



**UC San Diego Library Student Advisory Council 2018-2019**

**Meeting Notes for:**

**October 16, 2018**

**November 13, 2018**

**January 22, 2019**

**February 19, 2019**

**April 23, 2019**

**May 21, 2019**



## UC San Diego Library Student Advisory Council October 16, 2018

Attendees: Avery A., Francheska B., Hanna C., Shalom C., Tim C., Catherine F., Winnie G., Kymberly G., Eleanor G., Sasha H., Melissa H., Jonathan K., Valerie L., Allison L., Bernice L., Brandon M., Huinan P., Andrej P., Annsley R., Jason S., Miaowen W., Winston W., Jiayin W., Eric X.

### I. Welcomes and Introductions and answering the following question: What is the first thing that comes to mind when you think about the UCSD Library?

Catherine Friedman, Associate University Librarian for Academic Services, welcomed the new and returning Library Student Advisory Council members.

New members of the Library Student Advisory Council introduced themselves and responded to the question.

Student Responses:

- The library as a symbol- important for studies, a place to explore, learn and be creative
- Study spaces and lot of resources like teaching and learning
- Place for commuters to be early in the morning- get ready for the day
- Fixture on campus- comes up in all classes- physically impressive
- A place to study when on campus
- Rest stop- relax in between classes
- Impressed by collections
- Books for MMW that save you
- Studying
- Multiple hours a day studying
- Studying together
- A place to teach
- Books
- Stress- a place to hit the books hard and get in the zone- especially during midterms and finals
- A place to go- rest, study, group meetings, student services, information/research for papers

Returnees to the Library Student Advisory Council introduced themselves and answered the same question

- Study space and center of campus. Conveniently located
- Quiet space- 8<sup>th</sup> floor and 2<sup>nd</sup> floor of biomed
- There for students
- Innovation- constantly changing
- Adapting to student's needs
- The building
- Students, faculty and staff who utilize services and collections
- Better bathrooms

- Place to study when you really need to get things done- different setting than dorms and classrooms
- All-nighters
- Geisel's wealth of knowledge as a safe space for students to study and think, together or alone.

## II. LSAC and how it works

Catherine explained the purpose of the Library Student Advisory Council and the expectations of members to communicate and be prepared. Additionally, previous topics that the Library Student Advisory Council made recommendations on were discussed. [*See end of meeting notes.*]

## III. All about your Library

- a. Catherine reviewed the contents of the introductory folder, which contained flyers for many of the services provided by the Library along with handouts looking at the statistics and data of the Library. [*See end of meeting notes.*]
- b. What's new in the Library?
  - Tower (floors 4-8) restrooms were renovated to be gender inclusive
  - Hydration stations added to all the floors
  - Expanded hours on Friday- closing at 8:00 pm instead of 6:00 pm
  - Additional scanning options- second book scanner added in the West Wing of the 2<sup>nd</sup> floor
  - Charging lockers added to the East commons
  - Digital Media Lab added new 3D printers, 3D scanners, and VR headsets
  - Security officers have increased options to contact- posted at the Information desk and on the website

## IV. Question 2: If you could provide the UCSD Library with *one piece of advice*, what would it be? Student Responses:

### Convenience/User Friendly

- Publically accessible Ethernet ports for stronger connection
- More signs to find certain rooms
- Fix self-checkout machines
- If a student walks in with a question about searching for/researching a topic the front desk should be able to get them started very quickly and without referring to other people/services
- Book sterilization machine
- Lockers in the library
- Developing ways to share collected data with students (for example: seats taken, number of people in the library)
- Vending machines

### **Borrowing**

- More modern (non-academic) books, such as YA books
- More modern graphic novels/comic books
- Reevaluate tech lending program deadlines (ex. Projectors have 3 day check outs, but most people do not need it for 3 days)
- Course reserves- any way to optimize the length of borrowing especially with regards to renewing books that are not as popular
  - Promotion/Outreach
- More library tours, especially in the winter and spring as they could help for classes with research papers
- Weekly newsletter for all the academic lectures across the entire campus
- Consider not only students you are reaching, but consider students you are not, stay proactive when advertising library services/resources to students who may never use the library, but would if they were aware of what we offer
  - Printing
    - Staplers and hole punchers at printing stations
    - Mobile printing
    - Better printing system
    - Printing is confusing
    - Color printing

### **Spaces**

- Creative ways to add more seats
- Filling in the southwest corner of 1<sup>st</sup> floor west with more tables and chairs (where the bookshelves used to be)
- More standing tables
- More of the studying treadmills
- More tables near charging towers
- More chairs
- More individual desks (connected with wall or individual)
- Squeaky and dirty chairs
- Public tables for tutoring in specific classes
- Is there any way to get shade on some windows in the tower?
- More or less not suable at some points in day depending where sun is shining
- Have carpet on floors 4 through 7
- Self-cleaning station and supplies on floors 4 through 8
- More movable charging stations
- More efficient use of space on the 2<sup>nd</sup> floor
- Gum sticking under the table on the main floor – no gum policy?
- 1<sup>st</sup> floor computer area feels like a dungeon- better lighting? Painted walls?

- Room or spaces for “breaks”- less need to be quiet, gives a place for socializing on a study break
- Since the library is special for many students, having silence or quiet study on the respective floors is absolutely necessary and enforcement of those policies is important.

### Signage

- Signs for transfer students to feel connected to school and informed about school resources and facilities
- More signage
- Better wayfinding
- Better visibility for main map
- East/West designation at entrance
- General “what’s where” signs
- Finals week “saving” seats- particularly Greek community- Note at Front Entrance
- More directory signs (maybe maps especially for first years)
- Mental health resources (during finals!)
- A bunch of outlets are already out on the second floor east and have been labelled
- The library is a bit too cold
- Clean desk/chairs regularly (chlorox wipes)
- More publicity on library resources
- Involvement in college orientations
- Table tents
- Post security guard phone number by the door/ somewhere students will easily see it
- Start planning for future influx of students (reports say 3-4000 more students once 7<sup>th</sup>/8<sup>th</sup> colleges are built)

### Library Updates

1. Geisel 8<sup>th</sup> Floor Reopening, October 1, 2018 (No food)
  - a. Speakers were the EVC for AA Simmons, the University Librarian, and the President of AS Gomez
  - b. **1,100** students climbed the stairs
  - c. **8,297** raffle tickets were completed and turned in.
  - d. The iPad was our most popular giveaway with **3,213** entries; the Bookstore gift card had **2,434** entries; the Bose headphones had **2,005** entries; the Library gift basket had **645** entries
  - e. More than **400** sessions were counted at the photo booth
2. Geisel tower restrooms renovation has been completed – including the addition of gender inclusive on each floor; also now have hydration fountains on each floor.
3. Have moved arts books from Geisel 1st Floor West and added seating + personal-sized whiteboards.
4. Geisel has extended Friday hours – now open until 8p.m. during academic quarter.
5. Continuing Waitz pilot which provides real-time occupancy density information for areas and floors in Geisel and at BLB. Adding in the 8<sup>th</sup> Floor.

6. Added a second book scanner behind the Research Assistance Desk (RAD) in Geisel 2<sup>nd</sup> Floor West. This scanner is the same model as the existing book scanner, a [KIC Click Mini](#). Files can be emailed, saved to a flash drive or uploaded directly to cloud storage in a variety of formats even audio.
7. Added an additional bank of 20 charging lockers to Geisel's 2<sup>nd</sup>/main Floor East. The lockers are identical to the ones by the Information Desk. They offer a lockable place for patrons to charge their electronic devices, including laptops.
8. The loan period for the Tech Lending Program's 5 Dell laptops (located at BLB) is now 24 hours!
9. The Digital Media Lab has 5 new 3D printers, 3 of which are available for general reservation. Users reserved the DML's 3D printers 2,433 times in 2017-18.
10. New Security Officer Cell Phone: the security officer on duty is now carrying a cell phone, (858) 282-3602, to provide a quicker response to issues. Students can call or text when they have a need!
11. The Library has recently hired a GIS Librarian, a Data Services Librarian, and a Digital Scholarship Librarian.

### **Current and Upcoming Library Exhibits and Events**

1. *We're Here, We're Queer, We're in the Public Record* Exhibit, until November 2, Geisel Library, 2<sup>nd</sup>/main Floor, East. This exhibit showcases selected documents pertaining to LGBTQ history and highlights aspects of LGBTQ life that have been impacted by actions of federal, state, and local governments.
2. *Celebrating the Bicentennial of Mary Shelley's Frankenstein: An Evening of Eerie Prose & Poetry*, October 31, starting at 6:30p.m., Geisel Library, Seuss Room. Celebrate Shelley's influential 1818 novel, Frankenstein, during a spoken/written word event. Participate by submitting works of prose or poetry of no more than 250 words exploring horror or sci-fi themes related to the novel.
3. *Geisel After Dark Library Student Success & Safety Information Fair*, November 7, 7 – 9 p.m., Geisel Library, Seuss Room. 5th annual fair where students can learn how different campus and Library departments, units, and programs can help them succeed! The event will focus on student support, resources, services and safety.

**The next Library Student Advisory Council Meeting is November 13<sup>th</sup>, 2018 from 5:00-6:30pm in the Seuss Room, Geisel Library.**

# **LIBRARY STUDENT ADVISORY COUNCIL**

## **1. WHAT IS THE LIBRARY STUDENT ADVISORY COUNCIL (LSAC)?**

The Council is a group of UC San Diego students and Library staff working together to provide the diverse UC San Diego student community with the best possible library spaces, services, and collections to meet their academic needs.

- The website for the group is:  
<https://library.ucsd.edu/about/library-student-advisory-council.html>.
- The Council has a public email which any student can use to send LSAC comments or questions: [lsac@ucsd.edu](mailto:lsac@ucsd.edu).

## **2. WHO IS ON THE COUNCIL?**

- Students from all over campus appointed by the Library
- Students appointed by Associated Students
- Students appointed by the College Councils
- Library staff members, including the Associate University Librarian (AUL) for Academic Services who leads the group

## **3. WHAT ARE STUDENTS ON THE LSAC EXPECTED TO DO?**

- Convey student needs, concerns, and priorities to the Library
- Provide advice and feedback on library policies, services, and spaces
- Share ideas and input on the design and implementation of new library services
- Share insights into student study, research, and library use habits
- Help communicate information about Library services and resources to the student community

## **4. WHAT KINDS OF TOPICS HAVE BEEN COVERED IN PREVIOUS MEETINGS?**

### *Related to spaces*

- Library's food and drink policy
- Overnight study commons
- Geisel 8<sup>th</sup> and 2<sup>nd</sup> Floor plans/furnishings
- Recycling in Library buildings
- Issue of smoking on the Geisel Forum

### *Related to services*

- Self-service preferences
- Library's website redesign
- Tech Lending Program
- Virtual Reality hardware and software
- Services provided by the Library's subject librarians
- Library-developed DIY videos

### *Other*

- Likes and dislikes regarding campus classrooms
- Effective ways to get feedback from students
- Promoting Library events to students
- Student privacy concerns

# LIBRARY BY THE NUMBERS 2017-2018



2 Public Buildings  
3,924 Seats  
397 Computers



Annual Gate Count  
2,111,514



Average Daily Visitors  
6,103



Group Study Room Reservations  
70,121  
Across 57 Rooms



Hours Open Weekly  
136

242,096  
Library Materials  
Checked Out



3,704,203  
Print Volumes



57,957  
Information & Reference  
Questions Answered  
(in-person and online)



732  
Presentations to Groups



180  
Staff

60  
Librarians

204  
Student Employees



28,743  
Loans to  
Other Libraries  
17,230  
Loans from  
Other Libraries



1,458,478  
E-Books  
160,104  
Journals & Periodicals



27,691  
Attendees at Presentations



48,544  
Tech Lending Program  
Items Loaned  
(out of 345 items available to borrow)



19  
Library Exhibits





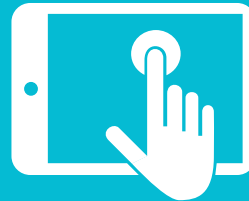
2,807,731

Searches of Roger, the  
Library's Online Catalog



12,055,199

Views of Items Contained  
in Major E-Resource Packages



872,013

Views of the Library's  
Digitized Collections



459,905

Views/Downloads of  
Library-developed  
Content on UCTV



50,213

Library Blog Page Views



5,052,402

Library Website Page Views

**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.**



**UC San Diego Library Student Advisory Council**  
**January 22, 2019**  
**Meeting Notes**

**Attendees:** Mentari A., Francheska B., Shalom C., Tim C., Julius D., Catherine F., Kymberly G., Eleanor G., Bassel H., Melissa H., Sasha H., Valerie L., Jasmine L., Bernice L., Andrew L., Huinan, P., Nikhil P., Jason S., Jacob V., Miaowen W., Jiayin W., Eric X

**I. Welcomes**

Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone back from break and expressed appreciation to those who are now able to make it in person.

**II. Library updates**

Catherine passed along a handout that contained many of the upcoming events and services being implemented library wide. [See end of notes for complete list.]

- Upcoming Events
  - Catherine highlighted two events in particular
    - [Cookbooks by early black Californians 1900-1936](#)
    - [A Conversation in Language Construction](#)
- New Services
  - Catherine highlighted some of the new services
    - New computer availability display in the lobby of Geisel
    - Lynda.com has changed name to LinkedInLearning; email [LinkedInLibrary@ucsd.edu](mailto:LinkedInLibrary@ucsd.edu) to get a license to use the tutorials
    - Library beginning a new service to scan book chapters/journal articles from locally held materials for free; watch for this in February or March
- In April meeting, we will discuss the upcoming Geisel Library Revitalization Initiative

**III. Digital Media Lab introduction** presented by Scott McAvoy ([dml@ucsd.edu](mailto:dml@ucsd.edu))

- The DML contains 3D printers, VR headsets, 5K iMacs, Wacom tablets, other media editing software and hardware
- Scott demo'ed a few pieces of software that could be useful
  - Thingiverse-open access to 3D print prototypes that can be easily imported to Cura, our 3D printing software; Cura will give time estimates for print jobs to ensure staying within one's 3-hour reservation window
  - Sketchfab-media related prototypes, some supposed to be 3D printed
  - Photoscan-triangulates points from images to help build a 3D scan
- DML is available for native 3D prints and consultations to help build data into 3D images
- All UCSD faculty, staff, and students are welcome in the DML
- Assistance is available in the Lab for all hours it is open; staff will orient you to services/software/equipment and ensure your success in the lab

#### IV. Digital Media Lab hands-on

- Interested members toured the Digital Media Lab and saw the equipment in action

#### V. Input on design of space/computer availability information presented by Jenny Reiswig and SuHui Ho [See end of the notes for PowerPoint presentation.]

- Besides computers and seating, what else would people like to see from such a tool?
  - Member comment that Waitz app not accurate
    - App was a start-up. Detects online devices and uses an algorithm to determine the busyness of an area.
  - Knowing where the seats are and if there are groups of seats available
  - Where are the available outlets
  - Notifications when the Library is near capacity
  - What software is on available computers
  - When computers are down for maintenance
- Where do you expect to see information on the website?
  - Front page of homepage on a tab to the side
  - Top bar of homepage
  - General information at homepage, then more detailed information linked
  - UCSD app
- Would historical data help? Library has headcount data over years to see trends to busyness.
  - Students know the trends already
  - Hard to communicate that information is based upon historical data when the Library is more full than the data indicates
- Would you plan to see the status of study rooms? Or just use the reservation system?
  - Booking day-of is difficult
  - Sometimes people do not show up for reservations
- How would you like this data displayed? The Library needs to consider kiosks, desktop users, and mobile users
  - Space in a floor or general area more useful than granular data showing which seats are available
  - Maps of the spaces would be too difficult to see for desktop and mobile users
  - The differences in software on the computers make knowing availability in different labs difficult

#### VI. Other

- a. Member suggestion to have student feedback routed to the LSAC representative of the Colleges instead of straight to the Library.
- b. Catherine encouraged members to remind their peers to fill out the campus-wide Student Satisfaction Survey that launched on January 16, 2019.

#### VII. Next LSAC Meeting is February 19

- a. Visit to Special Collections & Archives
- b. Other agenda items to be determined



## II. Library updates

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

1. *Spanish Civil War 1936-1939 Exhibit*. **ON VIEW THROUGH FEBRUARY 17**, in Geisel 2<sup>nd</sup> Floor West outside Special Collections & Archives. View a sampling of rare materials documenting the [#SpanishCivilWar](#), including unique drawings made by Spanish children during the war. Items are from [UC San Diego's Southworth Spanish Civil War Collection](#).

2. *Winter Writing Series features Ari Baniyas*. **JANUARY 23**, 5 – 6:30 p.m., Geisel, Seuss Room. Ari Baniyas is a poet and author of *Anybody* (W.W. Norton, 2016), which was named a finalist for two literary awards. His poems have appeared in various journals and his most recent chapbook, *A Symmetry*, was published by The Song Cave in 2018.

3. *Vladimir Vysotsky, a Russian Cultural Legend: A Talk by Dmitry Bykov*. **JANUARY 24**, 5 – 7 p.m., Geisel, Seuss Room. In commemoration of what would have been Vysotsky's 80th birthday, Moscow-based scholar, novelist, and poet Bykov will discuss Vysotsky's life, work, and legacy.

Accompanying exhibit **ON VIEW THROUGH MARCH 22** in Geisel 2<sup>nd</sup> Floor West.

4. *Inventing Languages: A Conversation in Language Construction*. **FEBRUARY 1**, 3 – 5 p.m., Geisel, Seuss Room. With Grant Goodall (Professor and Language Program Director, UC San Diego), David J. Peterson (Creator of Dothraki, Game of Thrones), and Paul Frommer (Creator of Na'vi, Avatar). Constructed languages are well-known in science fiction and fantasy literature and often give insight into the ethnography of the imagined groups that speak them.

5. *49,172: The Rescue of Bulgaria's Jews (a documentary) and Conversation with Atanas Kolev*. **FEBRUARY 6**, 5 – 7 p.m., Geisel, Seuss Room. In this documentary, a team of filmmakers discover how Bulgaria was able to shield their Jewish community from deportation and execution. The screening will be followed by a conversation with producer Atanas Kolev.

6. *Cookbooks by Early Black Californians 1900-1936: A Talk with Dr. Hanna Garth*. **FEBRUARY 11**, Noon – 1 p.m., Geisel, Seuss Room. Accompanying exhibit **ON VIEW FEBRUARY 1 – 28** in Geisel 2<sup>nd</sup> Floor West. Enjoy a talk and exhibit that offers up a sampling of cookbooks and a celebration of black cuisine and food culture.

7. *The Limits of Science: A Discussion & Book Signing with Massimiliano Di Ventra*. **FEBRUARY 26**, 4:30 – 6 p.m., Geisel, Seuss Room. In his new book, *The Scientific Method: Reflections from a Practitioner*, theoretical physicist [Massimiliano Di Ventra](#) discusses what type of information science can provide of the natural world and how scientists go about investigating it.

8. *Defiance and Protest: Forgotten Acts of Individual Jewish Resistance in Nazi Germany: A Talk with Wolf Gruner*. **FEBRUARY 27**, 5 – 7 p.m., Geisel, Seuss Room. In his talk, Wolf Gruner — the Shapell-Guerin Chair in Jewish Studies and professor of history at USC — challenges the common misconception that Jews submitted passively to Nazi persecution.

## **B. Collections**

### 1. Elsevier Negotiations

The UC libraries are currently in negotiations to renew systemwide licenses with Elsevier, one of the world's largest scholarly journal publishers. The UC regularly renegotiates journal publisher contracts with the goals of holding down the rising costs and ensuring that contracts align with UC's support of open access. UC and Elsevier are continuing discussions in a good-faith effort to conclude negotiations by January 31, 2019. If an agreement cannot be reached by that date, it is possible that the UC may lose access to some content published in Elsevier's journals from 2019 forward, as well as a limited amount of historical content. For more about this, go to: <http://libraries.ucsd.edu/blogs/blog/journal-negotiations-update-2018-19/>. The Library has compiled a guide to

alternative access options at: <https://ucsd.libguides.com/elsevier>. There will be a town hall on February 6 from noon to 1 p.m. in the Seuss Room in Geisel regarding these negotiations.

## *2. Zambian Storytellers*

The Library, through collaboration with Professor of African and Comparative Literature Robert Cancel, has made available 103 digital objects documenting research in Zambia and other regions of Africa. These objects portray footage, documents, oral histories, and folk tales of a culture rich in oral traditions. [Find them in the Library Digital Collections here.](#)

## *C. Services*

### *1. Computer Availability Display*

A digital sign showing computer availability throughout the building now resides in the east-side entryway into Geisel.

### *2. New Display Shelving*

New display shelves have been installed near the Research Assistance Desk in Geisel 2 West. These new shelves will display visually interesting or topical journals and magazines.

### *3. New Item in Tech Lending Program*

Responding to patron requests, 15" metal rulers have been added to the items available for borrowing from the Geisel Front and East Commons desks. The loan period is 24 hours.

### *4. Geisel 2<sup>nd</sup> Floor West Printers and Release Station Relocated*

The printers and print release station in Geisel 2 West have been relocated to the entrance of the area. This move is intended to make this equipment more visible, reduce traffic in the surrounding area, and make it easier for Library staff to assist users.

### *5. [Lynda.com](#) has Changed Names*

As of today, [Lynda.com](#) has changed its name to LinkedIn Learning. The content remains the same - over 100,000 video tutorials for learning software such as Python, technology, design, photography, business, life skills, and more. UCSD students can continue to email [lyndalibrary@ucsd.edu](mailto:lyndalibrary@ucsd.edu) or now use [LinkedInLibrary@ucsd.edu](mailto:LinkedInLibrary@ucsd.edu) to get a two-week license to access this content.

### *6. New Scanning/Document Delivery Service coming*

In March, the Library will be implementing a new service whereby users can request scans of book chapters and articles from items in any of the Library's print collections. Within two work days, users will receive an email with a link to their chapter or article in PDF format. Requests can be made via online form or items can be dropped off at either building's front desk. If quicker turnaround is needed, users will be referred to self-service scanning options.

## *D. Construction/Space Renovation*

### *1. Architect Has Been Selected for the [Geisel Library Revitalization Initiative 3.1](#)*

Kevin deFreitas Architects has been selected for the GLRI 3.1 – 2nd Floor renovations project.



# What's Open?

## Design Input for Space/Computer Availability

# We asked you...

- 1. How often do you come to Geisel?**
- 2. What are you looking for when you come to Geisel?**
- 3. Do you go anywhere else to study? Why?**
- 4. What space is important to you? Do you use Library computers to do your work? What space or equipment do you want to see available?**
- 5. Where would you expect to see details about open space or computer availability in the library?**
- 6. Would you go to an app or the Library's website to look for open space or computers? If yes, where would you go to find that information?**

# Additional Questions for the Interviews

1. When do you usually come to Geisel?
2. What do you like about Geisel?
3. What do you dislike about Geisel?
4. What would you change?

# And you said...

- Different space needs
  - Frequency of library visit differs
  - Some prefer quiet spaces while others prefer study tables
  - Most like to study in the Library during exam time
- Geisel as a social place
- BLB is a popular alternative: quieter, more spacious, and looks better
- Study spaces closer to their classes/next destinations/dorms
- Visit in the evenings or during class gaps

# Needs for Availability Information

- Prioritize seating info over computer info
  - Finding seats very important during exam season
  - Only 7/25 students mentioned using the computer labs

“When an exam is coming up, a seat scavenger hunt is the last thing students want to do.”

- There is a high demand for an app or website that informs them of **available seats** in the Library

# Where?

- A kiosk or display
  - At the entrance (20/25)
  - Entrance of each floor, near the computers, email
- An app or the Library's website before visit
  - Homepage, Library app, Waitz, UCSD app



# Data we have/will have:

Category	Could Display	Questions
Computers	Availability / total number Location Type of computer	PC/Mac status important? Software important?
Study rooms	Availability right now	What details matter? Size? Features? Is “right now” status useful?
Seating (coming soon)	Approximate busy-ness by area Historical data for planning	Numbers will not be precise Not tied to type of furniture

# Our Goal: To Understand...

	Phone / Mobile	Your Computer	Displays In The Library
Computers			
Study Rooms			
Seating			

# Display options

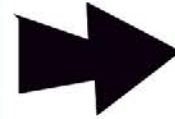
- In-Library signage
- Website
- Mobile options

# Display options

- In-Library signage
  - Digital signs
  - Kiosk / Touch-screen
- Website
  - Simple grids
  - Map-based
- Mobile options

# Grids

COMPUTERS		STUDY ROOMS
2nd Floor	6th Floor	<b>31</b> Available Now
<b>64</b> Available Now	<b>165</b> Available Now	
<a href="#">More Desktop Computers</a> ▶		<a href="#">Reserve A Room</a> ▶



## 2ND FLOOR

Available	66
In Use	7
<b>Total</b>	<b>115</b>

<b>Group Name</b>	All Users
<b>Group Usage</b>	
Available	14
In Use	1

Source: Baruch College, CUNY

## LIBRARY BUILDING: 2ND FLOOR

Available	In Use	Total
46	21	115

Group Name	Available	In Use	Offline	Total	Description
All Users	11	4	6	21	Windows PCs 2nd Floor
Accessibility Stations	0	0	4	4	
Graduate PCs	6	3	9	18	
Center Floor PCs	0	0	22	22	
UnderGrad/Grad PCs	29	14	7	50	

Source: Baruch College, CUNY

Today's Hours

**Printer, Copiers, Scanners**

**Reservable Study Rooms**

**Reservable Event Space**

**Coffee Nearby**

**Computers**

**Cellphone charging Station**

Accounting Library	■ 7:30am to 10:30pm		Leavey Library	■ 24 Hours	
Architecture and Fine Arts Library	■ 9am to 10pm		Music Library	■ 9am to 10pm	
Cinematic Arts Library	■ 9am to 10pm		Norris Medical Library	■ 7am to midnight	
Doheny Memorial Library	■ 8am to 10pm		ONE Archives	■ Closed	
East Asian Library	■ 8am to 10pm		Science & Engineering Library	■ 8am to 10pm	
Gaughan & Tiberti Library	■ 7:30am to 11pm		Social Work Randall Information Center	■ 9am to 3pm	
Gerontology Library Services	■ By Appointment		Special Collections	■ 9am to 5pm	
Grand Avenue Library	■ By Appointment		VKC Library	■ 8am to 10pm	
Hoose Library of Philosophy	■ 9am to 6pm		Wilson Dental Library	■ 7:30am to 10pm	
Law Library	■ 7:30am to 11pm		Wrigley Marine Science Center	■ By Appointment	

[2019 Spring Hours \(PDF\)](#)

Jan. 7, 2019 - May 10, 2019

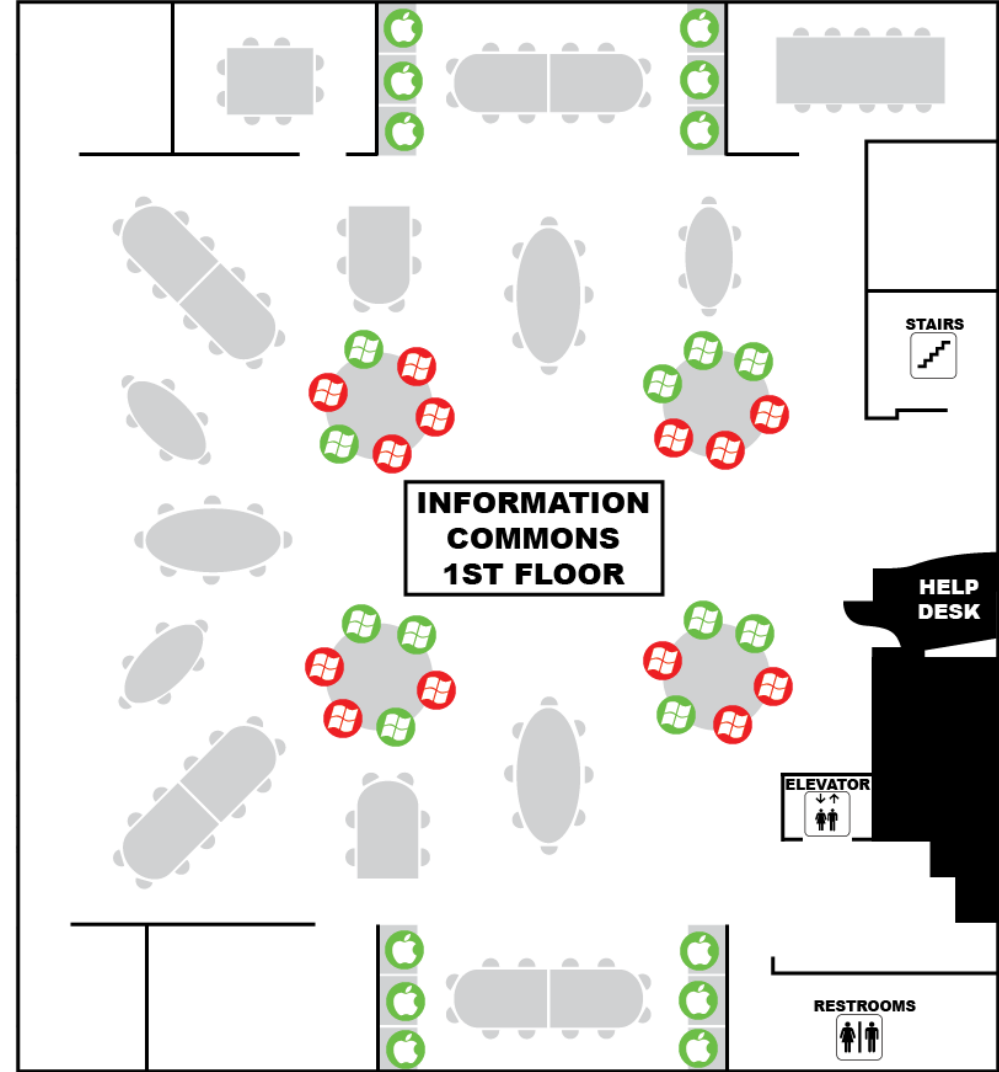


# Maps

PCs available: 11/24 Macs available: 12/12

Legend for device status:

- PC Available (Green Windows icon)
- PC Busy (Red Windows icon)
- Mac Available (Green Apple icon)
- Mac Busy (Red Apple icon)

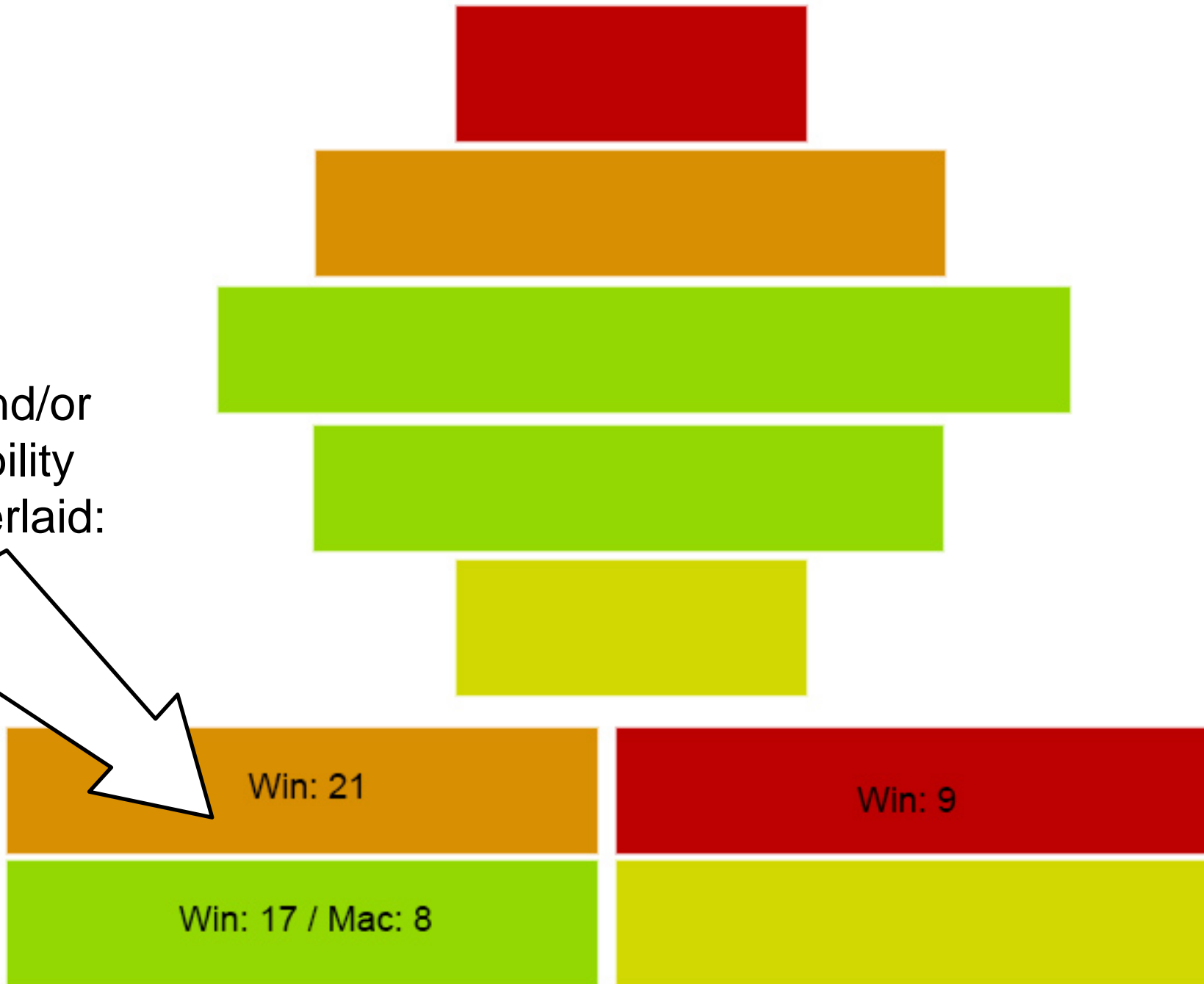
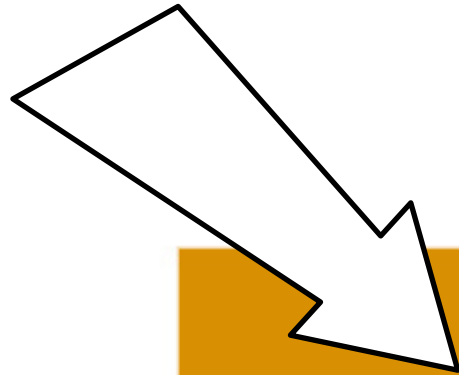


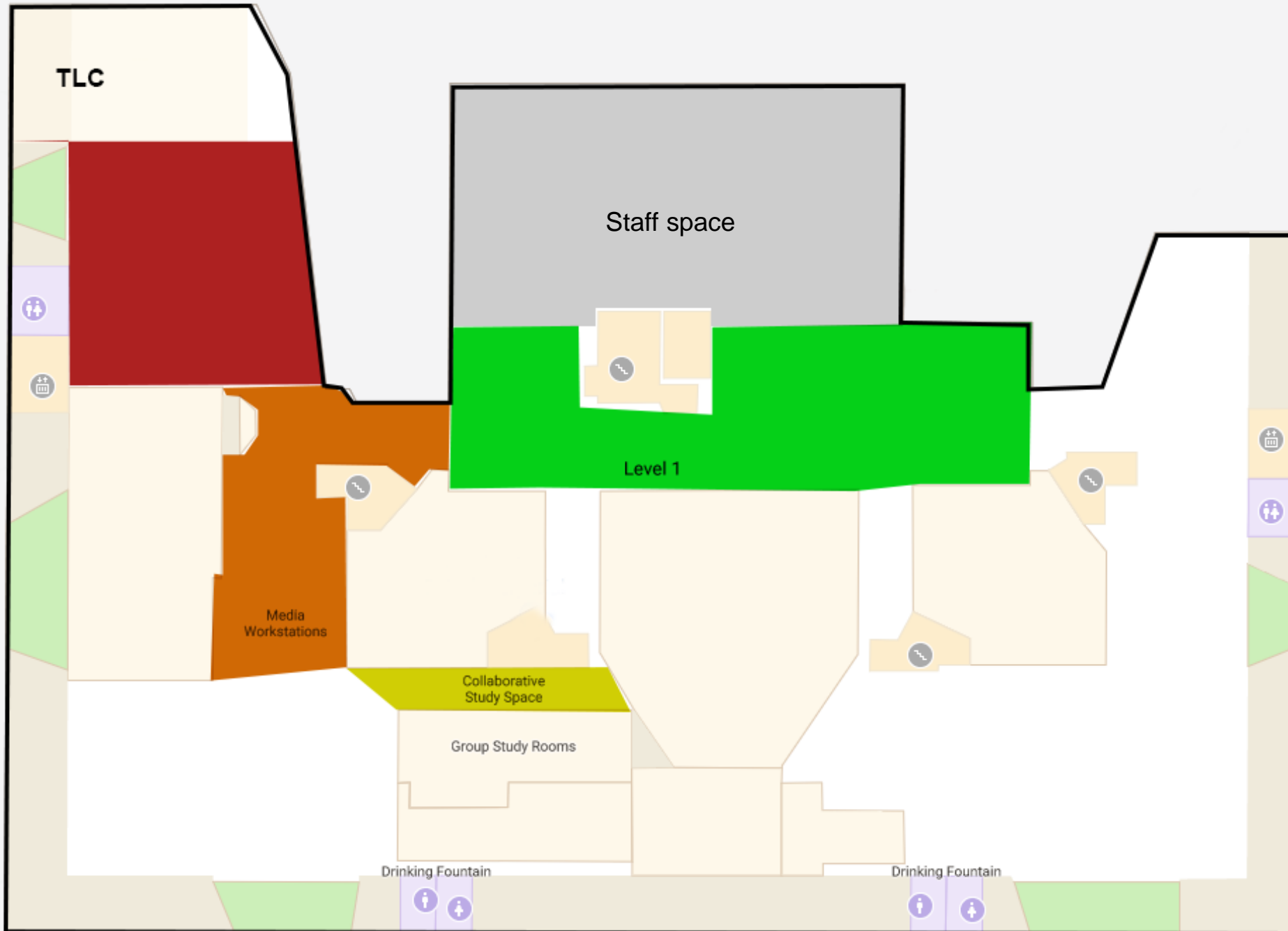
Map is updated every 2 minutes. Last updated: Jan 14, 2019 10:26:08

# Models for Us

Location	Computers	Study Rooms	Seating Free
Geisel 8	0 / 2		••
Geisel 7	1 / 2	3 / 7	•••
Geisel 6	2 / 2	6 / 12	•
Geisel 5	1 / 2	2 / 4	••
Geisel 4	2 / 2		••
Geisel 2 West	23 / 45		•••
Geisel 2 East	22 / 30		•
Geisel 1 West		2 / 4	•
Geisel 1 Tunnel			••
Biomedical 2		9 / 14	••••
Biomedical 1		4 / 8	•••
Biomedical Grad Study			•

Computer and/or room availability could be overlaid:





# Our Goal: To Understand...

	Phone / Mobile	Your Computer	Displays In The Library
Computers			
Study Rooms			
Seating			



The Library  
UC SAN DIEGO



## UC San Diego Library Student Advisory Council

February 19, 2019

### Meeting Notes

**Attendees:** Mentari A., Francheska B., Shalom C., Tim C., Julius D., Catherine F., Winnie G., Kimberly G., Melissa H., Sasha H., Valerie L., Jasmine L., Allison L., Andrew L., Daniel L., Huinan, P., Nikhil P., Annsley R., Jason S., Cameron T., Miaowen W., Jiayin W., Eric X.

#### I. Welcome & Updates

Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone.

1. Library updates were distributed digitally and some updates were highlighted.

[See end of notes for complete Library Updates.]

- Waitz app is returning in March to display the busyness of each area of both the Geisel Library and the Biomedical Library Building. Information will be displayed at the front entrance of Geisel.
- All of the fluorescent lights in Geisel will be replaced with LED lighting in order to be more sustainable and provide better light. Work will be done primarily on Saturdays. There is one more floor of the Tower to do and then work will move to the 1<sup>st</sup> and 2<sup>nd</sup> floors.

#### II. Group Photo – smile everyone!



#### III. Visit to Library Special Collections & Archives

Special Collections Librarian Heather Smedberg led a tour through Special Collections & Archives. Special materials were brought out highlighting the collections, including the UCSD archives, the culinary history collection and the history of San Diego and Southern California collection.

**IV. Input on Point of Need User Assistance**

LSAC members were asked to provide input on student preferences for point-of-need assistance while in the Library. Point-of-need assistance was defined as: when you are in the middle of doing something and you need assistance or help of some kind. Members were asked to review 12 different scenarios and, for each, provide the top 3 methods they think students would prefer to get assistance right away in that situation.

		Methods of Assistance							
Scenarios		Call library staff on the phone	Chat online with library staff	Text with library staff	Flag down a roving library staff member	Request by text that a staff member come to where you are	Go to the service desk located on the main floor	Other	
		1. Having trouble reserving a group study room	1 <sup>st</sup> - 5 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 10 2 <sup>nd</sup> - 2	2 <sup>nd</sup> - 8 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	3 <sup>rd</sup> - 1	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 9	
		2. Working on a course assignment and don't know how to find a primary source	1 <sup>st</sup> - 2	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 8	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 8 3 <sup>rd</sup> - 1	2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 9 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 1	
		3. Having trouble finding the software needed to do a research project	1 <sup>st</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 4 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 4	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 7	2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 8 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	
		4. Having trouble using Roger (the library catalog showing the books in the library) to find a book	1 <sup>st</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 8 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 4	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 3	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 5	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 4	
		5. Using a library computer and Word document	1 <sup>st</sup> - 2	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 8	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 6 2 <sup>nd</sup> - 6 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 5 2 <sup>nd</sup> - 6 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 4	

	wont' open from a flash drive							
	6. Need to 3D print something and what to know how and where to do this	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 6	2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 3	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 10 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 1	
	7. Want to print out a research paper and don't know how	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 1	2 <sup>nd</sup> - 8 3 <sup>rd</sup> - 4	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 6 2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 5	1 <sup>st</sup> - 9 2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 4	Is there any way to implement a "Help" or "Frequently Asked Questions" button on the printing screen itself
	8. Trying to connect to the Library's wireless but it isn't working	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 2 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 4 2 <sup>nd</sup> - 7 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 5	1 <sup>st</sup> - 9 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 6	
	9. Having trouble accessing an online journal article	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 4	1 <sup>st</sup> - 6 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 2	2 <sup>nd</sup> - 1	1 <sup>st</sup> - 5 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 7	1 <sup>st</sup> - 5 2 <sup>nd</sup> - 3 3 <sup>rd</sup> - 5	
	10. Want to format a reference citation for a paper and don't know how	1 <sup>st</sup> - 1	1 <sup>st</sup> - 10 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 6 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 7	1 <sup>st</sup> - 3 2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 4	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 5	
	11. Using a scanner that stops working and the instructions are unclear	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 9	1 <sup>st</sup> - 1 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 1	1 <sup>st</sup> - 13 2 <sup>nd</sup> - 1 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 2 2 <sup>nd</sup> - 13 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 3	
	12. Having trouble finding a book in the stacks	1 <sup>st</sup> - 1 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 3	2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 1	2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 3	1 <sup>st</sup> - 10 2 <sup>nd</sup> - 4 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 4 2 <sup>nd</sup> - 2 3 <sup>rd</sup> - 2	1 <sup>st</sup> - 4 2 <sup>nd</sup> - 5 3 <sup>rd</sup> - 8	

**LSAC members were asked to respond to the following questions:**

1. What types of assistance do you expect when calling on the phone?
  - Really quick question- easy explanation; in person assistance when it's a bigger problem
  - In person help for in person problems- computer problems
  - Calling when not in the Library
  - Only call when there is no other way
  - Step by step help
2. What types of assistance do you expect when texting?
  - Expect a faster response than online
  - Short and easy answer
  - Concerned about speediness of the answer
    - Would rather call if need an immediate answer
  - Concerns about privacy
    - Currently only 2 ways to text library
      - To request help it goes to a chat
      - To request security help it goes to a library licensed cell phone
3. What types of assistance do you expect for online chat?
  - Online help for online problems- Register or reserving group study room
  - Students opt for online chat- already on their computers
  - Screenshots help
  - Know that you are talking with a person- as opposed to text
  - Video chat where you can share the screen could be helpful
    - Especially for tech issues
    - Fear of accidentally turning on
  - Online chat would be used more because I would have to go online anyway to look for the phone number- wouldn't have it stored
  - Chatting is more accessible to the student body than texting
  - Ask a librarian service versus a local chat
    - Depends upon the problem
    - These problems are mainly building operation problems
    - Time wasted if redirected
4. What are your feelings towards one central service point (currently there are 4 points)?
  - People don't know where to ask questions so this would help
  - 2 desks in the lobby is confusing, but desks around the library is helpful, especially when desks can help with the equipment nearby
    - Chat can be helpful for this
  - Visitors might need more help points
  - Lending points at a single spot, but help points across the library
  - General information available at all the desks

**V. Next LSAC meeting is April 23**

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## Library updates

**A. Events & Exhibits** See also: <https://library.ucsd.edu/news-events/events/>

### Events

1. **New Writing Series Features Kate Bernheimer.** FEBRUARY 20, 5 – 6:30 p.m., Geisel, Seuss Room. The [New Writing Series](#) hosts Kate Bernheimer, Associate Professor of English at the University of Arizona, who specializes in teaching creative writing and courses on transnational fairy tales and fairy-tale aesthetics.
2. **Library Gathering Student Input at Audrey's.** FEBRUARY 20 - 21, a few hours in the afternoon each day. The Library will have a table near Audrey's to gather student input regarding tutorial learner engagement.
3. **World Bookmark Day DIY Activity.** FEBRUARY 25, Noon – 1:30 p.m., Geisel West 1st Floor (near Media Desk). Visitors can make their very own one-of-a-kind bookmark.
4. **The Limits of Science: A Discussion & Book Signing with Massimiliano Di Ventra.** FEBRUARY 26, 4:30 – 6 p.m., Geisel, Seuss Room. In his new book, *The Scientific Method: Reflections from a Practitioner*, theoretical physicist [Massimiliano Di Ventra](#) discusses what type of information science can provide of the natural world and how scientists go about investigating it.
5. **Defiance and Protest: Forgotten Acts of Individual Jewish Resistance in Nazi Germany: A Talk with Wolf Gruner.** FEBRUARY 27, 5 – 7 p.m., Geisel, Seuss Room. In his talk, Wolf Gruner — the Shapell-Guerin Chair in Jewish Studies and professor of history at USC — challenges the common misconception that Jews submitted passively to Nazi persecution.
6. **Dr. Seuss's 115th Birthday Celebration,** MARCH 1, 11:45 a.m. - 1 p.m., outside of the Library near the Silent Tree. Birthday festivities include free cake and Seussian musical entertainment by The Teeny Tiny Pit Orchestra. In addition a modest sampling of materials from the Dr. Seuss Collection will be on display in Geisel Library.
7. **The Perfect Predator: Discussion and Book Signing with Steffanie Strathdee and Thomas Patterson.** MARCH 5, 5 - 6:30 p.m., [Geisel, Seuss Room](#). Delve into the realms of predatory superbugs with infectious disease epidemiologist Steffanie Strathdee and her husband, psychologist Thomas Patterson during a discussion and Q&A. This memoir tells the incredible story of Strathdee's fight to save her husband's life, which led her to rediscover a forgotten treatment for antibiotic-resistant bacteria.
8. **Stress-Free Zone.** MARCH 18 - 20, 7 - 9 p.m., Geisel East Common 2<sup>nd</sup> Floor. At the end of each quarter, the Library hosts the Stress-Free Zone to facilitate relaxation and provide snacks during the first three days of finals week. Coffee and snacks are served at night and de-stressing activities are available all day.

### Exhibits

1. **Cookbooks by Early Black Californians 1900-1936 Exhibit.** ON VIEW THROUGH FEBRUARY 28 in Geisel West 2<sup>nd</sup> Floor. Enjoy an exhibit that offers up a sampling of cookbooks and a celebration of black cuisine and food culture.
2. **World Bookmark Day with Exhibit.** ON VIEW THROUGH FEBRUARY 28 in Geisel West 1st Floor. An exhibit of unique bookmarks of varying shapes and sizes is on display.
3. **Las Dos Californias: Alta California and Baja California Exhibit.** ON VIEW THROUGH MAY 31 in Geisel 2<sup>nd</sup> Floor near Special Collections & Archives. A small selection of rare and unique materials that illustrate the histories of explorations in the Californias is presented.

### B. Collections

#### 1. Elsevier Negotiations

The UC libraries are still in negotiations to renew systemwide licenses with Elsevier. Access continues for now.

2. **New Audio Visual Theses and Dissertations Collection** [<https://library.ucsd.edu/dc/collection/bb9253289t>] [UCSD Audio Visual Theses and Dissertations](#) is a subset of the dissertations produced by students at UC San Diego which contain audio and visual components on a variety of media such as audio cassettes, compact discs, DVDs and photographs. Dissertations are from departments within the School of Arts and Humanities which required a written dissertation in conjunction with either the audio or visual material. Access is restricted to UC San Diego only for copyright reasons.
3. **Hillary Eggers Digital Collection** [<https://library.ucsd.edu/dc/collection/bb35881227>] [The Hillary Eggers Photograph and Videos](#) collection contains 90 digital images and videos depicting the research cruises that travel the California Coast monitoring the ecological impacts of fish populations and the indicators of climate change.

### **C. Services**

#### **1. WAITZ returning in March!**

Waitz should have their app which displays library “busyness” information back up and running in mid-March. They are installing new data collection devices in both Geisel (including the 8<sup>th</sup> Floor) and the BLB in late February and the app should be ready within a week or two of that. The Library will also work with them to display this information on the monitor at the Geisel entrance.

#### **2. [Lynda.com](#) has changed names**

[Lynda.com](#) has changed its name to LinkedIn Learning. The content remains the same - over 100,000 video tutorials for learning software such as Python, technology, design, photography, business, life skills, and more. UCSD students can continue to email [lyndalibrary@ucsd.edu](mailto:lyndalibrary@ucsd.edu) or now use [LinkedInLibrary@ucsd.edu](mailto:LinkedInLibrary@ucsd.edu) to get a two-week license to access this content.

#### **3. New Scanning/Document Delivery Service**

The Library has implemented a new service whereby users can request scans of book chapters and articles from the Library’s print collections. This is in a soft rollout right now and goes into full production in early March. Within two work days of making the request, users will receive an email with a link to their chapter or article in PDF format. Requests can be made via online form or items can be dropped off at either building’s front desk.

#### **4. BLB Commons Desk now closed**

As of early February, the BLB Commons Desk permanently closed. The BLB Front Desk remains open. The decision to close the Commons Desk was made after reviewing the impact of a temporary closure this past fall, and the results of both user and staff surveys.

### **D. Construction/Space Renovation**

#### **1. Updating lights in Geisel public spaces**

The campus is in the process of replacing fluorescent bulbs with LED bulbs in public areas of Geisel. The 4<sup>th</sup> and 5<sup>th</sup> Floors have been completed and the 6<sup>th</sup> floor and G1E are in process. Most work is taking place on Saturdays to minimize disruption to students.

## UC San Diego Library Student Advisory Council

April 23, 2019

### Meeting Notes

Attendees: Mentari A., Tim C., Pin D., Catherine F., Winnie G., Kymberly G., Melissa H., Valerie L., Nikhil P., Melina R., Jason S., Winston W., Jiyain W., Eric X

#### I. Welcome & Updates

Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone and thanked students for providing input to the Library during midterm time. She especially thanked the fill in attendees and the guest presenters.

- Library updates were distributed and some updates were highlighted [see end of notes for complete update]
  - Everyone is encouraged to go to the [Library's events and exhibits page](#) to see everything going on in the Library
  - Midterm Take-A-Break activities- stressbusters during Tuesdays Wednesdays and Thursday of weeks 4, 5 and 6 from 4pm to 6pm.
  - Panel discussion of the original [Blade Runner](#) on Tuesday, May 14 in Atkinson Hall Auditorium. Sign-ups are encouraged
  - [Waitz App](#) has returned- has data for Geisel, Biomedical Library Building, RIMAC, Main Gym and Price Center
  - Printing and Copying- trying to streamline. No more PIN required for print jobs
  - Early Feedback on 8<sup>th</sup> Floor renovations
- Library Gate Counts from Winter academic quarters [see end of notes for handout]
  - Dramatic increase from 2018 to 2019
  - From 2015 to 2019 at Geisel there was a 66.7% increase in gate counts
  - In Biomedical Library Building there was a 34.7% increase in gate counts
  - Overall 64.7% Increase in gate counts

#### II. Input about the Library from other students/Councils

- More exclusive tutorial class for each writing program class focused on writing
  - Students do not know what type of help they need
  - Some sections are too vague
- Better VPN awareness- students unaware of the ability to access Library materials from outside of campus
- Students don't know how to utilize interlibrary loan
  - Combine with some other Library tutorials

#### III. How do you use sources in your papers?

Amanda Roth and John Wong from the Library led a discussion about using sources and managing citations

Which is the Most Difficult and Second Most Difficult?

	Most Difficult	2 <sup>nd</sup> Most Difficult
Understanding when citing a source is not necessary	5	1
Knowing how to format citations in the text of the paper and on the “works cited” page	0	0
Summarizing somebody else’s ideas	1	6
Knowing where to go to find out how to cite something in a specific format	3	2

- Have you been taught how to summarize another’s ideas?
  - HUM- getting a resource but not being directly taught
  - HUM- discussion classes are more of a supplement to lecture and how to interpret evidence, but not how to incorporate and embed quotes on their own
    - Mechanics of writing are learned more on your own
    - Expectations are a little unclear
  - WCWP- TAs personal preference
  - CAT- librarian taught how to cite sources and how to paraphrase as part of a workshop
  - MMW 121- Library workshop. But taught more about finding resources and not paraphrasing. Maybe they learned how to do it in community college
- How can the Library help with paraphrasing? Librarians are not TAs, not grading you.
  - Looking for information on when it is appropriate to incorporate quotes and paraphrasing
- Did you need to include references? If so, how did you keep track of them through the research process?
  - Keep tabs open to show they’re important
  - Put links on works cited page and then at the end will organize the sources
  - Use citation machine and copy paste
  - Color coded technique on printed articles
- How do you check your citation format is correct?
  - Purdue OWL
  - Sometimes use cite link, but don’t offer all formats
- Anything else regarding citations?
  - Figuring out which database to use
    - Librarian endorsed list

**IV. Silent Study**

Heather Smedberg and Karen Heskett from the Library lead a discussion about the need for silent study in the east wing (in the main hallway on the way to Audrey’s) during the 24/5 open. The space will also serve as a classroom during the day, and serve a secondary purpose in the evenings



- How quiet would you need silent space to be?
  - Not as quiet as the 8<sup>th</sup> Floor, but more towards 4<sup>th</sup> Floor to 7<sup>th</sup> Floor level
    - Still have the ability to chit chat
    - Still have the ability to eat a little
  - Pretend that you are on the 6<sup>th</sup> Floor or 7<sup>th</sup> Floor
- Would screens that could separate areas be sufficient?
  - Could make it difficult to maneuver
- Concerns over study groups commandeering the room
- Seating
  - Carrel seating will allow for individual seating and studying
  - Individual desks allow for both classroom and individual study
  - Biomedical Library graduate lounge and 8<sup>th</sup> Floor have dividers for tables
  - Furniture to designate different types of use- long tables vs short tables
- Signing for hours- Library put up a sign for available study time
- Food and drink
  - No food and drink because the popularity of the space would allow for people to stay
  - Noise from food is unwanted
  - Food leads to socializing
- Not a monitored space- students self-policing
  - Nobody follows the rules already
  - No trash can could lead to less food, nowhere to put it
  - Student policing of 8<sup>th</sup> floor has been pretty successful
    - Security deters people from bringing food
- Lighting
  - Dim lighting would be nice
  - Bright lighting would keep people awake
  - Seuss room lighting is nice
  - Zoned lighting- dimmer in areas and brighter in some
  - Geisel has different lighting zones- depending upon renovations
    - Room 721 is jarring
  - Warm lighting is preferred
  - Different lighting for a classroom area is distracting
  - Emulate daytime as much as possible
- Availability of items
  - Charging ports is nice
  - Desks need to be decently sized- laptop plus desktop size
    - 8<sup>th</sup> Floor sized
  - Pods on 8<sup>th</sup> Floor are nice
  - Classrooms are a bit monochromatic
    - Desks or ceiling different colors
  - Adjustable chairs
  - Desk lamps- available for check out
  - Outlets on the tables

- Ability to distinguish timing as study space versus teaching space. Consistent hours vs flexibility?
  - Consistency is important
    - Everyday has set hours, but could possibly start earlier depending upon needs
  - Digital display to show schedule for the day e.g. Price Center study rooms
    - Could show classes for the day so students know where to go
  - Website information?
    - Calendar format to show when in use as a classroom
    - Dibs! App could show availability but not be able to book it
    - Virtual advising hours as an example
- Does the 24/5 space need a silent study space at all?
  - Useful and people are upset at having to leave the tower at building close
  - Other places on campus serve as silent study in the night- but always need more
- Galbraith Hall & Bonner Hall 2130 as examples
- Handout questions and answers
  - What would your perceptions of “silent space: be in a room the size of the Seuss Room? (e.g. noise level, visual environment, food and drink policy)
    - Silent space: 4<sup>th</sup>-6<sup>th</sup> Floors
    - Tables, individual if possible with blocking/screens
    - “silent”= 8<sup>th</sup> Floor, would prefer quiet more like 6<sup>th</sup> or 7<sup>th</sup> Floor
    - Beverages only
    - Have color scheme similar to 8<sup>th</sup> Floor
    - Quiet- 5<sup>th</sup> Floor level
    - Small tables so that people don’t talk in groups
    - Long tables so people get a sense that they should group up and do collaborative work in silent study area
    - Noise level to emulate 7<sup>th</sup> Floor or 6<sup>th</sup> Floor
    - At night, not too bad because less foot traffic
  - Given that this is primarily a classroom space with desks and chairs, what are your needs to turn this into a usable study space (e.g. furniture, whiteboards, space dividers)
    - More like individual tables with chairs with wheels, but with white boards
    - Maybe not space dividers like the grey screens on the 1<sup>st</sup> Floor, but just a screen divider on the table
    - Single, movable desks
    - Furniture = encourage sleep
    - Personal whiteboards would be nice to use
    - If tables are doubled, space dividers may be helpful
    - Desks should be able to fit a laptop and a notebook
    - I think long tables can have small gaps to signify individual studying instead of using screens to divide

- Screens make it look like there are compacted cells, which can be uncomfortable
  - Space dividers to give the vibe that you're studying alone
  - White board capabilities
  - Colored walls or desks or something
- Given that this space will be used for library instruction primarily during the day, how can we best communicate when this space will be available for student study purposes?
  - Maybe monitor it at midnight, treat it as if it's not a 24/5 area, but then making it clear for those who really need the silent space
  - Signs! Specify as if were the "business hours" for the study space
  - Communicate online- hours online
  - Consistent hours
  - Waitz app
  - Sign outside that shows when booked and when open
  - Sign for when shifted to 24 hours that no food, especially if enclosed in a classroom
- Do you have any other thoughts or comments?
  - Maybe it would be nice to have a library staff/student worker to do patrol, to make sure it is kept as the silent study room even though it is in the main area
  - Bonner 2130 is a good classroom/dual purpose room

## V. Online Help

What should the Library call help? Bringing together of multiple desks (information desk, circulation desk and research assistance desk). What terminology is useful? Should that terminology be mirrored on the online environment? Ask us. Ask-a-Librarian. Get Help Now. Help Hub

- Ask us- good because it is general
- Ask a librarian- maybe too specific. Not sure if to go there for technical help
- Website should be the same- confusing if different
  - Different categories under Help on the website
    - Citations
    - Finding a book
- Research help vs technical services help
  - Help desk is thought of more as for services
  - Information is more about talking to a librarian
- Name should reflect the type of service
  - More formal vs more approachable
- More approachable name in the digital might be easier to use than in the physical space

The next Library Student Advisory Council meeting will be May 21<sup>st</sup>, 2019 at 5:00 PM in the Seuss Room.

# ***Library Student Advisory Council***

**Library updates, April 23, 2019**

## ***A. Events & Exhibits*** See also: <https://library.ucsd.edu/news-events/events/>

### ***1. Tell us how UC it! How do you experience equity, diversity, and inclusion on the UC San Diego campus? Are you A PART or APART?***

Submit your creative, original work and join the conversation by **May 3, 2019**. There will be a physical exhibit in Geisel Library from **May 20 – June 28, 2019**. Original work can be paintings, drawings, collages, prints, sculptures, photographs, performance art, written work, video or film. <https://library.ucsd.edu/news-events/spring2019submission/>

### ***2. Folded Wonders: The Craft Behind the Making of Origami***

Exhibit runs from **Apr 8 - May 31, 2019**; Geisel Library, 1st Floor, West Wing. Explore the diverse styles and techniques of origami and learn about its applications in math and engineering. Presented in partnership with the [Origami Folders](#) at UC San Diego. Try your hands at creating your own origami in the exhibit's hands-on activity on [Wednesday, May 1](#) with assistance from the club members. <https://library.ucsd.edu/news-events/events/origami/>

### ***3. Diasporic Youth and Resistance Via K-Pop Cover Dance Lecture***

Takes place on **April 26, 4-6pm**, Seuss Room, Geisel Library. Join us for a lecture detailing the global sociological influence of Korean Pop music with Chuyun Oh, assistant professor of Dance at San Diego State University. The conversation will be moderated by UCSD professor Julie Burelle. <https://library.ucsd.edu/news-events/events/k-pop/>

### ***4. Midterms Take-A-Break activities!***

Join your friends, make new ones, or come alone to Geisel's East Commons on Tuesdays, Wednesdays, and Thursdays during **Weeks 4, 5, and 6** for our Take-A-Break from studying and tests to build, color, create, and play. Events run from **4-6pm daily**. <https://library.ucsd.edu/news-events/events/take-a-break-week-5-3/> and <https://library.ucsd.edu/news-events/events/take-a-break-week-6-3/>

### ***5. Blade Runner 2019: Did Life Imitate Art?***

*Blade Runner* initially underperformed in theaters when it was first released in 1982; some praised its thematic complexity and visuals, while others were displeased with its slow-paced narrative and unconventional plot. However, by 1992 it had become a cult classic and was re-released in newly edited versions. Three futurists will sit down on **Tuesday, May 14 at 6pm** in Atkinson Hall Auditorium for a conversation on the film's legacy and its relevance to Southern California. A light reception and a film screening will follow the talk. Space is limited so registration is required for both events, separately. <https://library.ucsd.edu/news-events/events/blade-runner/>

## ***B. Collections***

### ***1. Elsevier Negotiations***

The UC libraries are still in negotiations to renew systemwide licenses with Elsevier. Access continues for now.

## **2. *The Perfect Predator Talk is Live on the Library Channel***

UCSD infectious disease epidemiologist Steffanie Strathdee recounts the battle to save her husband, psychologist Tom Patterson, from an antibiotic-resistant infection in their recent memoir, *The Perfect Predator: A Scientist's Race to Save Her Husband from a Deadly Superbug*. [The talk can now be viewed on UCTV's Library Channel.](#)

## **C. Services**

### **1. *WAITZ has returned!***

The Waitz app which displays library “busyness” information is back up and running. The Library is working on displaying this information on the monitor at the Geisel entrance.

### **2. *Circuit changes***

California State University, San Marcos has withdrawn from the [Circuit](#) reciprocal borrowing system. They ceased lending materials on April 1. CSUSM items currently on loan through Circuit will remain under the terms of the original agreement, including up to three renewals.

### **3. *No More PINs for Library Printing/Copying***

Library printing and copying no longer require users to enter a PIN. This eliminates a confusing extra step and is intended to make printing and copying more convenient and user-friendly.

### **4. *Data & GIS Lab Now on Reservation System***

The [Data & GIS Lab](#) has been added to the Library's room reservation system. Users can reserve up to three hours at a time on the Datacruncher, a high-powered computer dedicated to running complex data and geospatial analyses. Library [policies and procedures](#) for Group Study Rooms apply to the Data & GIS Lab.

### **5. *Early Feedback on the 8th Floor renovation***

Over the Fall Quarter, 2018, the newly renovated 8<sup>th</sup> Floor quickly became extremely popular with students and was often at capacity. The "pods" were especially heavily used and frequently 100% occupied. On comment posters placed on the floor, there were 76 comments, of which 45 were positive or constructive. Comments included “great study space,” “love it,” or “thank you,” “best study spot,” and “comfortable, well designed, modern.” Three respondents wanted all of Geisel (or at least another floor) refurbished to match the 8th Floor. The most common suggestion was to bring in more desks and particularly “pods”. Commenters also asked for whiteboards.

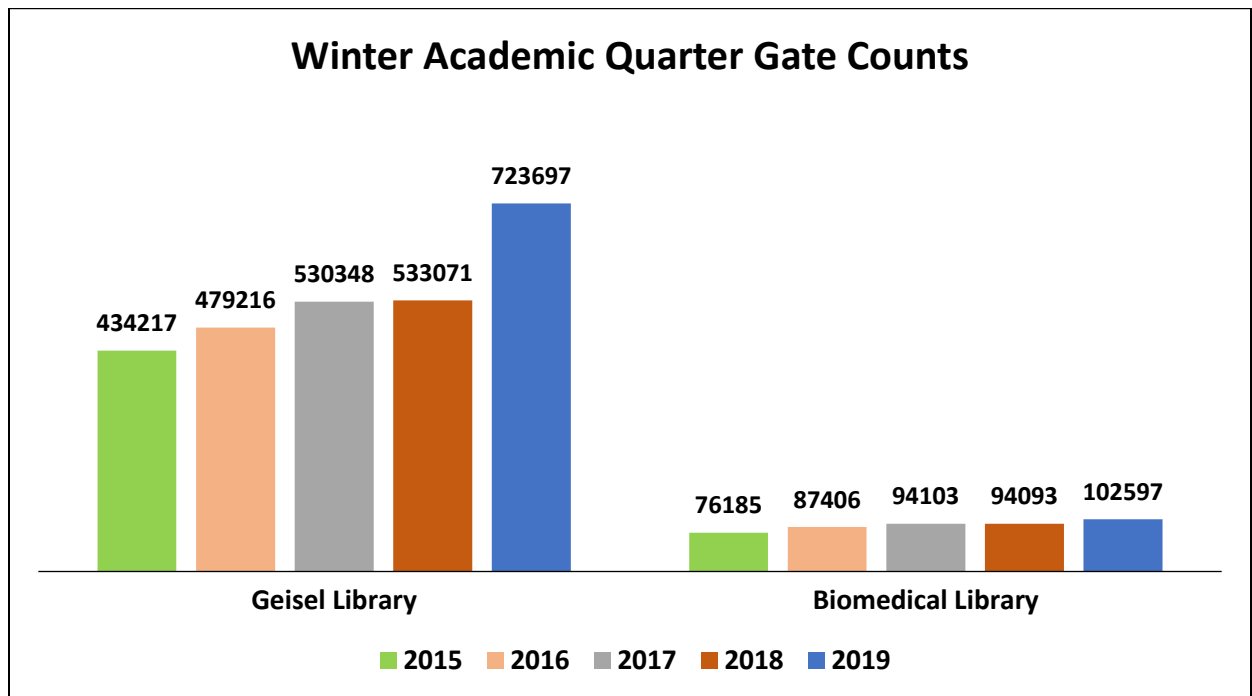
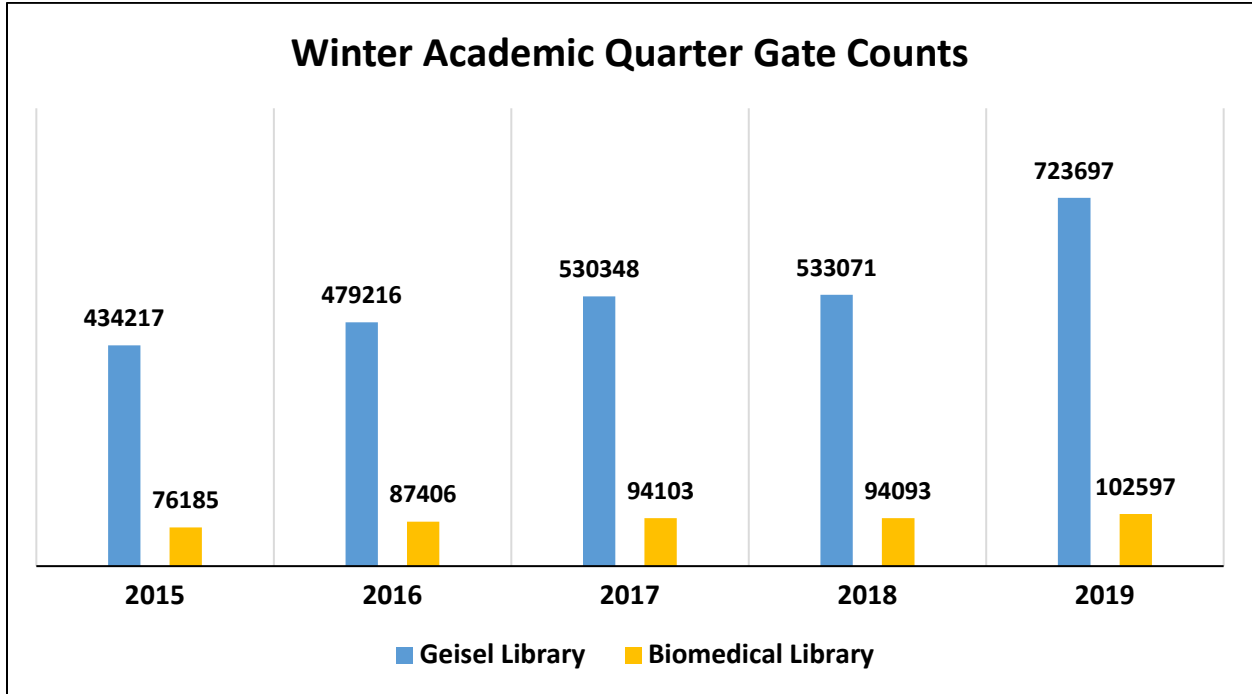
The negative comment listed most was the “beep” of the elevators’ arrival. The next most common complaint was that when the motion-detecting sensors turned off lights, those unoccupied zones looked unsafe or unwelcoming. Bathroom door squeaking was also a complaint. Other complaints were regarding food and drink violations, noise violations and people saving single or multiple seats for long periods.

As a result of the user feedback, the Library:

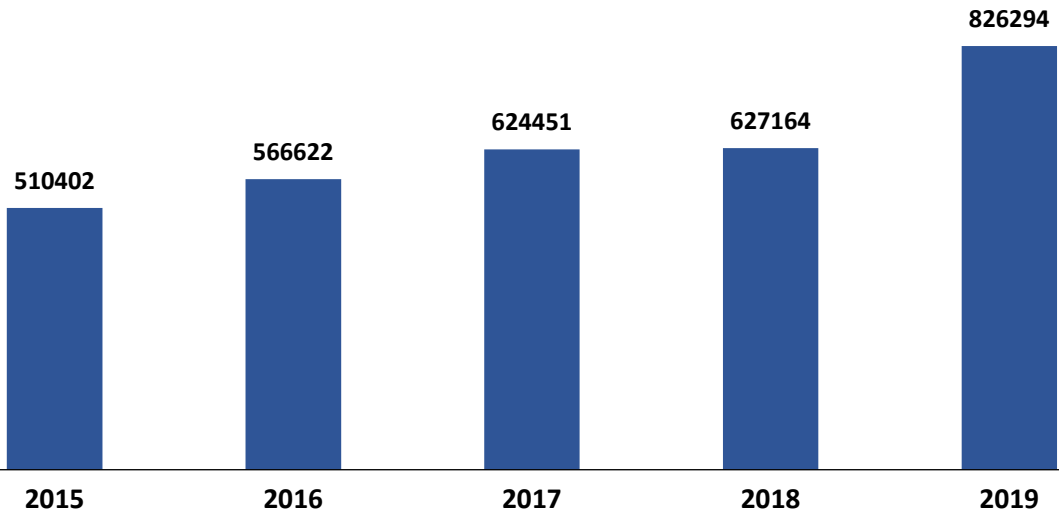
- Turned down volume on elevator chimes (cannot be silenced for ADA reasons)
- Lubricated bathroom door hinges, greatly reducing or eliminating noise
- Posted notices indicating that saving seats is not permitted and unattended items will be taken to Lost & Found (continuation of existing policy)
- Posted signs advertising the Library's Safety and Security unit's cell phone number to allow patrons to report issues directly
- Purchased and deployed 12 personal whiteboards and a storage easel on the 8th floor

## UC San Diego Library Gate Counts Comparisons Winter Academic Quarter 2015-2019

Gate Counts for Spring break are not included in the tables below for Winter Academic Quarter.



## Winter Academic Quarter Library-wide Gate Counts



UC San Diego Library Gate Counts

**UC San Diego Library Student Advisory Council**  
**May 21, 2019**  
**Meeting Notes**

Attendees: Mentari A., Shalom C., Tim C., Pin D., Julius D., Catherine F., Winnie G., Kymberly G., Eleanor G., Melissa H., Sasha H., Jasmine L., Daniel M., Huinan P., Annsley R., Jason S., Jacob V., Winston W.



I. Celebration and thanks!

Catherine Friedman, Associate University Librarian for Academic Services, welcomed everyone to the final Library Student Advisory Council meeting of the year. Erik Mitchell, the Audrey Geisel University Librarian, was introduced and said a few remarks. Tomika Houghtby, Executive Assistant to the Academic Services and Collection Services Associate University Librarians and administrative support for the Council, was also acknowledged.

- Catherine recapped the year and highlighted LSAC input that has impacted library spaces and services
  - Digital monitor in the front lobby for computer and seating availability
  - Reevaluation of course reserves and tech lending
  - Improvement of printing and mobile printing
  - Variety of tables and chairs added
  - Adding blinds and shades to the study rooms in the tower
  - Added more charging stations
  - Implemented the ability to text our security officers
- Erik Mitchell thanked the group for their work and adding the student voice to library decisions
- Catherine thanked Kymberly, Jason and Tim for their work on the Council
- Catherine thanked Tomika for her work to allow for LSAC to run smoothly
- Eleanor Grudin, current member of LSAC and incoming ASUCSD President, thanked LSAC for all their input and the Library at implementing the feedback
- Catherine also presented LSAC members with certificates of appreciation and gave Library giveaways to those who made it 5 out of the 6 meetings

II. 2019 Student Satisfaction Survey – Library scores

- Catherine shared the scores from the recent campus-wide Student Satisfaction Survey (see at end of notes). The responses to the open-ended questions are in being analyzed and will be shared with next year's Council.



III. Give us input: During this academic year, were you able to access all the needed resources for your classes or course projects? If not, what would have helped?

- Some professors don't put their items on reserve
- Some classes don't have enough copies of their items on reserve- especially during peak usage
- Not having access to all the class materials on reserve
- Understanding the difference between what we have physically, what we have digitally, what can be interlibrary loaned and the timeline associated with that
  - Structuring information in terms of time frame can be helpful to some students
- Room reservations are often booked for longer than they need
- When a room is empty, students don't know if it is reserved or not
  - Digital access is nice
- Room occupancy limits are hidden on the Study Spaces webpage, including somewhere in the DIBS system helps
- Resources are often hidden to campus and communication can be better
  - At college orientations
  - At welcome week activities
  - Targeted social media posts during key times in the quarter
- Digital signage of weekly events
- Library promotion of tips and events around campus- flyers on outside bulletins
  - And in the Library because these students are already here
- Promotion in the Guardian
- Promotion to the resident advisors in the dorms
- Promotion to student organizations

IV. Give us input: What are the most important things that new students should learn about the Library during their first weeks on campus?

- Most Important- every student should know
  - Hours and operations
  - Hours that the library is open
  - How to use the printer
  - Printing system and scanning
  - How to print
  - Digital resources- journals, articles, etc.
  - Teaching and Learning Commons
  - Supplemental tutoring- TLC
  - Study spaces, available rooms and how to reserve the space
  - How to order scans of textbooks and be able to receive it via pdf
  - Course reserves
  - Borrowing resources (markets, de-stress materials, etc.)
  - VPN
- Need to know or good to know
  - Online services and resources (VPN, databases, etc.)

- Databases
- How to access the databases (VPN/content)
- Room reservations
- Booking study rooms
- Difference between library floors
- Quiet floors
- Digital media lab (and how cool it is)
- Different types of help (where to ask quick questions/where to make appointments)
- TLC location, procedure for getting a tutor
- TLC
- Course reserves
- Niche information for certain students
  - Events
  - Physical spaces and resources (digital media lab, GIS, etc.)
  - Access to librarians (research)
  - Librarians
  - Different types of seats (height adjustable, pods, ones where you can study while walking on a treadmill)
  - LSAC
  - Where leisure reading books (fiction, novels) are
  - How to use VPN
  - 3d printing lab
  - Tech lending
  - How to complain to security
  - How to reserve a room
  - Study room reservations
  - Printing services
  - Interlibrary loan system
  - What is on various floors (books, study areas, etc.)
  - Database access
- Other
  - Other resources like Kanopy (documentaries) or overdrive (eBooks) or mango languages that are free to use with any library account
  - Things you can borrow/loan
  - Letting students that the library does take student input and make changes to the library (listing previous changes)
  - How to use/view library seating availability
  - Printing
  - Special collections
  - Guest speakers

V. Planning for next year's LSAC

- Catherine welcomed all members to return to the Library Student Advisory Council next year
  - Those representing student councils were encouraged to help appoint a successor in the next council
  - Plus Delta for the council
    - What works (Plus)?
      - Email reminders are helpful- 3 reminders at good times
      - Writing on the posters on the walls is a nice activity
      - Being able to see what others are saying
      - Having topics ahead of time allow for members to consult with other students
      - Interactive activities help get everyone's feedback
      - Visiting places in the library is helpful
      - Having outside resources come in to talk about their work is helpful
      - Newsletter is helpful- especially the services section
      - Graphics always generate interest
      - Reminder emails and the ability to gather feedback is easy
      - Polling is convenient
      - Event lists are helpful and can be promoted better
      - Application survey at the beginning of the year was thought provoking
    - What needs to be changed (Delta)?
      - Promote more through social media- Facebook and Instagram are most universal
      - More opportunities for the group to get to know each other
        - Icebreakers
      - LSAC handbook- about the resources of the library where members can easily develop talking points
-

