

UBC Library – Library Student Advisory Committee Minutes

March 2, 2012, 2:00 to 3:30 pm

Dodson Room, Chapman Learning Commons, Irving K. Barber Learning Centre

Present: Julie Mitchell, Erin Biddlecombe, Al Al-Saibani, Carloee Changfoot, Shika Kelkar, Stewart McGillivray, Aaron Sihota, Nick Thornton		
Regrets: Jack Park		
Chairs: Julie Mitchell, Erin Biddlecombe Recorder: Teri Grant Guests: Kathy Hornby, Interim Head, Life Sciences Libraries; Linda Ong, Director, Library Communications; John Chan, Interaction Designer, Library Systems & Information Technology		
Agenda Item	Summary	Action
1. Welcome	Welcome	FYI
2. Approval of Agenda	Passed without changes	FYI
3. Review of January 2012 Minutes and Accomplishments	Julie shared positive feedback from Library staff regarding meeting minutes from Jan. 11, particularly with regards to the IKBLC Service Model and the 'Rapid Fire Feedback' activity. Committee was featured in Library Weekly Update.	FYI
4. Woodward Library New Library Service Model	<i>Facilitated by Kathy Hornby.</i> <i>Brief Presentation:</i> <ul style="list-style-type: none"> - Woodward was opened in 1964 – and the current layout and furniture in the first floor service area remains the same. - Current layout: Circulation and Information desks are located next to each other, adjacent to the entrance. - Because there are four service points at the Circulation Desk, Circ Desk Staff are less visible. - Proposed model would expand Reserve Collection area to increase study space, provide private space at the back for private research consultation, move Circulation Desk Staff closer to entry point, would include a self-serve point of service at the entrance of the Reserve Collection area, greater 	Julie to pass contact information to Kathy re: Pharmacy Undergraduate Society

	<p>clarity with signage</p> <p><i>Discussion: FEEDBACK FROM STUDENTS</i></p> <ul style="list-style-type: none"> - Clarification of use of added space for Reserve Collection area: private consultation space could be available for after-hours small group study space - Projected future of the space: fewer shelves and books in the space as more books move online - Development Goal: raise funds to remodel next three floors from current 1964 architecture - Clarification of study space furniture in Reserve Collection – would likely be a mix of individual study carrels and open surface tables - Implementation would likely take place over a summer term due to the impact on traffic flow in and out of the building <p><i>What do you see as the benefits of the proposed model?</i></p> <ul style="list-style-type: none"> - More students would use the space if it was clearly available to them - Self-serve would make more efficient use of space - Consultation room is a great advantage for students, especially the privacy available in a high-traffic area - Information and Circulation Staff next to each other is a good referral model – but still needs clarity of roles for patrons to better understand the functions of both - Moving self-serve model closer to service point makes more sense - Having Consultation Room easily visible for students is a great way to help showcase the service - Provides more sit-down space for students using the Reserve Collection <p><i>What do you see as the challenges with this proposal or with the space generally?</i></p> <ul style="list-style-type: none"> - Downstairs garden-level area – extended hours, up to and including 24/7 access, with a student swipe access - Expanding the use of the garden-level area is on the list of priorities for this proposal - Open surface tables would be better than more individual study carrels <p><i>What would you call the service points?</i></p> <ul style="list-style-type: none"> - Check-Out Station - Kathy: many patrons approach the service points with technical questions, some patrons would come with reference questions ; this desk would 	
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	<p>represent the ‘triage point’ (you get the help directly on site, or are directed to the correct location)</p> <ul style="list-style-type: none"> - Might call a research help desk ‘Research Help’ - A benefit would be to have a prominent sub-sign that lists all of the services would be very helpful (Check out books, technical help, research assistance, etc.) - Service Desk - Help Desk <p><i>What services would you like to see offered here?</i></p> <ul style="list-style-type: none"> - Technical help and support (wireless printing, database connection), similar to the help offered in the Chapman Learning Commons – especially specialized support - Consultation for research support – especially in a very visible, well-advertised way <p><i>How can we make this service point more visible?</i></p> <ul style="list-style-type: none"> - Signs should be very visible with very clear and simplified statements <p><i>How might we further involve students in these discussions?</i></p> <ul style="list-style-type: none"> - Pharmacy Undergraduate Society – presentation to that student group - Can be very challenging to collect student feedback during the summer term (therefore best to try to collect that feedback before the summer term begins, while students are still available) - Student feedback is a vital component to the planning process 	
<p>5. 2012 Orientations Activities</p>	<p><i>Facilitated by Linda Ong.</i></p> <p><i>Brief introduction.</i></p> <ul style="list-style-type: none"> - Library promotions are both branch-specific, and Library-wide, reaching students, staff, faculty, alumni, and donors - Perhaps an orientation specific to the Library itself would be helpful. <p><i>What information do new students need to know during Orientations? Does the message from the Library get lost during the busy first few days of Orientations?</i></p> <ul style="list-style-type: none"> - A combination of both formal and informal presentation of information can 	<p>Julie to pass contact information to Linda re: student focus groups</p>

	<p>be helpful – Jeopardy game was helpful and fun</p> <ul style="list-style-type: none"> - Ongoing, site-specific orientations later in the year would be helpful – the first few days are inundating students with too much information - A highly visible, overarching presentation of main details in the first few days would be helpful – especially just that there is more than one branch of the Library at UBC - Incorporating study spaces through tours – bringing students in small groups - Smaller booths spread throughout the branches can be more effective than one big booth at the Main Event - Booths should be interactive, and should highlight specific components of the student experience – can increase student interest in what is specific to their needs (customized approach to delivering information) - Ask questions of students to pull them in, rather than throwing out a great deal of information hoping that it reaches the right students at the right time - Orientations student leaders should receive education about services in the Library – BUT many students aren’t focused on receiving that information. Students are thinking about “where are my classes”, “will I pass my courses”, “where can I buy my books”, “where can I eat on campus”, “will I make friends” - Highlight interesting components of the Library, other than only services (for example, the movable books stacks in the basement of Koerner) - Serendipitous discovery of resources is helpful - Take classes of students on tours of the Library – as a part of their course requirement (physical discovery of the space is helpful, and can increase comfort in the space) – BUT students that attend two, three, or four classes that tour the Library can lose interest. 	
<p>6. Library Website Feedback</p>	<p><i>Facilitated by John Chan.</i></p> <p><i>Brief Presentation: ‘Help Me Design a Better Homepage’</i></p> <ul style="list-style-type: none"> - John is looking for feedback on the current homepage layout http://www.slideshare.net/jtchan/help-me-design-a-better-homepage <p><i>As students, what are the benefits of using the Reference Desk for doing research papers/projects?</i></p> <ul style="list-style-type: none"> - Students are sometimes hesitant to ‘waste’ any time on a resource they don’t know will work for them – but the benefits of expert help that provides 	<p>Julie to contact John re: attending Chapman Learning Commons Assistant bi-weekly meeting</p>

	<p>new information that can't be found online is helpful (finding things that you can't find yourself)</p> <ul style="list-style-type: none"> - Provides the comfort and support that you are going in the right direction - The search bar function on the web site can be more helpful - Articles don't always work on a particular search function, but the in-person help on the desk can help locate the services <p><i>As students, what are the benefits of having a dedicated Subject Librarian for your field?</i></p> <ul style="list-style-type: none"> - Less stressful, saves time searching for resources, great go-to resource <p><i>As students, what are the benefits of having access to books from Universities around the world?</i></p> <ul style="list-style-type: none"> - Helps with very narrow or specific subjects - Access to rare and hard-to-find materials - Not having the access to those large archives after graduation puts that in perspective – tuition helps to pay for that service which would otherwise be very expensive - Huge benefit to courses and academics – can open up new perspectives, and share different kinds of sources and journals (not as narrow) - Would be nice to have everything online – Google Books is great; instant access to information is very important <p><i>What are the benefits of having access to free group study rooms for booking?</i></p> <ul style="list-style-type: none"> - Very helpful especially for those that live off-campus – recognizable common ground, convenient - Can count on the University to support that collaboration and conversation - There are many students that don't know about those resources – the physical rooms are difficult to locate, and are not on the regular traffic flow of the buildings <p><i>As students, what are the benefits of having laptops, camcorders, and projectors to borrow?</i></p> <ul style="list-style-type: none"> - Very helpful – need more of those resources - Sauder students use their resources quite often – but most students don't know about those resources 	
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	<p><i>Having access to professional design software?</i></p> <ul style="list-style-type: none"> - Involvement around campus requires the use of publications software - Also helpful as a visual arts major - Allows you to explore a new field or new experience if you don't use that software in your courses <p><i>Workshops that help with research skills?</i></p> <ul style="list-style-type: none"> - Group not able to answer – no members have attended a research skills workshop <p><i>Benefits to access to resources from home?</i></p> <ul style="list-style-type: none"> - Saves commuter students an unnecessary trip - Allows for flexibility – late studiers can access their resources still 	
7. Respecting Space Feedback	<i>Tabled until next meeting</i>	FYI
8. Wrap Up and Next Meeting	Meeting time to be emailed out to group.	FYI
Meeting Adjourned: 3:33pm		
Next Meeting: March 28, 4-5:30 Recorder: Teri Grant		