</u> of the following ...						
2. Collections of online and print resources that meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Responsiveness to requests for items not found in Library collections	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Library facilities that support my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Courteous and helpful front desk staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Access to knowledgeable subject specialists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Tools and services for managing my research data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Course reserves and other instructional support (e.g., librarians visiting your class to teach students about library research)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. A website that I can easily navigate to get to needed Library resources and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Library's efforts to keep me informed about its news and events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Moving in a positive direction to meet my needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Let us know what you like best about the Library	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					
13. Let us know your suggestions on how to improve the Library	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					
14. This year, the Library would like to know what two things would make you use Library facilities more often?	<input type="text"/> <small>Limit 1500 characters. Characters remaining: 1500</small>					

# University of California, San Diego - Faculty and Staff Customer Satisfaction Survey Library

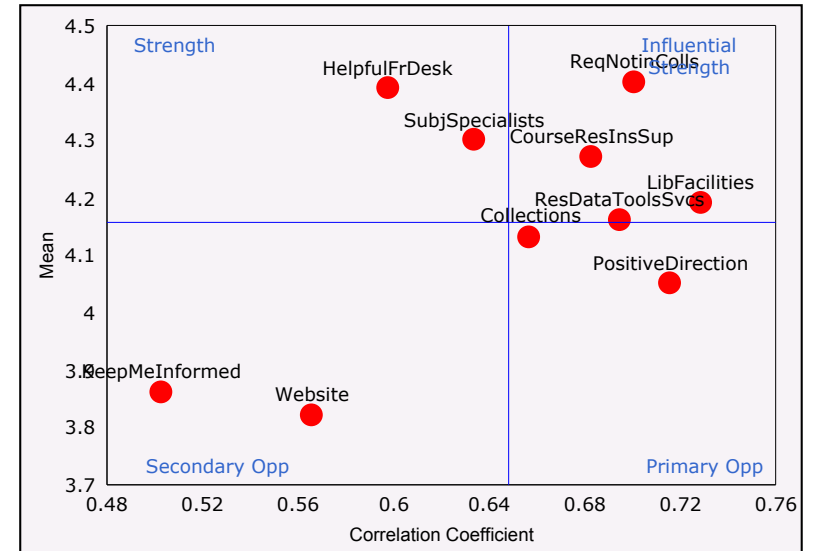
## Satisfaction Summary

All Responses	2015
Overall	4.28
Collections	4.13
ReqNotinColls	4.40
LibFacilities	4.19
HelpfulFrDesk	4.38
SubjSpecialists	4.29
ResDataToolsSvc	4.16
CourseResInsSup	4.27
Website	3.82
KeepMeInformed	3.86
PositiveDirection	4.05

2015 Total Responses: 322/ 2287 14%

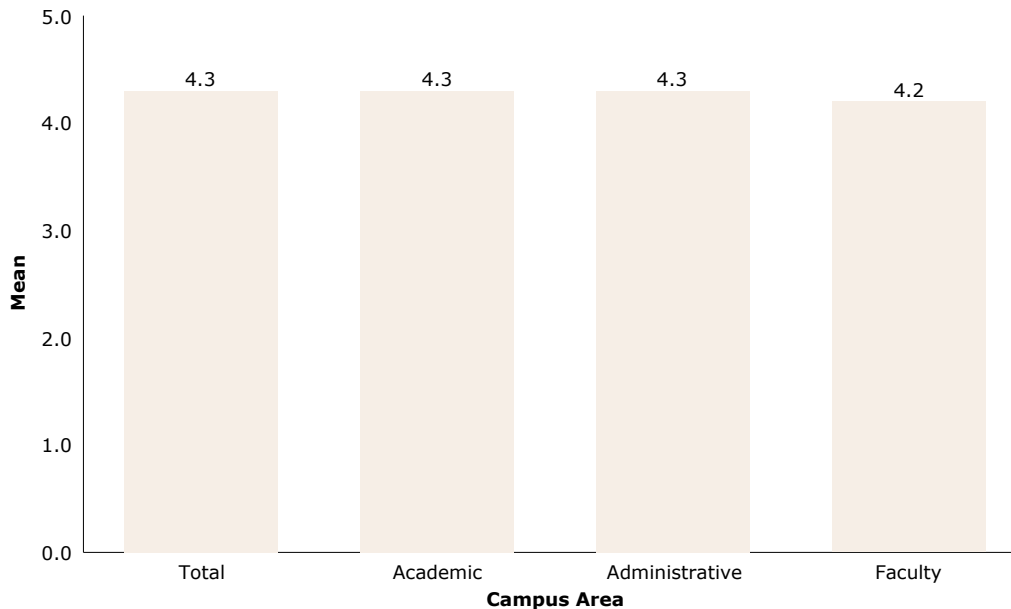
Mean Score: ■ Low - Below 3.0 ■ Marginal - 3.0 to 3.5 ■ Good - 3.6 to 3.9 ■ Excellent - 4.0 & Above

## Strengths and Areas of Opportunity

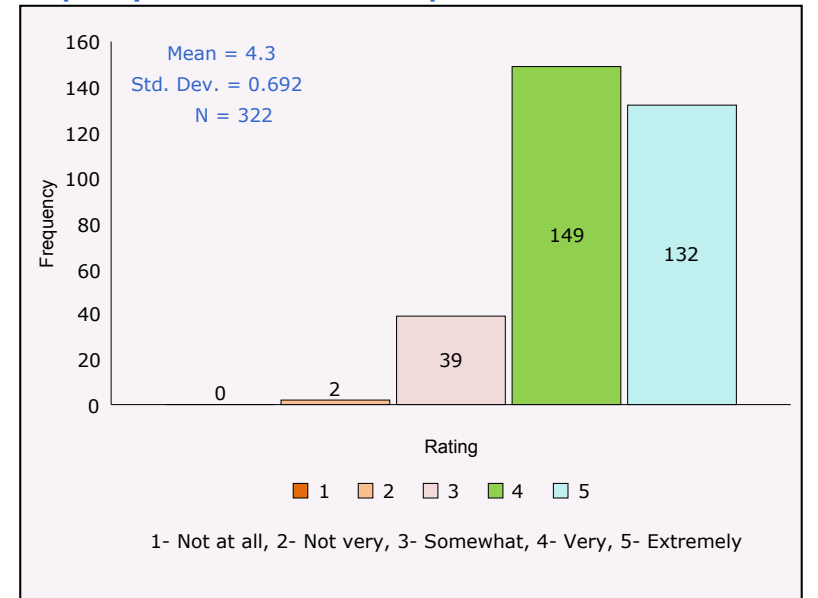


Scattergraph of all questions correlated to Overall Satisfaction  
 Mean Average = 4.16, Correlation Coefficient Average = 0.65  
 Correlation Coefficient - Weak: 0.1, Moderate: 0.3, Strong: 0.5

## Overall Satisfaction Mean Scores



## Frequency Distribution of All responded to Overall Satisfaction





## Faculty and Staff Custom Satisfaction Survey Library Dashboard

### Satisfaction Ratings (Mean Scores) by Vice Chancellor Unit, All Respondents

VCU	N of Responses	Overall	Collections	ReqNotinColls	LibFacilities	HelpfulFrDesk	SubjSpecialists	ResDataToolsSvcs	CourseResInsSup	Website	KeepMeInformed	PositiveDirection
Total	322	4.3	4.1	4.4	4.2	4.4	4.3	4.2	4.3	3.8	3.9	4.1
Academic	164	4.3	4.2	4.4	4.2	4.4	4.3	4.2	4.2	3.9	3.9	4.1
Administrative	74	4.3	4.1	4.2	4.2	4.2	4.2	4.1	4.1	3.7	3.7	4.1
Faculty	84	4.2	4.1	4.5	4.2	4.5	4.4	4.1	4.4	3.7	3.9	4.0
Academic Affairs	123	4.3	4.3	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.9	4.1
Marine Sciences	5	3.8	3.2	4.3	3.8	4.8	4.7	3.3	3.5	3.6	3.8	3.4
Health Sciences	36	4.4	4.0	4.4	4.2	4.4	4.3	4.3	4.3	3.9	3.8	4.1
Chancellors Office	6	4.5	4.4	4.7	4.2	4.0	4.0	4.3	5.0	3.7	4.3	4.3
CFO	18	4.2	4.1	4.3	3.9	4.1	4.1	4.0	3.7	3.6	3.5	3.9
Student Affairs	15	4.2	4.2	4.3	3.9	4.3	4.3	3.8	4.2	3.8	3.8	3.9
Res Mgt & Planning	27	4.4	4.1	3.9	4.4	4.4	4.3	4.2	4.1	4.0	3.8	4.2
Advancement	8	4.0	3.7	4.3	4.6	4.1	4.2	4.7	4.3	3.0	3.4	3.9

Mean Score: ■ Low - Below 3.0 ■ Marginal - 3.0 to 3.5 ■ Good - 3.6 to 3.9 ■ Excellent - 4.0 & Above

Academic Staff: Academic Affairs, Marine Sciences, Health Sciences

Administrative Staff: Chief Financial Officer, Student Affairs, Resource Management & Planning, Chancellor's Unit, Advancement

Faculty surveyed only every other year (2011, 2013, etc.)

## Library description and questions for the 2016 Student Customer Satisfaction Survey

### **Department Description:** (max 3 sentences):

*THE LIBRARY: The Library offers a variety of spaces in two buildings to accommodate both collaborative and individual study, as well as areas for more specialized work. The Library provides access to more than 7 million digital, print, and multimedia resources, and provides services for students, faculty, and staff to effectively discover, access and use these and other materials.*

### **Questions:**

1. Thinking of your OVERALL experience, how would you rate your satisfaction with the Library in meeting your needs?

*Next, please rate your level of satisfaction with the Library in each of the following...*

2. Spaces in Geisel Library that support collaborative or group study
3. Spaces in Geisel Library that support individual or solo study
4. Collections of online and print academic resources
5. Course Reserves
6. Check-out/Reserves desk staff
7. In-person and virtual assistance that helps me find the best information for my courses/research
8. Online guides that guide me to the best information for my courses/research
9. A website that gets me to needed Library services and resources
10. Keeping me informed about Library services, news and events

### **The Library's "burning question":**

The Library provides technologies for students to use such as desktop computers, plug-in display screens, borrowable devices etc. What kinds of computing or devices do you think the Library should offer in the future?