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## Library Leads, December 2019, Issue 12

University of the Pacific Libraries

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UNIVERSITY OF THE  
**PACIFIC**  
University Libraries

# Library Leads

December 2019, Issue 12

## *The TELL US Project*

*By Niraj Chaudhary, Brenda Carrillo and Michele Gibney*



### Library Experience Feedback

We would love to hear from you! Please use this form for both your feedback or suggestions on how we can improve your experience in the library.

Name (optional)

Email (please provide your email if you would like us to follow up with you) (optional)

Status (required)

Student  Staff/Faculty  Community Member  Other

Feedback/Suggestions (required)

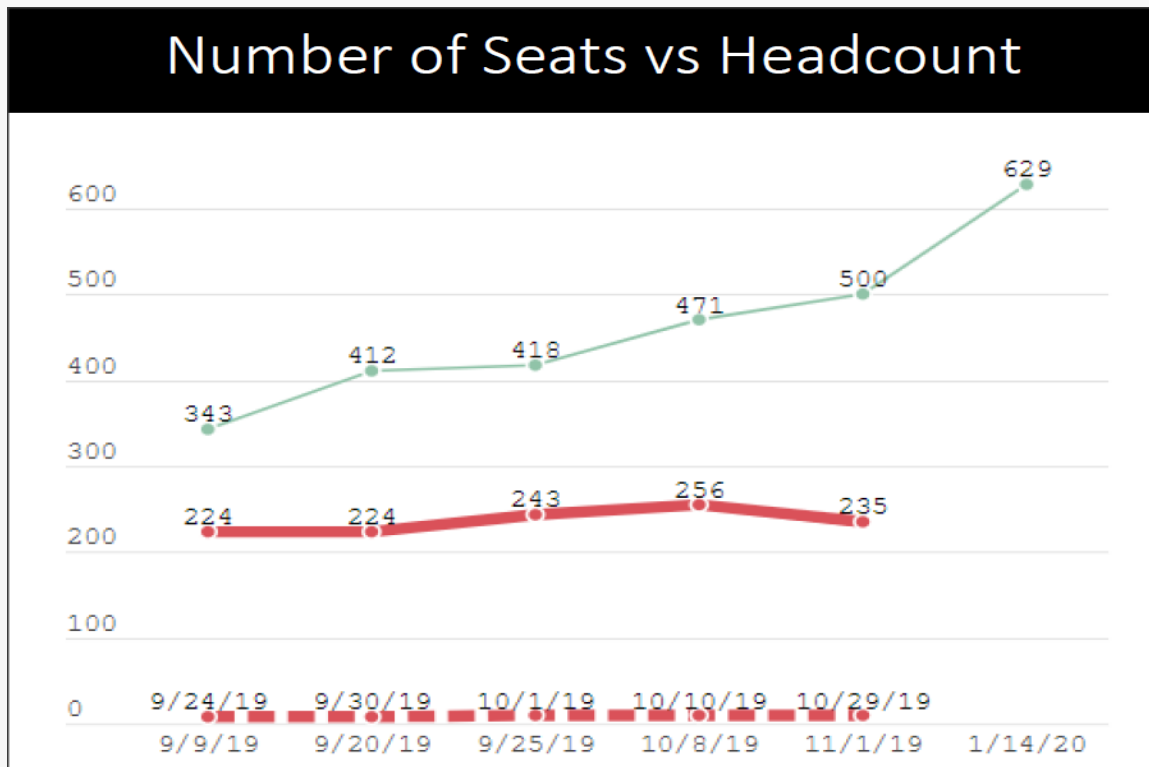
With the early reopening of the Library's 1st floor, staff began to receive initial feedback from students. Most of the feedback centered around the paucity of seating, the construction noise and the inadequacy of study rooms. During the first few weeks, while the construction team continued to receive new furniture deliveries, the Library User Experience (LUX) team decided a system was needed to handle the incoming feedback and to gain perspectives of user needs.

Thus, came about the creation of TELL US, a LUX project, to capture and record feedback from visitors so that Library staff can best respond and make changes as needed. Visitors are able to provide feedback via two suggestion boxes on the first and second floors, a [web form](#), via email ([library@pacific.edu](mailto:library@pacific.edu)), or in-person. As of the end of November, we have received 104 suggestions from our stakeholders.

The top four identified issues are:

1. Furniture (not enough or uncomfortable) - mentioned 57 times
2. Study space (not enough) - mentioned 25 times
3. Study rooms (not enough) - mentioned 24 times
4. Too loud - mentioned 22 times

For furniture, it was understandable, since we opted to open the 1st floor ahead of schedule, not all the furniture deliveries had arrived yet. However, by the end of September we had 343 seats available. Over the next few months, we continued to add many additional seating options in overflow areas. As of November 1, we are up to 500 seats. Based on periodic head counts taken every day, our Library occupancy numbers have hovered around the 236 mark which means we have approximately double the amount of seats as we have people to sit in them on any given day at any given time.



To address the study space and study rooms feedback, staff added additional spaces which are opened up in the evenings for quiet study space - Yosemite Learning Lab, Sierra Learning Lab, and the Project Room on the first floor. While we couldn't do much about the

study rooms as most of them are on the second floor and still being remodeled, Niraj Chaudhary and Edie Sparks did open up their offices to be study rooms in the evenings.

The noise levels in the Library are more difficult to control. Of course, when we have the rest of the second floor available (quiet study space) plus the deep quiet space of the third floor, some of these problems may be alleviated. However, as space and seating have received more negative feedback than noise, our priority during the remodel has been to add seats and open study areas where we can. Unfortunately, adding additional seating has the consequence of concentrating occupancy and increasing noise levels exponentially. If it is not one thing it is another!

The LUX team continues to monitor and address suggestions through the multiple avenues of communication available to patrons. We believe that the steps taken so far are being noticed and appreciated by the Library visitors as feedback has become more positive in the last two weeks. Stay tuned for our Spring plans around the reopening of the 2nd and 3rd floors still under remodel!



## ***Poster Printing***

*by Thy Son and Jeremy Hanlon*

The CUBE now offers the lowest possible price for large format printing services to current Pacific students, faculty, and staff. Create a powerful visual impact on your audience through graphics and sheer size!

There are several options for printing, including:

- Black and white on plain paper for \$1 per square foot
- Color on plain paper for \$2 per square foot
- Color on Canon glossy photo paper for \$3 per square foot

Prices are based on a cost per square foot and range from \$1 and up and rounded up to the next whole foot, (e.g. a 3 foot by 4 foot poster will cost \$24).

The printer can accommodate poster prints up to 42 inches x 60 inches. Please submit requests at least 48 hours (two business days) in advance. Rush processing may be available but is not guaranteed. The CUBE can only accept payment via credit card at this time.

To submit a printing request, save your document in PDF format on a USB flash drive and bring it to a staff member in the CUBE.

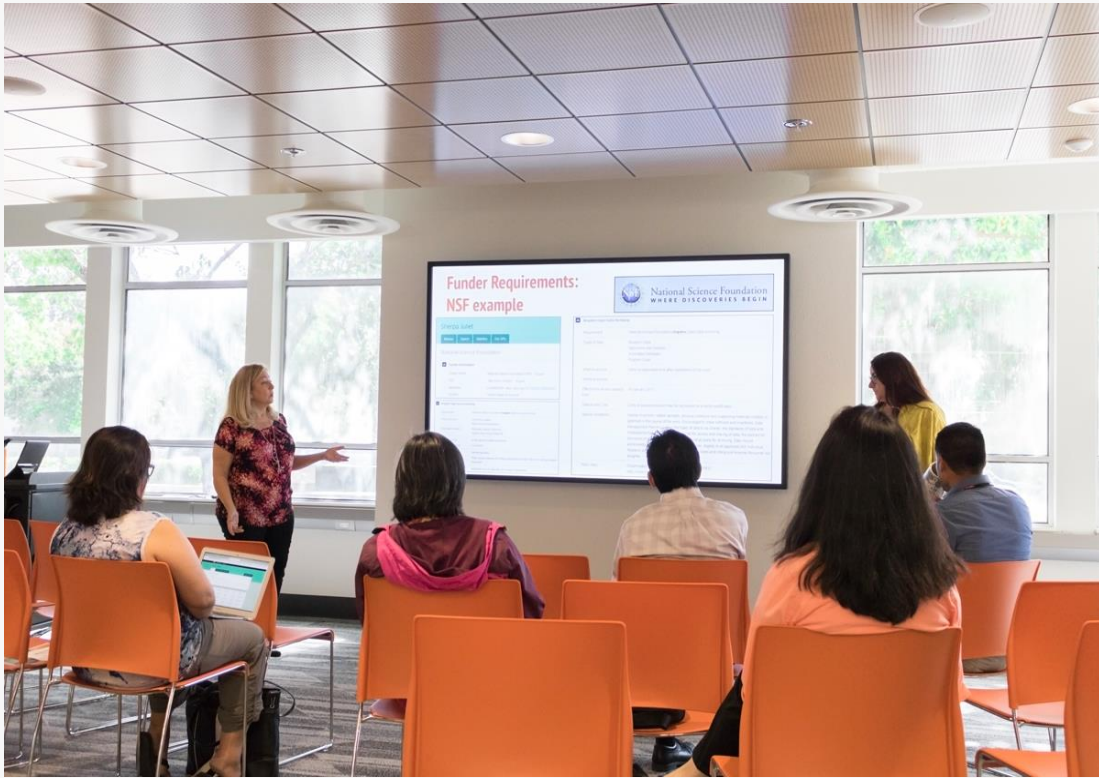
**Notes:** The CUBE does not provide mounting or laminating services. When designing your poster, please do not use a black background with white text or you will incur a double-rate fee. If your poster contains a full-color photo background, you may be charged at the “photo” rate of \$3 per square foot.

With large format printing, you can explore new projects on a new scale. The CUBE noticed a demand for large-size printing and made it a priority to enable large print production in the makerspace for an improved cost. By providing this new offering, the CUBE hopes to empower Pacific to focus on creating innovative products without restrictions and to bridge the gap between ideas and products. The CUBE is excited to provide this valuable capability and cannot wait to see what giant projects will forge their way into the makerspace.

## ***Scholarly Research Lifecycle Talks***

*By Michele Gibney*

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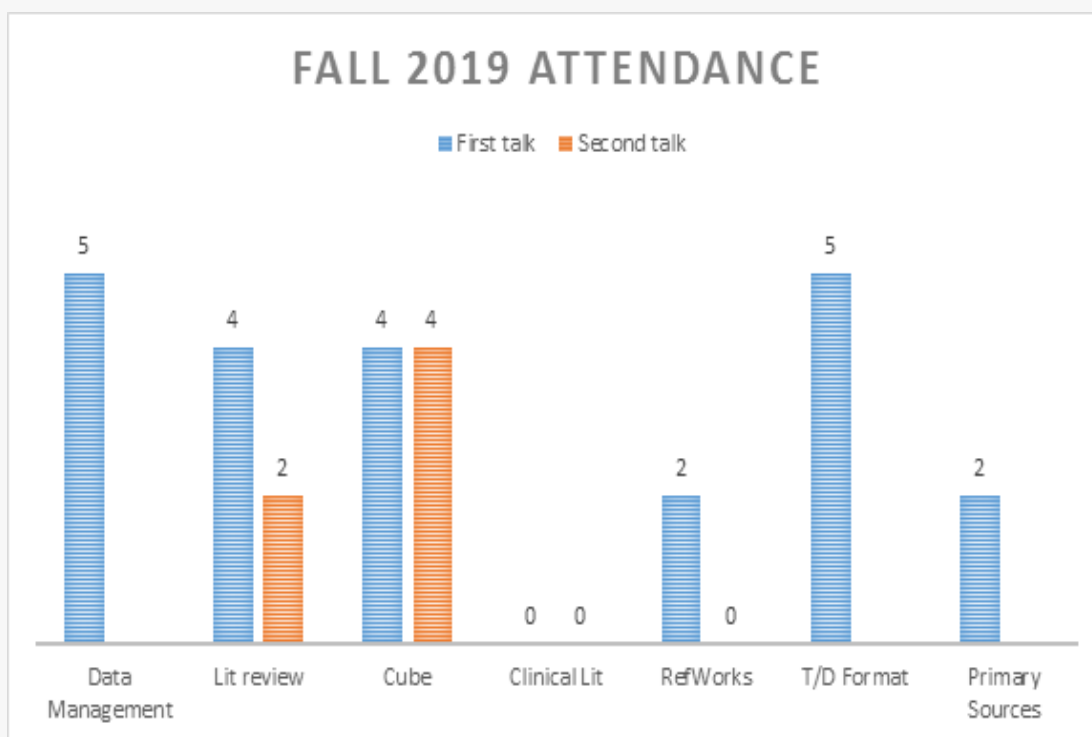
For the Fall semester of 2019, the previous Scholarly Communication Talks hosted by Michael Ladisch and Michele Gibney, were revamped to a new series of talks focusing on the Scholarly Research Lifecycle - meeting students, faculty and staff wherever they might be in their research and offering helpful tips to ease their way along the circular lifecycle.

The new talks included the following topics:

- Data Management Plans (collaboration with the Office of Sponsored Research and Projects)
- Literature Reviews
- The Cube
- Clinical Literature Searching
- RefWorks
- Pacific's *Thesis & Dissertation Format Guide* (collaboration with Writing Center)
- Using Primary Sources

You can see more about the Fall talks by [clicking here](#).

The first five were offered twice during the Fall semester and the last two were only offered once. Overall, decent attendance was recorded at the scheduled talks.



(Note: The second session of the Data Management talk has been postponed to December 3rd and has no recorded attendance data as of this publication.)

The planning team - composed of members from the Academic Support Librarians, Digital Initiatives, and Holt-Atherton Special Collections and Archives - are hard at work scheduling out the Spring 2020 talks. These will include some repeat and some new topics, including:

- Literature Reviews
- RefWorks
- Pacific's *Thesis & Dissertation Format Guide* (collaboration with Writing Center)
- Navigating Fake News
- Gamification in the Classroom
- Top 5 Resources You Didn't Know the Library Had
- Conference Poster Tips (collaboration with PURCC and Research Day)
- Open Educational Resources



We hope to see some of you at a talk next year! If you have any recommendations for new talks, please also feel free to send an email to me at [mgibney@pacific.edu](mailto:mgibney@pacific.edu).



## ***National Novel Writing Month***

*by Michele Gibney*

[National Novel Writing Month](#) is a global event that had its humble beginnings back in 1999 in the Bay Area - Happy 20th Birthday, NaNoWriMo! In November, every year, writers around the world pledge to (attempt) writing 50,000 words in 30 days.

When it started, there were 21 authors, nowadays there are hundreds of thousands all around the world. This year, the Cross Functional Team decided to support a little incubation of creativity in our own Library by offering a dedicated space to write novels one afternoon a week. We reached out to faculty from the English department as well as to the local Stockton community of Wrimos to spread the word.

NaNoWriMo provides a website where individuals can find community and track their progress by entering daily word counts - 1,667 words a day are needed to finish on time. Supportive emails from published authors, who are also Wrimos, go out to cheer writers on throughout the month. This year's included V. E. Schwab, Anne Lamott, Jasmine Guillory, and Maureen Goo - a full back [archive of pep talks](#) is also available for inspiration.





The Library makes a great location for writing and it was pleasant to while away a bit of time this month writing creatively, chatting with community members and students about writing projects, and watching that word counter tick upwards!

## STATISTICS

### Scholarly Commons

- Scholarly Commons had 372,828 full-text downloads and 576 new submissions were posted, bringing the total works in the repository to 45,948. University of the Pacific scholarship was read by 2,026 institutions across 168 countries.

### Link+

- 4,760 books loaned out to California & Nevada libraries
- 995 users

### Kanopy

- 180,200 minutes of videos streamed

## ***UPCOMING AWESOMENESS***

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[Data Management Plans - What You Need to Know](#), December 3, 2:00-3:00PM, PHS 111 and WebEx

24/5 open hours in the Library start December 1st at 9:00AM

Have a wonderful holiday, everyone!

## ***DID YOU KNOW?***

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The Digital Wall includes a new slide every month of books newly added to the Library's catalog. This includes both print and digital and we showcase eight of them each month to increase attention to the Library's collections of academic research. Take a look next time you're passing the Digital Wall and see what strikes your interest!

## **DECEMBER TRIVIA**

### **Contributed by November's Winner, Cindy Jackson!**

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Participants have until Friday, December 6th to submit answers. The correct submitters will be put in a raffle and the participant name that is drawn will receive the trophy prize. Please submit your answer via email to [libraryleads@pacific.edu](mailto:libraryleads@pacific.edu).

1. What is the literal meaning of "alumnus"?
2. Costs associated with higher education constitute what percent of the gross national product?
3. What is the long Latin version for the word: University?

**November Questions and Answers:**

1. What was the first jack o' lantern made out of?

A. A turnip. <https://www.history.com/news/history-of-the-jack-o-lantern-irish-origins>

2. Who do we have to thank for the tradition of carving jack o' lanterns?

A. Jack, Stingy Jack, the Devil, and/or the Irish. <https://www.history.com/news/history-of-the-jack-o-lantern-irish-origins>

3. What is the most popular pet costume for Halloween?

A. Pumpkin. <https://www.fastcompany.com/90421342/these-are-the-top-10-halloween-costumes-for-pets-in-2019>

## NOVEMBER TRIVIA WINNER - CINDY JACKSON

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Winner of this month's trivia questions will win the special honor of hosting the trophy on their desk for the next month!

New feature: They are also eligible to contribute the trivia questions for the next month if they want! This is completely optional and voluntary.



[Read Past Issues](#)

Do you have an idea for a Library Leads article? We'd love to hear about it. Please submit your idea to [libraryleads@pacific.edu](mailto:libraryleads@pacific.edu)

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