

**UBC Library – Library Student Advisory Committee Minutes**  
**Feb 1., 2013, 1:30 to 3:00 pm**  
**Lillooet Room (301), Irving K. Barber Learning Centre**

<b>Present:</b> Julie Mitchell, Carolee Changfoot, Kai Ying Chieh, Mary Leong, Natalie Liu, Christine Park, Renira Vellos		
<b>Regrets:</b> Erin Biddlecombe, Teri Grant, Montana Hunter, Aaron Sihota, Shirley Xie		
<b>Guests:</b> Chris Ball, Jeremy Buhler		
<b>Chairs:</b> Julie Mitchell, Erin Biddlecombe <b>Recorder:</b> Clare Yow		
Agenda Item	Summary	Action
1. Welcome and Introductions	<ul style="list-style-type: none"> <li>• Carolee Changfoot, Faculty of Arts</li> <li>• Kai Ying Chieh, Faculty of Arts, Chapman Learning Commons</li> <li>• Mary Leong, Faculty of Arts, Arts Student Senator, Arts Undergraduate Society, Alma Mater Society</li> <li>• Natalie Liu, Faculty of Science, Science student senator, VP Academic of the Science Undergraduate Society</li> <li>• Christine Park, Faculty of Arts, AMS Bike Co-op, Crane Library</li> <li>• Renira Vellos, Faculty of Education, GAA for International Student Support in the Faculty of Education</li> <li>• Chris Ball, Head of Education Library</li> </ul>	FYI
2. Approval of Agenda	<ul style="list-style-type: none"> <li>• Approved</li> </ul>	FYI
3. Approval of December 2012 Minutes	<ul style="list-style-type: none"> <li>• Approved</li> </ul>	FYI
4. Review of old business	<ul style="list-style-type: none"> <li>• Request submitted for more microwaves and healthy vending machine</li> <li>• New water fountains (with water bottle filling spout) will be coming to IKBLC soon. Date TBA.</li> <li>• Digital signage awareness campaign planned with Library</li> </ul>	FYI

	<p>Communications to promote items loaned in CLC and across other branches</p> <ul style="list-style-type: none"> <li>• Library-wide upgrade of laptops is forthcoming</li> <li>• Confirmation from UBC Bookstore on student discounts: Adobe products (80% off retail); Microsoft 365 Office suite (\$80)</li> </ul>	
<p>5. Library concerns from Faculty of Education students</p>	<ul style="list-style-type: none"> <li>• Graduate Student Council of the Faculty of Education discussed students concerns and the question “What are some improvements that can be made to the Education Library?”</li> <li>• Discussion was led by Renira and attended by Chris Ball, Head of Education Library</li> <li>• Differences noted between Faculty of Education programs and most other UBC programs: <ul style="list-style-type: none"> <li>○ Post-Bachelor’s/Graduate program (Masters, Phd)</li> <li>○ Mostly evening courses</li> <li>○ Students tend to be older, work during the day, may have children</li> </ul> </li> <li>• <b>1) Timing of workshops often clash with students’ schedules</b> <ul style="list-style-type: none"> <li>○ Workshops often held in earlier part of the day (Research Commons) are inconvenient for students who are teachers</li> <li>○ Preference for workshops between 6:30 – 8:00 pm</li> <li>○ Preference for hands-on, live workshop vs. online-based help</li> <li>○ Workshops need to be ‘worth it’ as students often have long commutes to campus – ex: Thesis formatting help is deemed ‘worth it’</li> </ul> </li> <li>• <b>2) Preference for EndNote but software support is lacking</b> <ul style="list-style-type: none"> <li>○ RefWorks offered by Library but students have found EndNote to be better with APA style formatting</li> <li>○ Need for ongoing in-person EndNote support and workshops; online help is insufficient</li> <li>○ Julie and Chris acknowledged challenges from administrative perspective: <ul style="list-style-type: none"> <li>▪ Refworks is currently the main tool that UBC Library supports</li> </ul> </li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Support multiple citation management programs is difficult as it requires that all Librarians have up-to-date working knowledge of multiple citation management programs</li> <li>▪ Holding workshops for students during the evening can be difficult when running a service point with limited staff (i.e. in Education)</li> <li>▪ Faculty of Education does not financially support Education Library initiatives</li> <li>• <b>3) Library intersession hours of operation conflict with class schedules</b> <ul style="list-style-type: none"> <li>○ Classes were still in session when Library had reduced hours           <ul style="list-style-type: none"> <li>▪ Chris clarified that this occurred last year due to budget constraints but all efforts are made to ensure Library operates on non-standardized hours to accommodate Faculty of Education students</li> </ul> </li> </ul> </li> <li>• <b>4) Need for child-friendly spaces in the Education building</b> <ul style="list-style-type: none"> <li>○ Lack of 'safe' space when parents bring their children in</li> <li>○ Children's books are being checked out but no physical space for kids to hang out and read</li> <li>○ Noise complaints received in the past expressing need to keep place solely for studies ("children shouldn't be allowed")</li> <li>○ No room from a sound-proof space</li> </ul> </li> <li>• <b>5) Lack of equipment to scan or fax documents in the building</b> <ul style="list-style-type: none"> <li>○ Scanners purchased when Copyright issues were at forefront so they were not installed but should be implemented soon</li> <li>○ Frustration that new photocopiers having scanning capabilities disabled           <ul style="list-style-type: none"> <li>▪ Due to security/privacy issues – there is no IP authentication process on photocopiers and maintaining patron confidentiality is key priority</li> </ul> </li> </ul> </li> <li>• <b>6) Challenges with limited page downloads with eBooks</b> <ul style="list-style-type: none"> <li>○ Concerns with this as Library moves more towards eBooks</li> <li>○ Challenges with needing to be connected to UBC Library resources when accessing these books</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>○ Julie and Chris clarified that the number of downloadable pages are set by individual vendors, not UBC Library <ul style="list-style-type: none"> <li>▪ Julie also noted that the Chapman Learning Commons Assistants are currently working with Sally Taylor on a project to make these limitations clearer to patrons</li> </ul> </li> </ul>	
6. IKBLC Construction Tour – Part II	<ul style="list-style-type: none"> <li>• Tour of IKBLC Level 3 multiservice desk construction area with Gordon Yusko, Assistant Director, IKBLC</li> <li>• Visibility of CLC from Circulation/Reference area <ul style="list-style-type: none"> <li>○ Identifiable clothing – lanyards being considered</li> </ul> </li> <li>• Flow from CLC physical space to the multiservice desk <ul style="list-style-type: none"> <li>○ Good sightlines; staff will be roaming; one possibility might be to have 2 CLC Assistants on shift during peak times</li> </ul> </li> <li>• Signage specifying what each point at the desk offers would be helpful for patrons in deciding what type of help is needed <ul style="list-style-type: none"> <li>○ “Reference” term is unclear</li> </ul> </li> <li>• CLC, Circulation and Reference working to ensure all staff on multiservice desk maintain consistent procedures, same level of service</li> </ul>	FYI
7. LibQUAL+®	<ul style="list-style-type: none"> <li>• Discussion attended by Jeremy Buhler, Assessment Librarian</li> <li>• Most comprehensive feedback gathering tool since 2007 (last distributed in 2010)</li> <li>• UBC will be one of 50 Canadian academic libraries participating in survey to measure and respond to student and faculty expectations</li> <li>• Survey launching on February 12 with heightened communication efforts (ex: digital signage) to encourage participation</li> <li>• Sample taken from across a variety of faculties</li> <li>• Opportunity to provide feedback even if not selected for survey</li> <li>• Group of Librarians to oversee results</li> <li>• Construction in IKBLC was influenced by from feedback received on LibQUAL+® about challenges with navigation, visibility of Library</li> </ul>	Jeremy to send digital copy of info page with links

	<p>services, concerns about designated quiet space</p> <ul style="list-style-type: none"> <li>• Jeremy explained that the prize draw incentive for participants to respond was an iPad mini <ul style="list-style-type: none"> <li>○ Group agreed that students will definitely find this attractive</li> <li>○ Jeremy also asked about gift cards (i.e. iTunes, Bookstore, etc)</li> <li>○ Student indicated that gift card to the Apple Store is appealing</li> <li>○ Gift cards to Food Services or Starbucks are also great</li> <li>○ Ensure that a visual cue of prize is included with survey email to inspire participation (i.e. picture of an iPad mini)</li> </ul> </li> <li>• Committee suggested the option of students providing input in the analysis of results as librarians interpretations of results will be vastly different than a student's perspective <ul style="list-style-type: none"> <li>○ Jeremy agreed with the merit of the suggestion however, identified potential challenge due to confidentiality of responses</li> </ul> </li> </ul>	
<p>8. Graduating Class Gifts Fund</p>	<ul style="list-style-type: none"> <li>• Applications have opened, deadline is February 28</li> <li>• Synthesizing brainstorming sessions and feedback from students during the last two meetings, Julie suggested a proposal to fund a multi-media room in IKBLC (with analogue/digital music equipment, LCD screens, potential for dedication plaque)</li> <li>• Feedback from committee <ul style="list-style-type: none"> <li>○ Concern over students who have required need have access to equipment for courses vs. leisurely use by other students. How can this be managed?</li> <li>○ Space will be inclusive – technology made accessible to broad group of students, not just Music majors</li> <li>○ Positive reaction that multimedia will be available to those who normally don't have access to it (ex: Anthropology)</li> </ul> </li> <li>• Research what other Libraries have in their multimedia spaces <ul style="list-style-type: none"> <li>○ Email other Libraries to find out what is popular, what is low use and what is on their wish list</li> </ul> </li> </ul>	<p>Julie to put together a draft of the Graduate Class Gift Application</p>

	<ul style="list-style-type: none"> <li>• Need for comfortable work and study areas</li> <li>• Gift needs broad appeal – time before deadline to poll students?</li> <li>• Important to ensure that proposal is authentically LSAC's voice and vision</li> </ul>	
9. Wrap up and next meeting	<ul style="list-style-type: none"> <li>• Feedback on scheduling of and structure of meetings: <ul style="list-style-type: none"> <li>○ Map out all LSAC meeting for the year during first meeting <ul style="list-style-type: none"> <li>▪ Challenges with those who have commitments that are not flexible</li> </ul> </li> <li>○ Value in more frequent meetings – “it would be more ingrained in peoples’ minds”</li> <li>○ Larger committee – more people able to attend each meeting</li> </ul> </li> <li>• March 2013, date TBA</li> </ul>	Julie to look at increasing committee membership next year and setting pre-determined meeting times in advance
<b>Meeting Adjourned:</b> 3:00 pm		
<b>Next Meeting:</b> March 2013 (date TBA)		
<b>Recorder:</b> Clare Yow		