



## UC San Diego Library Student Advisory Council May 23, 2017 Meeting Notes

Attendees: Sabrena C., Hanna C., Catherine F., Kymberly G., Maya K., Morgan K., Bernice L., Grace L., Lux L., Jason S., Caroline S. (sub for Maedha B.), JJ S., Ulric Y., Jerry Z.

Library Guests: Martha Hruska, Erin O'Brien, Jenny Reisinger, Amanda Roth, Dominique Turnbow, Heather Smedberg

### I. Celebration & Thanks

Guests from the Library joined the LSAC for the celebration. Catherine thanked all the LSAC members for their service to their fellow students and the Library. Staff from the Library shared their thanks as well. Catherine thanked Erin O'Brien for her support of LSAC activities.

### II. Library Updates

Catherine provided a few of the Library's latest activities.

[A more complete list of activities is included in these notes.]

#### A. Events & Exhibits See Also: <http://libraries.ucsd.edu/blogs/blog/category/events-and-exhibits/>

1. **"Artist of the Pines." April 10 - May 26**, Geisel Library, exhibit cases in the hallway leading to Special Collections & Archives  
Exhibit features pencil drawings by Japanese-American artist Tsuyoshi Matsumoto (1908-1982). On loan from the artist's daughter, the drawings are largely of trees in the Torrey Pines State Reserve.
2. **"Scarred for Life: Monoprints of Human Scars." May 15 - July 31**, Biomedical Library Building breezeway  
This exhibit of work by artist Ted Meyer is a collaboration between the Library and the Oceanside Museum of Art, which is holding a major exhibition of the artist's work from May 27 through September 17, 2017. The exhibition is a result of Meyer's 18-year project that chronicles the trauma and courage of people who have lived through accidents and health crises.
3. **The Nazis Next Door: How America Became a Safe Haven for Hitler's Men. June 7, 5:30-7:30, with a 4:30 reception**, Price Center East Ballroom  
Ticketing is now open for this Holocaust Living History Workshop marquee event, featuring Pulitzer Prize-winning author and New York Times investigative reporter, Eric Lichtblau, who will discuss his 2014 book, The Nazis Next Door: How America Became a Safe Haven for Hitler's Men. The event will start at 5:30 p.m. The UC San Diego Bookstore will be onsite selling copies of the book. Click here to reserve your seats.
4. *Archiving Atrocity: The International Tracing Service and Holocaust Research*, the April 12 HLHW talk by Suzanne Brown-Fleming, director of the Visiting Scholar Programs of the [Jack, Joseph and Morton Mandel Center for Advanced Holocaust Studies](#) at the [U.S. Holocaust Memorial Museum](#), is now available to view on [The Library Channel](#) and the [Library's YouTube Channel](#).
5. May is Jewish American Heritage Month. Check out the digital display at Audrey's Lounge, which features brief biographies of prominent Jewish Americans.

#### B. Collections

1. We have recently licensed access to the database *Drama Online*. Anyone who loves British drama, Shakespeare, or the BBC should definitely check out this great resource. There are also audio plays featuring great casts from L.A. Theatre Works, BBC videos, and hundreds of full play scripts available in full-text.

2. Relocation and/or weeding of older editions of books in the BLB is underway.

### **C. Services**

1. The Library was alerted last week that SDSU will be transitioning their library management system. As a result, they will temporarily halt lending SDSU items through the Circuit beginning Friday, May 26, and extending through mid-July. SDSU items will still display in the Circuit catalog, but their statuses will say "Unavailable" and users will be unable to submit requests for these items. Visitor Checkout will no longer be available for UCSD users on-site at SDSU, nor for their users on-site here. This is a permanent change.
2. The Library will be extending our 10<sup>th</sup>/Finals Week Expanded Hours in Geisel by 3 days due to popular demand. The Overnight Study Commons (Geisel 2 East) will expand to include Geisel West (1<sup>st</sup> & 2<sup>nd</sup> Floors) beginning on Sunday of 10<sup>th</sup> week, June 4, and will remain open through Friday, June 16. Additionally, the Media Desk will be opening at 7:30am during this period to provide access to calculators, charging cables, and other popular TLP items, as well as media reserves before the start of 8am finals.
3. The Library will be opening one of its instructional classrooms in the BLB from 12:00 to 8:00 pm during Finals Week to provide extra study space for students.
4. The Library will be offering Extended Hours in Geisel for Summer Session Finals again this year. For the week preceding finals for both Summer Sessions (excepting the 9/4 holiday closure), closing will be extended from 10pm to midnight Monday-Friday.
5. The Library has added three Digital Single-Lens Reflex (DSLR) kits to the Tech Lending Program. Each kit comes in a hard case and includes a Nikon D7000 body, a Sigma 17-50mm f/1-2.8 lens, and accessories. The kits circulate from the Media Desk for three days (call number YTW 508). We also have added two more digital, hand-held recorders to the Tech Lending Program, for a total of three. These small but powerful recorders have five microphones built in and record directly to SD cards (call number YTW 513).
6. The Library has added a new book scanner in the Geisel 2<sup>nd</sup> Floor West area. It is located along the wall behind the Research Assistance Desk, adjacent to the photocopier and flatbed scanner. Users can quickly scan and produce black and white or color images in PDF, JPEG, PNG and other file formats. Scans can be saved to USB or attached and sent to email. This is something that has been requested often by students.
7. The new Library Public Website is still on track to be launched June 20, 2017. Thanks to LSAC members who contributed feedback as the website redesign project progressed.
8. The process of getting off-site items has just gotten easier. First, when users make requests using eLinks, Melvyl or a discovery system, many of the fields in their request form will be populated automatically. Secondly, there is an upgraded "Request" feature in Roger which makes getting SRLF materials a lot easier. Also, now in Melvyl, users can request book chapters when clicking on the Request button associated with a monograph record rather than the whole book.
9. The UCSD campus ITS is planning to discontinue access to the Webproxy, the software by which some campus users access the Library's licensed electronic resources from off-campus this summer on or around July 1st. Users will still be able to access library resources using the existing VPN client software (preferred) or the Web VPN service, for which there is a planned software and hardware upgrade to be completed by this summer. The Library has put together a team to take the lead on getting this important information out to our users.
10. Audrey's Café celebrated its 1-year anniversary on May 3. It also has launched a new sustainability program – Gardening Grounds! There is a bin next to the line area in the café that they will fill with bags of spent coffee grounds. Supply is first come first serve. Coffee grounds are a great way to amend alkaline soil, and can provide a great nitrogen boost for gardens or compost piles.

### **D. Construction/Space Renovations**

1. The Geisel Tower restrooms renovations will start in July and will be completed at the end of October. Throughout the project, there will always be restroom facilities available on each floor.
2. The Library has received final sign-off by campus administration for the Geisel 8<sup>th</sup> Floor Renovation project. This project will start at the beginning of September and should be completed by the beginning of December. The Library is working on strategies to mitigate the loss of access to the floor during Fall Quarter.
3. The refurbishment of the large room of the Graduate Study Lounge (BLB) has been completed. The refurbished space now accommodates 48 users (up from 29) and should be more functional for users.

Changes include new lounge chairs, new task chairs, new tall and task height tables, a hydration station, window film to minimize distractions, and a significant increase in electrical outlets.

### III. **2017 Student Satisfaction Survey results**

Catherine provided a summary of 2017 campus-wide survey; this is the 2<sup>nd</sup> year the Library was invited to participate. Approximately 14.6% of responders rated the Library and, overall, Library received ratings in "Good" range. The most comments about how to improve were related to study space, library maintenance, library hours, and electrical outlets. [See PowerPoint slides at the end of these notes.]

Catherine asked whether the Library should share the results with students.

Responses:

- Yes, recommend sharing
- Maybe not everything, but definitely a summary of "Things to improve" data with how the Library is responding to those
- Perhaps create a word cloud of responses to share?
- Recommend specifically sharing this information with next year's LSAC since they will have an opportunity to respond to the data

### IV. **Any last feedback/concerns/questions for the Library?**

Catherine asked Council for any final feedback or questions for the Library.

1. Could the Library have microwaves available for student use? Or could Audrey's heat items for students?  
Response: The Library cannot provide microwaves for student use because of increased risk of fire. Audrey's cannot heat items for students due to the disruption and delays it would cause to their standard business.
2. Catherine introduced the idea of issuing citations to those caught smoking on the Geisel Library Forum (3<sup>rd</sup> Floor outside level), and the group discussed the idea of doing so for those violating the Library's Food & Drink Policy. Cost of enforcement, difficulty of determining what items would warrant a violation, and possibility of arguing with students about food and drink pose challenges in this regard.
3. Suggestion raised to zone the Library for food-acceptable areas and/or to limit places where food can be taken in the Library.

### V. **Council plus/delta**

Catherine asked the Council for feedback on what worked well with this year's LSAC and what should be changed for next year.

Responses:

- I understand better what the Library is trying to do to improve for students; not just "campus wants to take my money"; the Library cares.
- The Library is one institution on campus that caters to students; seems to be rare on campus.
- The more students can know how accommodating and responsive the Library is, the better.
- Great how many items available: course reserves, ILL.
- Special Collections tour was good example of what I wouldn't know about if I weren't a member of LSAC.
- Great to request student feedback about website design.
- Appreciate how receptive the Library is to LSAC requests; issues are addressed or at least explored by next meeting.
- Library can be intimidating; tutorials and people are helpful.
- Appreciate the diversity of years and colleges and majors of LSAC members; everyone uses the Library differently so it's good to get varying feedback.

- Recommend having more meetings; maybe 3-4 times per quarter; it's difficult to present the long LSAC minutes and updates to a college council. More frequent meetings would mean shorter lists each time.
- Appreciate only 2 meetings per quarter; able to balance with other responsibilities.
- From college council side, the Library Updates report is too long; additional meetings per quarter would allow for more frequent updates; more timely responses.
- Maybe not solely schedule LSAC meetings on Tuesdays.
- Maybe make presentations directly to councils about major renovations, e.g., 8th Floor, restrooms.
- Three meetings per term seems like a good number.
- Weeks 4 and 5 are bad for meetings. Maybe Weeks 3/6/9; 1.5 hours each yet.
- Four reminders before each meeting is GREAT! Thank you!
- Provide any slides/presentations to council members so they can use them at their college council meetings.

# UC San Diego 2017 Student Satisfaction Survey Library Results and Comments

Presented to LSAC by  
Catherine Friedman  
May 23, 2017



The Library  
UC SAN DIEGO

# 2017 Survey Background

2nd year Library  
participated

[23rd annual]

Survey period was  
Jan. 11 to Feb. 17

Fifty-two (52)  
service areas rated

[2 from Academic Affairs,  
including the Library]

34,300 students invited  
to participate

4,994 rated Library

[14.6% of those invited to  
participate]

10 standard satisfaction  
questions + 3 open-  
ended questions + Net  
Promoter Score (NPS)

# 2017 Survey Questions

## 10 satisfaction questions

Scale = Extremely Satisfied, Very Satisfied, Somewhat Satisfied, Not Very Satisfied, Not At All Satisfied, N/A

Note: Campus survey administrators mistakenly added "Geisel" to #1 (Overall) and #11 (NPS) and deleted it from #2 (group study) and #3 (individual study)

- Overall satisfaction
- Study spaces (group and individual)
- Collections
- Course reserves
- Check-out/Reserves desk staff
- In-person and virtual assistance
- Online research guides
- Website
- Keeping them informed

## 3 open-ended questions

- What like best
- How to improve
- Things for us to keep in mind as we plan to renovate

## Net Promoter Score (NPS) (new this year)

- How likely is it that you would recommend the Geisel Library to a friend or colleague?

# 2017 Library Results

## Overall Satisfaction

- *Good* range (3.98); similar to last year's score (4.00)
- Net Promoter Score in the *Good* range at 29

## Highest Scores

- "Check-out/Reserves desk staff" (4.19)
- "In-person and virtual assistance" (4.07)
- Collections (4.04)

## Changes in Scores from 2016

- 7 scores went up
- 3 scores went down
- Biggest change: "Online research guides"; went up from 3.97 to 4.02



# Opportunities & Strengths

## Primary Opportunities

- Spaces that support collaborative or group study
- Spaces that support individual or solo study

## Secondary Opportunities

- Keeping me informed
- Website

## Influential Strengths & Strengths

- Collections (IS)
- Online research guides (IS)
- In-person and virtual assistance (IS)
- Course Reserves (ST)
- Check-out/Reserves desk staff (ST)

# Most Frequent Comments

## What Like Best

- Study spaces
- Pleasantness of spaces
- Collections
- Audrey's/food options
- Staff
- General positive remarks

## How to Improve

- More study space
- Library maintenance  
(bathrooms, carpets, furniture, elevators)
- Increase Library/cafe hours
- More working outlets and chargers

## Things to keep in mind as plan to renovate

- Maximize study space
- Minimize noise and interruptions to service
- More electrical outlets
- Attractiveness (e.g., color, light, air flow, plants)
- More computers and updated software
- Improve the quality and comfort of furniture

# Ideas for Sharing 2017 Survey Results with Students?

## What's Available

**Scores** — mean (i.e., average) scores of responses to the standard satisfaction questions

### 1. Summary Report

Includes:

- Analysis of the mean scores in response to the satisfaction questions
- Strengths and opportunities
- Table summarizing the mean scores by student classification (Freshman, Sophomore, Junior, Senior, Graduate Student, Medical, PhD, Pharmacy)

*Format: PDF*

### 2. Ratings Analysis in Tableau

Responses to each satisfaction question coded by:

- Student classification
- Academic level (Undergraduate or Graduate)
- College affiliation
- Major

*Format: Tableau*

**Comments** - comments made in response to each of the open-ended questions (over 1500 responses per question)

### 1. Library Comments

Verbatim comments in response to each question. There is a separate report for each.

*Format: PDF*

### 2. Library Comments Spreadsheet

For each question, verbatim comments coded by:

- Student classification
- Academic level
- Major
- Major type (STEM, Humanities, Social Sciences, Undeclared/Unaffiliated)
- Topic:
  - each question is coded by different topics
  - there is a separate code guide for each question

*Format: Excel*

### 3. Library Open-Ended Response Summaries

For each question:

- Number and percent of comments made about each topic
- Topics crossed by academic level and major type

*Format: PowerPoint*