

**UBC LIBRARY | LIBRARY STUDENT ADVISORY COMMITTEE MEETING MINUTES**

**Nov. 26, 5:30-7pm**

**Chilcotin Boardroom (256), Irving K. Barber Learning Centre**

**Present:** Devin Soper, Teri Grant, Stephanie Savage (iSchool), Katie Tissington (Arts), Vivian Cui (Applied Science), Alina Kosel (iSchool), Minjia Zhan (Commerce), Sekeenah Mukhtar (Science), Weiting Jia (Arts), Benjamin Allard (Visual Arts), Gordon Yung (Medicine), Daniel Kim (Science), Maggie Song (Arts)

**Regrets:** Andrew Lamash (Science)

**Chairs:** Devin Soper, Teri Grant **Recorder:** Devin Soper

<b>Agenda Item</b>	<b>Summary</b>	<b>Action</b>
1. Introductions	<ul style="list-style-type: none"><li>• Please see attendance above.</li></ul>	FYI
2. Review of October Design Thinking conversation	<ul style="list-style-type: none"><li>• Design Thinking is a structured methodology that facilitates the creative process of exploring a problem and thinking through ideas from different perspectives. Notes from the 'Uncovering the Possibilities' phase will be used to design the year-long structure and topic order for future Library Student Advisory Committee Meetings.</li><li>• Please see notes below the meeting minutes (Appendix A)</li></ul>	FYI

<p>3. Access to Resources – WHEN (Library Hours)</p>	<ul style="list-style-type: none"><li>• Small group activity: breakout into groups of 2-3 to discuss library hours during exams, holidays, weekends, and generally.</li><li>• Guiding questions: What would be the ideal hours for each of these periods, and what are the most important factors for you as students in thinking about library hours?</li><li>• Thoughts/ideas recorded on chart paper and then shared back to entire group (see Appendix B for photos of chart paper).</li></ul> <p><b>Exams</b></p> <ul style="list-style-type: none"><li>• All branches should be open 24/7: students need study space, especially if they are commuting to campus</li><li>• Study space, computers, and printers are most important factors for students during exams; access to circulation and reference services not as important</li><li>• Safety is an important concern: students want 24/7 access, but want to feel safe when walking to bus or car park</li><li>• Cleanliness/hygiene is another important concern: students have a tendency to “camp out” in one spot for long periods; one solution to this would be to close specific sections of the library for cleaning, so students would still have a place to go, but custodial staff would still be able to keep the branches clean</li><li>• Students understand that staff time is an obstacle to 24/7 access, but think that this could be addressed by keeping specific sections of the library open, much as banks keeps a small portion of a branch open to provide 24/7 access to ATMs</li><li>• For dedicated 24/7 section, students would want study space and computers/printers, not access to collections or research help</li></ul> <p><b>Printing (tangent)</b></p> <ul style="list-style-type: none"><li>• Students also recommended implementing printing ‘express lines’ (similar to grocery stores), with some printers that have a per-job page limit</li></ul>	
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Access to Resources –  
WHEN (Library Hours)

**Holidays**

- Students want the library to stay open over the holidays, if possible, but they feel more strongly about this for holidays that fall during the term, as opposed to holidays when classes are not in session
- For holidays during term, libraries should stay open at least from 9am-5pm or 10am-6pm
- For holidays when classes not in session, students want the library to stay open, but appreciate that certain branches may need to close or have reduced hours (e.g., 12-5pm)

**Weekends**

- Current weekend hours mostly OK, but certain libraries need to have longer hours (e.g., Xwi7xwa)
- Need to keep the library open to accommodate students who work part-time jobs on the weekends, and may only be able to access library outside of 11am-5pm

**Generally**

- Open 30-60 minutes before earliest class start and 30-60 minutes after last class ends, as students often need access to library before and after class (esp. for printing, etc.)
- Also need to accommodate different study habits and schedules (morning people and evening people)

**Summer**

- Summer: 8am-8pm would be ideal; less demand during summer, but still need to accommodate students who are taking summer courses, which are condensed
- Students pay the same fees during the summer, but have reduced access to libraries – what gives?

<p>4. Access to Resources – WHO (Library staff)</p>	<ul style="list-style-type: none"><li>• Group discussion. Guiding questions: Imagine you are back on your very first day of post-secondary. Imagine that you don't know anything about an academic Library (what's in it, what the buildings are like, what the policies are like, how to find anything at all). What questions do you have in September? October? November? December? How might you want to be able to ask these questions?</li><li>• Most students were not aware of the concept of subject librarians</li><li>• Students have difficulty identifying public service librarians, who should provide visual cues to indicate their areas of expertise</li><li>• Most students were not aware of the concept of research guides, and suggested that they are not visible or promoted enough</li><li>• Library should send a broadcast email to all first-year students, to highlight all of the resources available to them</li><li>• Library should also provide an online booking system for students to schedule appointments with subject librarians; this would break down barriers for students who are not comfortable approaching the reference desk or emailing a librarian directly</li><li>• Librarians should have open and bookable office hours, so students can get personalized help (not just general library instruction classes)</li><li>• Even when students receive library instruction, they feel don't know that they can follow up for personalized help – librarians should be better at promoting these personalized consultation services</li><li>• When is the magic moment to connect with students? Around the first midterm, about a month and a half into the term, once students have had a chance to settle in; start of term is not ideal because there are too many distractions</li><li>• Students want an active social media presence; they use facebook more than twitter, but the facebook page needs to be very active and focus on events</li><li>• Integrated library instruction, particularly for classes with over 100 students; integrating workshops with existing programs, such as workshop series for international students; workshops should focus</li></ul>	
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	<p>as much on 2<sup>nd</sup> and 3<sup>rd</sup> year students as they do on 1<sup>st</sup> year students, and they need to follow up year on year</p> <ul style="list-style-type: none"> <li>• Include librarian contact information and office hours on class syllabi, as well as on first-year faculty orientation materials (e.g., faculty of science and sauder clipboards – see photos in Appendix B)</li> </ul>	
5. Access to Resources – WHAT (Collections)	<ul style="list-style-type: none"> <li>• No time; collections tabled for next meeting</li> </ul>	
6. Next meeting	<ul style="list-style-type: none"> <li>• Group to determine Term 2 meeting time via Doodle poll.</li> </ul>	<ul style="list-style-type: none"> <li>• Teri Grant to follow up with meeting minutes and a link to the Doodle poll.</li> </ul>
<b>Meeting Adjourned:</b> 7:00pm		
<b>Next Meeting:</b> TBA		
<b>Recorder:</b> Devin Soper		

**APPENDIX A: DESIGN THINKING NOTES (*uncovering the possibilities*)**

In 2018, how might the Library user experience be described? What do you see? Hear? Feel? What can you do? Not do?			
	Digital	Digital/Physical	Physical
<b>Technology</b>	<ul style="list-style-type: none"> <li>- Increase the use of technology</li> <li>- Music room</li> <li>- Touch screen</li> <li>- Library as a digital space,</li> </ul>	<ul style="list-style-type: none"> <li>- At home, mostly, and home on campus</li> <li>- Global (access things from various countries)</li> <li>- Ubiquitous (we can have</li> </ul>	<ul style="list-style-type: none"> <li>- With robots flashing around</li> <li>- More computer workstations</li> <li>- More laptops/macs/PCs available</li> </ul>

	<p>complete with digital community-building (vs a physical space)</p> <ul style="list-style-type: none"> <li>- More electronic books, fewer physical items</li> <li>- Library materials (eg: books, journals) can all be accessed digitally</li> <li>- Signage to direct students to handy resources like online, faculty-specific guides</li> <li>- Open! (focused on open-access materials)</li> <li>- Students more aware of resources because they are described in monthly e-letters</li> </ul>	<p>access to books from everywhere)</p> <ul style="list-style-type: none"> <li>- Fluid</li> <li>- Outdoor library with communal seating, WIFI, etc.</li> <li>- Regardless of the amount of traffic, all students will be able to access workstations at IKBLC and Koerner</li> </ul>	<ul style="list-style-type: none"> <li>- Monitoring for productive usage</li> <li>- More people use retrieval system to get the books</li> </ul>
<p><b>Space</b></p>	<p><b>Collaborative</b></p>	<p><b>Collaborative/Individual</b></p>	<p><b>Individual</b></p>
	<ul style="list-style-type: none"> <li>- Increase bookable study rooms</li> <li>- Increase bookable media rooms</li> <li>- More bookable group study spaces</li> <li>- Many coffee tables replaced by tables more conducive to studying</li> <li>- More group study space</li> <li>- Enough study space (can find a place every time period)</li> <li>- A maker space providing more hands-on experiences</li> </ul>	<ul style="list-style-type: none"> <li>- Much more organized and up to date room bookings</li> <li>- Rooms are often double booked or some people plain-out lie</li> <li>- Connected! (less insular work space and more collaborative spaces)</li> </ul>	<ul style="list-style-type: none"> <li>- Very quiet environment for studying and working</li> <li>- Individualized (Library remembers your preferences) – and probably private</li> <li>- More study spaces strictly for studying (silent study area)</li> <li>- There will be more cubicle spaces at IKBLC</li> </ul>

	<ul style="list-style-type: none"> <li>for students</li> <li>- There will be triple the number of group study rooms and study spaces at IKBLC</li> <li>- Renovation of study space and decoration</li> </ul>		
<b>Resources</b>	<b>Human</b>	<b>Human/Physical</b>	<b>Physical</b>
	<ul style="list-style-type: none"> <li>- Human library (access to people)</li> <li>- Academic support centre in all libraries</li> <li>- Longer accessible hours</li> <li>- Bookable appointment online</li> <li>- More libraries open 24/7 during finals</li> <li>- Words won't have the primary place (instead: picture, video, audio)</li> </ul>	<ul style="list-style-type: none"> <li>- Expansion of the wellness centre</li> <li>- Central hub for wellness resources (emotional, physical) for student success</li> <li>- Engaging!</li> <li>- Not letting the library and librarians exist in the physical space only (reaching out to students)</li> <li>- No reference desks; roving reference librarians instead</li> </ul>	<ul style="list-style-type: none"> <li>- Student/patron-guided collection development; opportunities for students to order books for digital and print collections</li> <li>- Printing at the library will be very hassle-free and easy to learn</li> <li>- Personalized (library remembers your online preferences, provides suggestions to you)</li> <li>- Personalized (documents from your friends too)</li> <li>- Centre/exhibit/resources on sustainability</li> </ul>

**APPENDIX B: PHOTOS FROM NOV 26<sup>th</sup> MEETING**

## EXAM

- 2 libraries open 24/7  
Currently not enough space in IEBLC
- Midnight for remaining libraries  
(closed)
- Summer exams, not necessarily 24/7

## HOLIDAY

## WEEKEND

- ~~close after 6~~
- ~~for students w/ PT jobs~~
- Close library after 6 or 7  
to allow students w/ PT jobs  
to access

## GENERAL

- Content
- Extending hours during summer  
↳ lots of MCAT, DAT, LSAT, GRE
- ↳ is it ok to?
- Open library at 7am to allow for editing  
Printing before classes

## Exam

→ 24 hours a day, 7 days a week  
for all branches of UBC  
Library

### \* Factors:

- Safety
- Studying needs of students
- Prevent overcrowding at libraries on campus

### \* Difficulties:

- Keeping library clean
- solution could be closing certain levels for certain amounts of time for cleaning purposes

## Weekend <sup>weekend</sup> regular hrs. for other libraries BUT...

→ Woodward Library: 9-4 (Sunday)

### \* Factors:

- Students doing research during the school year may need earlier times of the day on Sunday

## HOLIDAY

→ 10AM-6PM

### \* Factors:

- students/researchers generally sleep in a bit later
- Staff holiday time should be kept in mind (can leave at dinner time if library closes at 6PM)
- library still needs to be open for people working on projects or people who need books

## GENERAL

→ Libraries that don't already open by 8am should probably open by 8am

### \* Factors:

- Commuting students may want to arrive early before their morning classes start

(Summer:  
8AM-8PM?)

# EXAM

- 24 hrs!
- ⇒ study space is a TOP priority at this time
- ⇒ group work space - extra U needed.
- ⇒ for commuters

# HOLIDAY

- 9-5

Need to open in case students have assignments that require library resources.

Specific faculty:

For example. Commerce <sup>Students</sup> need to rehearse or group discussion.

12-5  
I'm not doing school work on a holiday, so I don't need the resources.

# Weekend

- 7 AM - midnight
- ↳ for space. <sup>more than for access to physical collections</sup>
- ↳ so maybe just some locations.

→ Do people study more during the week, or on the weekend? -

# General

→ 7<sup>30</sup> - 10

↳ Because classes run from 8 AM until 9 so students should have access before first class and after last class.

→ we need to accommodate - morning people  
- night owls.

The same!

↓  
Different people have different study habits / <sup>peak</sup> productivity

**The Undergraduate Office (UGO) – Henry Angus 165**

Welcome to the Undergraduate Office (UGO) at the Sauder School of Business. We're here to support your BCom experience.

Tel: 604.822.8333  
Email: [bcomquestions@sauder.ubc.ca](mailto:bcomquestions@sauder.ubc.ca)

Office hours: Monday – Friday 8:30am – 4:30pm  
Wednesday 8:30am – 3:30pm

Advising Hours  
By Appointment Monday – Friday 10:00am – 12:00pm  
Drop-in Advising Monday – Thursday 12:30pm – 3:30pm

Possible reasons why you should contact the Undergraduate Office:

<b>Academic Advising</b> <ul style="list-style-type: none"> <li>• Program planning</li> <li>• Confidential matters affecting your academic success</li> <li>• Missed an exam</li> </ul>	<b>Graduation Requirements</b> <ul style="list-style-type: none"> <li>• Clarification on requirements</li> <li>• Degree credit check</li> <li>• Promotion information</li> </ul>	<b>Involvement</b> <ul style="list-style-type: none"> <li>• Leadership opportunities in Sauder and UBC</li> <li>• Study abroad and Exchange</li> </ul>
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**HELP! Don't know where to go? Go to the UGO!**

For details on the above and other information about the Bachelor of Commerce program, be sure to check out [sauder.ubc.ca/bcom](http://sauder.ubc.ca/bcom)

**Important Dates to Know**

- Last day for withdrawal from most one-term courses
- Tuition and resident payment due dates
- Reading Break
- Last day of classes
- Examination period for most faculties

For more information on important dates, deadlines, and academic regulations, refer to the online UBC Calendar at [students.ubc.ca/calendar](http://students.ubc.ca/calendar)

<b>Academics</b> Canaccord Learning Commons <a href="http://learningcommons.sauder.ubc.ca">learningcommons.sauder.ubc.ca</a>  UBC Learning Commons <a href="http://learningcommons.ubc.ca">learningcommons.ubc.ca</a>  Sauder Room Bookings <a href="http://booking.sauder.ubc.ca">booking.sauder.ubc.ca</a>	<b>Health &amp; Wellness</b> Counselling, Health & Wellness <a href="http://students.ubc.ca/livewelllearnwell">students.ubc.ca/livewelllearnwell</a>  Student Health Services Koerner Pavillion, UBC Hospital 2211 Wesbrook Mall 604.822.7011  UBC Recreation <a href="http://rec.ubc.ca">rec.ubc.ca</a>	<b>Professional Development</b> Business Career Centre (BCC) <a href="http://sauder.ubc.ca/careers">sauder.ubc.ca/careers</a>  Sauder Career Options On-Line <a href="http://saudercool.ca">saudercool.ca</a>  UBC Career Centre <a href="http://careers.ubc.ca">careers.ubc.ca</a>
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