

Help Services

Service Report for 1st February to 31st March 2017

Exceptional Service Activities

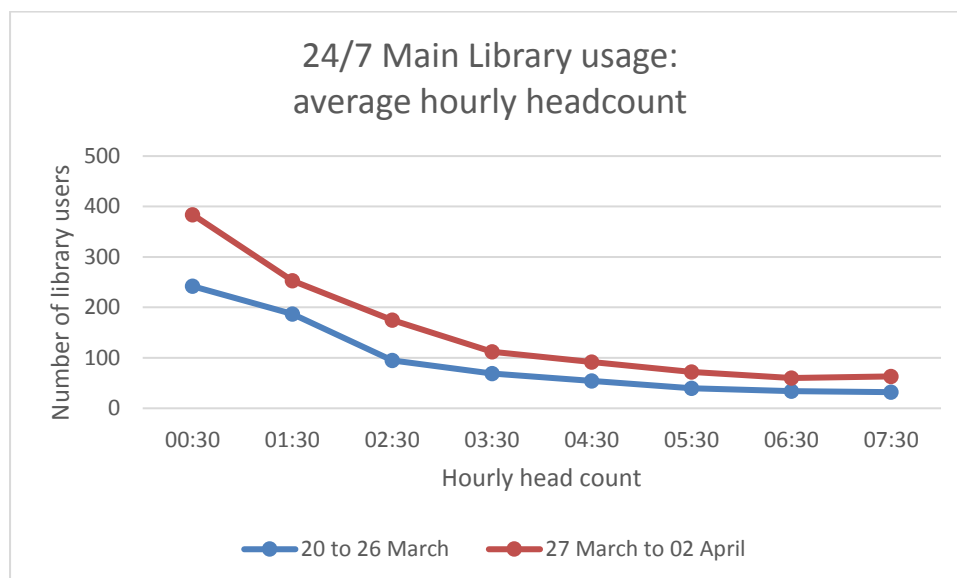
Opening Hours

- Opening hours were standard throughout this period with the significant exception of the Main Library building, which changed from opening 07:30-02:30, to 24/7 opening from Monday 20 March. The Main Library will not close again until the University Christmas closed days.

24/7 Main Library usage

- Starting on Monday 20 March, the Main Library stayed open throughout the night/early morning rather than closing at 02:30 as before, and will remain open continuously through to Christmas. Three Floors are kept open at midnight – Lower Ground, Ground and Floor 1 - with Floors 2, 3, 4, 5 and 6 closed: this gives access to a full range of facilities and the High Use Books Collection.
- The extension of Main Library opening hours is part of a wider University strategy to use Central area buildings in a more efficient manner. It has allowed for the closure at 22:00 of the Hugh Robson Building basement and High School Yards computer labs, which were previously open 24/7, as students who wish to study overnight are able to take advantage of the Library being a secure, staffed, well equipped environment with good access for disabled students.
- Usage statistics show a significant increase in the second week of operation compared with the first, which may be symptomatic of the academic demands on students or perhaps a growing awareness of the service. See Figure 1 below:

Figure 1: Main Library usage by headcount 20 March to 02 April 2017



- Feedback has been generally very positive, although there has been some dissatisfaction with the vending machines, and several requests for access to book collections on the upper floors.

- Capacity has not proven problematic as the peak occupancy in these 2 weeks was 432 (00:30 on 1 April). Nevertheless, in anticipation of increased demand for study spaces during the revision and exam period, Floors 2 to 5 will remain open from Saturday 22 April to Sunday 14 May inclusive. In addition, it is expected that the Ground Floor café space will be made permanently available for study after the closure of the café service, enabled by the addition of shutters to enclose the servery

Main Library door access

- The 3 exit speedlanes from the Main Library forum were converted from push button to proximity card reader on 01 March. This change will give much improved usage data for library managers to make decisions about library space, eg providing length of stay: data is not analysed on an individual user basis. It also improves security of the building as users will require a card to enter and leave.

Exam study space

- Preparations have been made for providing additional study spaces in the Central Area, in keeping with previous years. This will be reported fully in the next Section report. Communication to users is underway.
- Key points are: in addition to the opening of Floors 2-5 of the Main Library described above, the Teaching rooms on Floor 1 will be open for study from 8 April to 21 May, and the Centre for Research Collections 6th floor Research Suite will be open for revision purposes 17 April to 17 May.
- The DHT Hub Teaching rooms are booked by ISG for student revision from 17 April to 19 May (LG.06 being available weekdays only), 08:30-22:00.
- The Law Library will be open Sundays to 19:00 on 23, 30 April, and 7, 14 and 21 May.
- An interactive study spaces map with this information is due to be published shortly at www.ed.ac.uk/is/study-spaces
- Reference Library Members will be restricted from gaining access to the Main Library and Law Library 05:30-17:30 17 April to 14 May inclusive

College of AHSS post-offer open day

- Helpdesk staff participated in the College of AHSS post-offer visits in the Central Area.
- A total of 263 visitors visited the Main Library on 29 March: 72 went on tours and 139 enquired at the welcome desk, which seemed busy as some of the visitors had multiple enquiries.
- A total of 134 visited the Library information desk in Potterrow Dome.
- A total of 478 visitors visited the Main Library on 5 April: 169 went on tours (double the number from last year) and 140 enquired at the welcome desk.
- 189 visited the Library information desk in Potterrow Dome.

Staffing & Pop-Up IT Support Desk Pilot

- The pilot project to run an improved I.T. Mobile device clinic service in the Main Library is currently underway. The Pop-Up I.T. Support service provides a face to face no appointment required I.T. support.
- The pilot project will run from the 27 March until 19 May.
- The desk is staffed by 2 Student I.T. Assistants (out of a pool of 12) and 2 full time I.T. Staff from USD Operational Services user Support.

- Hours of operation are 12:00-18:00 Monday-Friday with a 20:00 late closing on Wednesdays.
- In the first 5 days of running 165 I.T. quick calls were logged with 90 customers completing our online surveys. The feedback so far has been excellent and the pilot has been well received by students and staff alike.

Customer Service Excellence Award

- Prior to assessment by the external Assessor on 2 February, CSE evidence was submitted covering 19 different sections of evidence relating to the 5 core sections of CSE accreditation were finalised. The 5 core sections are; Customer Insight, Our Culture, Information & Access, Delivery and Timeliness & Quality.
- The programme for Assessment day on 2 February included a visit to the Murray Library where Helpdesk staff made a very positive impression on the Assessor.
- Subsequently, the assessment was successful. All remaining partial compliance elements were made complaint, including benchmarking, meaning we are fully compliant. Moreover, a compliance plus was awarded for customer insight, based on the excellent knowledge our Helpdesk staff have of our user communities.

Social Media:

Twitter – Main Library

- As of 31 March, we have 2,126 followers.
- In February, the team tweeted links for films on BoB National, help with uCreate poster printing and laptop borrowing. We also included a themed tweet for Valentine's Day.
- In the month of March, the Twitter team led the Library service Social Media campaigns to promote 24 hour opening and the new swipe exit gates at Main Library. We also tweeted about Online Print Credit, e-resource trials and International Women's Day.

Top Tweets

- Top tweet for January 2017 was: **"4:00am emergency study session? 6:00am essay printing? No problem! Main Library will be open 24/7 from 20 March!"** This was retweeted 14 times, liked 7 times, received 5 profile clicks, 13 link clicks and was seen by 2,629 users on Twitter.
- Top tweet for February 2017 was: **"Main Library have updated the exit gates so users now need to swipe out as well as swiping in. Cards at the ready!"** This was retweeted 12 times, liked 6 times, received 11 profile clicks, 8 link clicks and was seen by 2,251 users on Twitter.

Table 1: Twitter Statistics for February and March 2017

<i>Period</i>	<i>1-28 February</i>	<i>1-31 March</i>
Original Tweets	39	60
Retweets	49	61
New followers	45	56
Mentions	42	60
Likes	84	118
Link clicks	83	137
Profile visits	3,668	3,283
Impressions	24,400	32,800

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

Mentions = Number of times another twitter user has mentioned us (@EdUniMainLib) in a tweet (this includes replying to tweets we have done, tweeting enquiries at us, promoting events at Main Library, etc.)

Likes = Number of times our original tweets have been liked by another twitter user

Link clicks = Number of times another twitter user has clicked on a link we have posted

Profile visits = Number of times a Twitter user has visited our page

Impressions = Number of times user sees a tweet

Twitter – Library and Museum

- As of 31 January we have 1,526 followers.
- The weeks covered by the Helpdesk teams were 13-19 February, 6-13 March and 27 March-2 April.
- A Helpdesk Assistant from New College Library joined the team as of the 28 March. Library Services Managers (LSMs) at Law and ECA libraries have been emailed to ask if any staff would like to join the Library and Museums Twitter team.
- In the month of February, the team concentrated on the theme of Valentine’s Day and Random Acts of Kindness Day and used the hashtags #lovelibraries.
- In the month of March, the team concentrated on promoting International Women’s Day by linking it to library collections, and we did some fun tweets on the joys of spring.

Top Tweets

- Top tweet for February 2017 was: **“[Congratulations to Edinburgh winning QF of #UniversityChallenge, beating Monkman no less! Watch again with BoB...](#)”**. This was retweeted 23 times, liked 46 times, received 68 link clicks, 11 profile clicks and was seen by 11, 796 users on Twitter.
- Top tweet for March 2017 was: **“24 hour opening is coming soon! From 20 March, Main Library will be open 24/7. For further information...”**. This was retweeted 5 times, liked 2 times, received 8 link clicks, 5 profile clicks and was seen by 2,125 users on Twitter.

Table 2: Twitter Statistics for February and March 2017

<i>Period</i>	<i>1-28 February</i>	<i>1-31 March</i>
Original Tweets	15	36
Retweets	51	78
New followers	33	40
Mentions	11	18
Likes	59	89
Link clicks	118	132
Profile visits	2,041	2,819
Impressions	19,000	33,300

Facebook

- As of 31 January we have 744 page likes.
- The weeks covered by the Helpdesk teams were 13-19 February, 6-13 March and 27 March-2 April.
- A Helpdesk Assistant from New College Library joined the team as of the 28 March. The LSMs at ECA and Law Libraries have been emailed to ask if any staff would like to join the Facebook team.

- As with Twitter, in the month of February the team concentrated on the theme of Valentine’s Day and Random Acts of Kindness Day.
- In the month of March, the team concentrated on promoting International Women’s Day by linking it to library collections, and we did some fun posts on the joys of spring.

Top posts

- Top Facebook post for February 2017 was: **“For all our classicists, archaeologists, ancient historians*, scholars of antiquity, Egyptologists ... we’ve got two new online resources that may be of interest to you. Oxford Classical Dictionary.... And Online Egyptological Bibliography (OEB)...”**. This post reached 422 users on Facebook and received 4 likes and 2 shares.
- Top Facebook post for March 2017 was: **“Inspiring women - University of Edinburgh’s pride - Inspiring Women Photography Exhibition launched by University of Edinburgh’s Equality and Diversity is available here...”**. This post reached 12,154 users on Facebook, received 78 likes and 86 shares.

Table 3: Facebook Statistics for February and March 2017

<i>Period</i>	<i>1-28 February</i>	<i>1-31 March</i>
Current Likes	719	744
New Likes	21	25
Post Reach	3, 834	18, 942
Engagement	295	1, 452

Current Likes = Number of likes our Facebook page has received

New Likes = Number of new users who have liked our Facebook page

Post Reach = Number of users who have seen our posts

Engagement = Number of times a Facebook user liked, commented on or shared one of our posts.

Instagram

- As of 31st March we have 112 followers.
- A Helpdesk Assistant from Moray House Library has joined the Instagram team and will post content every Friday. As she has joined the Instagram team, it has delayed her joining the LMT and Facebook teams until the summer.
- During the month of February, there was an eclectic mix of posts. We posted about Student Elections, Vet Library resources and posted a video of the snow in the quad at Moray House.
- March featured some very important posts and the Instagram account was involved in the Library service Social Media campaigns to promote 24 hour opening and the new swipe exit gates at Main Library. We also promoted the Gaelic reading and teaching display at Moray House Library and the ECA Library Vogue archive. We also posted about International Women’s Day.

Top posts

- Top Instagram post for February 2017 was: **“Moray House Library Fact→ used to be a swimming pool”** [Picture of Moray House Library lower ground floor study area]. This post received 22 likes and 3 comments.
- Top Instagram post for March 2017 was: **“We have been busy celebrating 24 opening at Main Library. We hope you are enjoying it!”** [Picture outside Main Library of Gary Jebb, Alec Edgecliffe-Johnson and Jeremy Upton holding 24/7 balloons]. This post received 26 likes and 1 comment.

Table 4: Instagram statistics February and March 2017

<i>Period</i>	<i>1-28 February</i>	<i>1-31 March</i>
New Followers	13	21
Posts	10	23
Likes	166	366
Comments	7	13

New Followers= Number of new users who follow our Instagram page.

Posts= Number of posts we have created on our Instagram page.

Likes = Number of times an Instagram user has commented on one of our posts.

Comments= Number of times an Instagram user has commented on one of our posts.

Section staffing

Student Helpers

- Two student helpers started at the Murray Library on the 20 February and will continue to work for 2 hours a day until the 7 April.
- 12 Student IT Assistants have been hired for April and May to both staff the Pop-Up IT Support Desk and to provide exam support during May.

Section services

Card Services

- The outcome of the LMP006 project is that since 26 January the Helpdesks have been creating yellow Library Member cards for Reference users and External users (ie not Student, Staff, or Official Visitor).
- Since the Main Library introduced 'swipe' out as well as 'swipe' in to the building on 1 March, the importance of existing Library Members to upgrade from cardboard cards to proximity cards increased. Communication by email was sent to existing users in order to alert them to the change and encourage early card replacement.
- 890 Reference Library Member cards and 1368 Borrower cards have been created to 31 March inclusive. This represents about half the total number of Library members, and is a credit to the Helpdesk teams who have created so many cards in a short time.
- Table 5 summarises Card Services' first card issue for this Session.

Table 5: Number of first cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	326	200	9435	9961
September	258	173	2679	3110
October	251	153	271	675
November	183	93	168	444
December	96	74	767	937
January	176	118	570	864
February	136	121	97	354
March	167	188	124	479
April				
May				
June				
July				
Session Total				

- Table 6 summarises Card Services' replacement card issue for this Session.

Table 6: Number of replacement cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	209	62	491	762
September	309	81	3534	3924
October	260	122	907	1289
November	246	63	665	974
December	161	72	375	608
January	284	91	692	1067
February	204	95	483	782
March	225	79	597	901
April				
May				
June				
July				
Session Total				

- On 16 March the Section Head in his role as Service Owner met with the Director of Student Administrative Services, and Business Owner for Card Services. This was a productive meeting reflecting on the past few months and looking ahead to the September intake. The next meeting is in July.
- The Virtual Card Team will meet on 13 April.

Online Print Credit

- The usage data shows that the number of transactions and value of Online Print Credit (OPC) continues to decline this Session.
- System performance was satisfactory in February and March with no major incidents.
- There was a short outage of the service consequent of the regular quarterly core database server update on 08 March.

Disability Computing Support (DCS) for Students

- A brief overview took place during initial training for the 12 Student IT Assistants who have been hired to both staff the Pop-Up IT Support Desk and to provide exam support during May. However full exam support training will take place at the end of April.
- All students requiring IT exam support have been emailed twice offering meetings to go over the setup. The majority have replied not requiring a meeting as they are confident with the setup. Two meetings have been held so far with 1 student referred back to Student Disability Service for clarification of requirements. One further student meeting is scheduled for Friday 7 April.
- AutoCAD drafting software and UniSim chemical process modelling software has been installed on the 3 Accessible PCs at King's Buildings to provide enhanced disability computing support to Engineering students.
- ECA and the King's Buildings Accessibility computers have been refreshed. Accessibility computers requiring memory upgrade have been identified.
- A survey of disability software affected by the Windows 10 managed desktop rollout is currently in progress.
- One accessibility room visualiser was sent back to manufacturer for repair under warranty.

Disability Computing Support for Staff

- As of 31 March, 4 Staff DCS calls were open in Unidesk. Two are from the latter half of 2016, 1 is from January and 1 from March.
- One borrower was, unusually, a walk-in for which we had no prior notice. Fortunately, it was possible to provide support to them during the visit, which involved borrowing ergonomic desktop equipment.
- A few smaller items of ergonomic loan equipment have been replaced due to wear and tear.

uCreate: software usage

Table 7: Number of uses 2016/17

Month						
	Aug	Sep	Oct	Nov	Dec	Jan
Photoshop CS6 / CC	60	*19	*126	454	**69	**65
Illustrator CS6 / CC	10	*n/a	*n/a	*n/a	**0	**n/a
InDesign CS6 / CC	6	*n/a	*n/a	53	**11	**7
Premiere Pro CS6 / CC	4	*n/a	*n/a	36	**9	**11
Acrobat Pro 10 / DC	208	*n/a	*n/a	1763	1988	893
Data-stream 5 Advance	0	0	10	11	0	22

Month	Feb	Mar	Apr	May	Jun	Jul
Photoshop CS6 / CC	411	324				
Illustrator CS6 / CC	201	235				
InDesign CS6 / CC	63	122				
Premiere Pro CS6 / CC	67	94				
Acrobat Pro 10 / DC	2120	2543				
Data-stream 5 Advance	49	85				

* The uCreate Adobe CC suite was upgraded to CC2015.XX during Oct/Sep. This resulted in full software metering stats being unavailable during these months while new versions of the applications were deployed and the new metering rules set up.

** The uCreate Adobe CC suite was upgraded to CC2017 in early December. This resulted in full software metering stats being unavailable during Dec/Jan while new versions of the applications were deployed and the new metering rules set up. Full metering was re-established from January 24.

- The rapid rise from a severe dip in the use of Adobe applications continues with some applications being accessed even more during this period than at the same time in previous years.

uCreate: poster printing

Table 8: Number of posters printed

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
uCreate ML - PLAIN												
2016 / 17	66	152	122	336	146	50	229	315				
2015 / 16	111	123	90	234	110	42	193	297	158	192	78	54
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48
uCreate ML – GLOSSY												
2016 / 17	24	41	49	114	41	11	44	77				
2015 / 16	33	28	N/A	90	99	25	56	82	61	46	29	9
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	N/A
uCreate KB – PLAIN												
2016 / 17	4	17	28	33	9	5	68	60				
2015 / 16	6	17	8	29	13	6	46	40	21	15	11	8
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14
uCreate KB – GLOSSY												
2016 / 17	22	8	26	14	9	2	13	NA				
2015 / 16	14	12	3	9	5	4	32	15	11	7	5	1
2013 / 14	3	2	2	7	8	1	1	10	12	9	5	10

- The bulk of poster printing still occurring in the Main Library. Poster projects at the King's Buildings have increased KB-Plain usage. KB-Glossy is underused.

- The KB Glossy plotter is currently offline so statistics are unavailable for March; it will be repaired early April.

uCreate: other

- All poster plotters have now been successfully moved to the private network to increase security.
- An incident around compatibility issues with hosting Datastream on uCreate machines has been resolved by means of a workaround.
- There was a high number of class poster projects held over the period, some announced and some unannounced. Helpdesk staff managed support and consumables control very well throughout and poster projects which were held after the 24/7 Main Library opening hours commenced did not appear to cause any additional major support problems.

Helpdesk services sites

College of Medicine and Veterinary Medicine (CMVM) Libraries:-

Western General Hospital Library (WGH)

- Older material has been moved from the open shelves to a new location, WGH Stack.

The Lady Smith of Kelvin Veterinary Library (Vet)

- The Academic Support Librarian and Vet Library staff have been liaising with Vet School Digital Education Unit and ISG Easter Bush IT Campus Lead regarding installation of a PC with the Vet School's Extra Mural Study database in the Vet Library. The PC has been installed in the glass room with Reserve Collection.
- Vet Library staff have been working on identifying and withdrawing of older editions with Academic Support Librarian during the stock check-up.
- Vet Library staff have been working on the list containing withdrawn or donated books in preparation to offer them to the Veterinary School in Malawi. Lists with duplicate issues of journals have also been created and the duplicate issues will be offered to other libraries or to the Veterinary School in Malawi.
- A member of staff from the Content Acquisitions & Access (CA&A) team has visited Vet Library on 3 March to discuss the issues with some of the journal subscriptions transferred from EBSCO to LM Information Delivery.
- The Helpdesk Supervisor joined the Help Services Continual Improvement Group.
- The Head of Digital Library and Deputy Head of L&UC the Head of Library Research Support visited Vet Library on 2 March.
- The recently appointed Academic Support Librarian for Medicine visited Vet Library on 15 March.

Royal Infirmary Library (RIL)

- A Helpdesk Assistant continues to do Alma testing.
- Helpdesk staff help out with Murray Library and Main Library ILLiad when requested.
- The ASL introduced the new member of the ASL team to RIL staff on 1 March.

ECA Library

- The LSM provided a tour of the library on 21 February for the Head of Digital Library and Deputy Head of L&UC and the Head of Library Research Support.

- A member of staff from CA&A visited on 2 March to provide training on the new LibNet serials system and answer questions about serials claims.
- ECA student collective “The Grey People” completed their Artists’ Books “micro-residency” during the Festival of Creative Learning (20-24 February), and their selection of works from the library collection was displayed from 13 March to 4 April.

Law Library

- The ASL, Collections Lifecycle Manager and LSM met on 20 February to discuss the re-classification project required this summer in preparation for the move to Old College.
- Collections related work has started with checking files of items from LAW-GEN and LAW-REF to be re-classified into Library of Congress shelf marks, these have now been sent to Backstage.
- On 17 March Geraldine Prendergast, an Erasmus Visitor from University College, Cork met with the LSM and discussed the Europa Documentation Centre work that had been done here. Geraldine found this very useful as they are about to embark on a similar assessment of material.
- The automatic front doors to DHT which were replaced at the end of January 2017 are still having intermittent problems, but in general access is much improved.
- Usage of the DHT Computer Room G.04 has increased, but there is less uptake of the computers in the Library except for the ones on the Ground Floor. This might be due to the fact that the ones on the upper floors are on much smaller desks.

Main Library

- As part of investigation into providing self-service laptop loans, on 9 March Help Services Managers and staff visited Edinburgh Napier University to see their Lapsafe service in operation.
- A Helpdesk Supervisor delivered VRS training to VRS administrators on 14 March.
- The volume of enquiries from users at Service Desk for requested items held in Hub has been monitored in order to help us evaluate volume of this traffic and introduce measures to direct users more efficiently without joining the queue. The volume of enquiries was found to be quite high considering our users have this information in the confirmation email we are looking to identify solutions to this problem; such as queue-busting when the queue is large or better signage.
- The usage of MFDs around launch of 24/7 has been monitored to anticipate any surges in usage/paper shortages/longer out-of-order periods. The period of monitoring uncovered no related problems but the team will continue to assess the impact of 24/7 on printing resources going forward.

Moray House Library

- The 2 group study rooms in the library will have AV installed in them in summer 2017. This will be a great improvement to users as at the moment they often have to crowd around the one standard size PC monitor in the rooms.
- Learning Teaching Spaces Technology Section in LTW are investigating installing power on the desks on the lower floor of the library. This will help alleviate issues of users using their own devices whilst sitting at open access PC desks.

New College Library (NCL)

Estates

- Motion sensitive lighting was put in stack I. This work started Monday 27 February and was finished on Friday 10 March. We operated a collection service from stack I during this period as it was closed to readers. This was a lot of extra work for the desk staff and we had to draft in extra help from the peripatetic staff in the second week. It was all worth it though. The LED lighting is much brighter and a great improvement on what was there previously.
- Works continues to the front of New College to clean the stone and put in lights to the front of the building. This has been ongoing since January and is expected to last until the end of July. We have earplugs available for users in the library as the work has sometimes been noisy.
- An issue came to light at the end of the reporting period regarding temporary closure of the vennel meaning access to the library is via the door to the left of the archway from Mound Place from 8 to 22 April inclusive. <http://www.ed.ac.uk/information-services/library-museum-gallery/using-library/lib-locate/newcoll-lib>
- We have taken receipt of the environmental monitoring equipment and are waiting for an installation date. Meanwhile the conservator from CRC has lent NCL some data sensors and is doing monitoring herself. Also the ASL, Archivist and LSM have been monitoring the situation by taking pictures and checking books for signs of damp, mould etc. This has been done every two weeks since January.
- Building Surveyors are pushing ahead with the resolving the damp issues in NCL. The area to the back of the library was cleaned on 28 March and they are arranging for the drain there to be cleaned. They are undertaking re-pointing of the drainage channel in the quad which seems to have had an effect on damage inside the NCL. Quotes have also been obtained for the repair work inside the stacks and this is currently being scheduled.

Collections

- Two new cataloguing projects have started that are re-classifying all of the UTS pamphlets & some of the UTS books to LC. Helpdesk staff have to relabel & find shelf space for all of these items which has increased our workload.

Other

- The ASL and LSM had a meeting with the student intern working on library mapping re library mapping on 16 February. The student intern has been in NCL since and the project is progressing well.
- Interviews were held for 3 student intern posts on 27 March for scoping and cleaning of the X collection in stack III. Three interns have been appointed to start on 24 April and will work until the end of July.
- Helpdesk Assistants continue to do work with duplicate NCL Special Collections on a Saturday as a background task. This includes listing the bibliographic details and making sure the items to be withdrawn are stamped 'withdrawn' if that is appropriate.

Noreen & Kenneth Murray Library

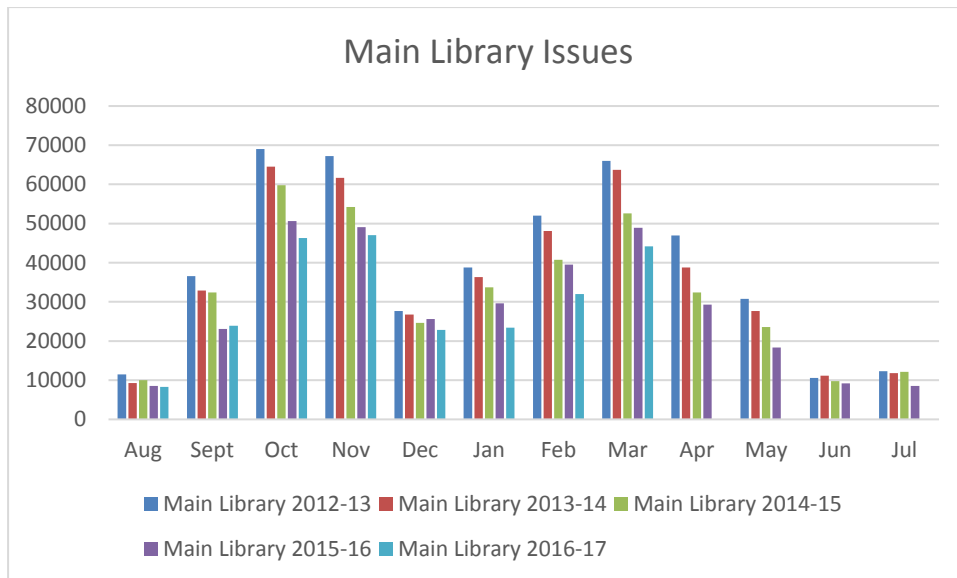
- Anybooks collected 9 boxes of withdrawn stock on the 1 February.
- The CSE Assessor visited the Murray Library on 2 February as part of the rolling assessment programme.
- The Helpdesk Supervisor attended a meeting of CS&E/MVM Supervisors in the Murray Library on 8 February.
- Work continues on the task of identifying the appropriate school of the authors of theses which have been added to ERA.
- The Head of Digital Library and Deputy Head of L&UC, and the Head of Library Research Support visited the Murray Library on 2 March as part of their induction.

Performance Indicators

Circulation 2016/17

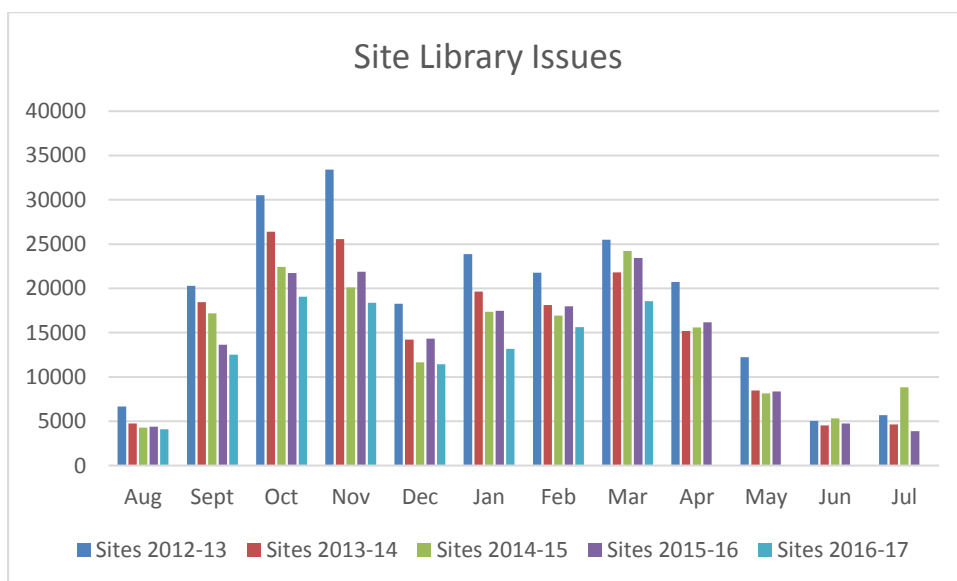
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Main Library issues 5 year comparison



- Issues at the Main Library in February and March 2017 continued the general downward trend.
- At Site Libraries the trend of declining loans year on year continues.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 3 below.

Figure 3: Site libraries issues 5 year comparison



- 2016/17 circulation figures (issues and returns) are presented in Tables 9 and 10.

Table 9: Number of issues

Number of Issues	2012-13	2013-14	2014-15	2015-16	2016-17
Aug	18161	14036	14285	12942	12382
Sep	57635	51325	49568	36748	36381
Oct	101498	90899	82250	72368	65329
Nov	100602	87182	74283	70957	65384
Dec	45899	40952	36290	39893	34241
Jan	62678	55947	51096	47110	36545
Feb	73786	66216	57645	57470	47607
Mar	91515*	85547	76808	72321	65145
Apr	67711	53985	48013	45442	
May	43032	36134	31770	26739	
Jun	15573	15667	15118	13922	
Jul	17954	16475	20960	12444	
Annual Total	696044	614365	558086	508356	

Table 10: Number of returns

No. of Returns	2012-13	2013-14	2014-15	2015-16	2016-17
Aug	28950	31409	26237	24615	21556
Sep	36971	35544	31826	31073	22380
Oct	81001	81021	71227	66900	50479
Nov	99139	95936	84219	72866	60434
Dec	74768	64341	56748	50316	45607
Jan	52649	54200	48133	44025	31593
Feb	69627	63721	57681	50205	39314
Mar	98267	91474*	86317	77607	62717
Apr	87115	81729	67279	59017	
May	65997	60466	49224	43345	
Jun	21422	17817	18367	15484	
Jul	19338	18133	17298	16297	
Annual Total	735244	696791	614556	551750	

Self-issue and self-return 2016-17: All Help Services locations

- USD KPI #7 for 2016-17 is 90% of library material issued to be borrowed by self-service. The KPI **was met** in February and March 2017 and showed an increase in March (97%) compared with the same month in 2015 (96%).
- USD KPI #8 for 2016-17 is 90% of library material to be returned by self-service. The KPI **was met** in February and March 2017; February was consistent with the previous month (93%) but showed a decrease compared with the same month in 2015 (95%).

Table 11: Selfcheck in relation to loans 2016-17 (2015-16 % in blue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12382	11005	88% (88%)	N	21556	19578	91% (82%)	Y
Sept	36381	34125	94% (93%)	Y	22380	20304	91% (88%)	Y
Oct	65329	62365	95% (95%)	Y	50479	48046	95% (95%)	Y
Nov	65384	62871	96% (96%)	Y	60434	57891	96% (95%)	Y
Dec	34241	32751	96% (93%)	Y	45607	43500	95% (94%)	Y
Jan	36545	34496	94% (94%)	Y	31593	29363	93% (93%)	Y
Feb	47607	45022	95% (95%)	Y	39314	36726	93% (95%)	Y
Mar	65145	62396	97% (96%)	Y	62717	59656	95% (95%)	Y
Apr			(95%)				(95%)	
May			(93%)				(90%)	
June			(89%)				(87%)	
July			(89%)				(90%)	
Total			(94%)				(93%)	

Unidesk Library Helpdesks operator group: standard calls

- The Library Helpdesks operator group was final resolver of 508 calls in February 2017, being largely consistent with November 2016 and January.
- The target for percentage resolved in 1 day (target 60%) was met in February (64%); the target for percentage resolved in 3 days (75%) was also met (81%); as was the target for 7 days: target 80%, resolved 88%. This is an improvement on the previous 2 months.
- Of these calls, more service requests were resolved than incidents.
- The group also handled 125 calls in February 2017.

Table 12: Library Helpdesks final resolver and/or handled calls by Subcategory 2016/17

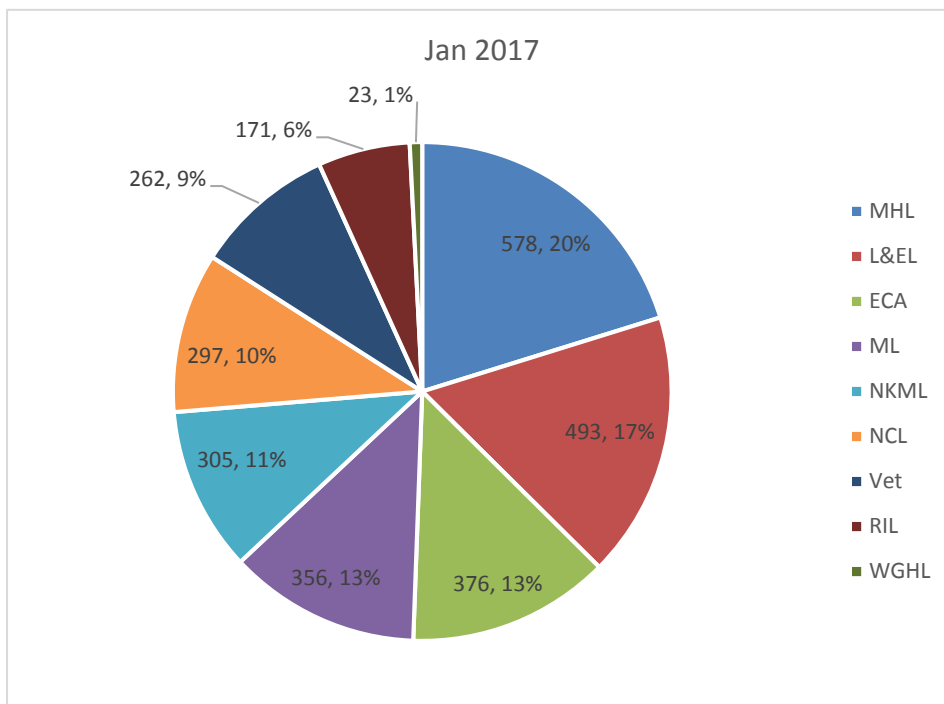
Category	Subcategory	November	December	January	February
Core services & systems	Card Services	177	160	208	147
Library	Library Resources Plus	166	134	196	179
Library	Discovery	135	49	132	111
Advice & Consultancy	Help & Support	78	56	92	76
Core services & systems	Personal Print, Copy, Scan	59	13	26	49
Learning & teaching	Course Reading	12	13	17	13
Library	Study Spaces	2	4	7	6
Rest		43	28	35	52

- Card calls were not the most numerous in February; rather it was Library Resources Plus followed by Card, and then Discovery. The relatively high incidence of print, copy, scan may relate to course assignments.
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: <http://www.ed.ac.uk/is/satisfaction-survey> .

Unidesk Quick Calls recorded by sites in January-March 2017

- The timing of the previous report allowed for only a brief preliminary analysis of the Quick Calls recorded in January. Therefore a more detailed analysis is included here. 2861 enquiries were recorded for the month. Figure 4 shows the breakdown of total enquiries by site. Moray House Library recorded the most enquiries (578), ahead of the Law Library (493), ECA Library (376) and the Main Library (356). These rankings were largely due to a marked decrease in enquiries recorded at the Law and Main libraries compared to January 2016, when they recorded 823 and 861 enquiries respectively. Also Moray House Library’s Semester hours started a week earlier than most sites, on 9 January, and the library was busy in January.

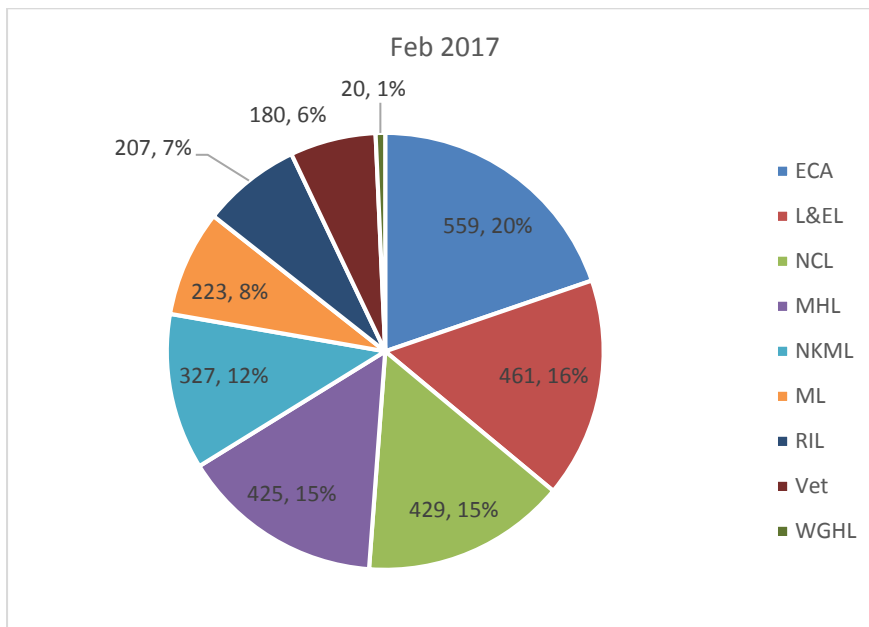
Figure 4: Quick Calls by Standard Solution by site Jan 2017



- There was a total of 2831 Quick Calls in February. The picture compared to January was very mixed.
- The Main Library saw significant under-recording of enquiries with 223 Quick Calls, a fall of 37% on January and a 74% fall compared to the February 2016 figure (852). This was in part due to enquiries recorded on paper forms during the SCONUL enquiry sample week not being entered in Quick Call. The Law and Europa Library also saw considerably fewer Quick Calls recorded (461) than in February 2016 (917), a reduction of 49.7%. In particular there were considerably fewer Quick Calls at Law relating to “Access: Day passes or ID check” (39 in February 2017 compared to 174 the same month in 2016) and help locating material on the shelf (a fall of 52% from 136 to 64).

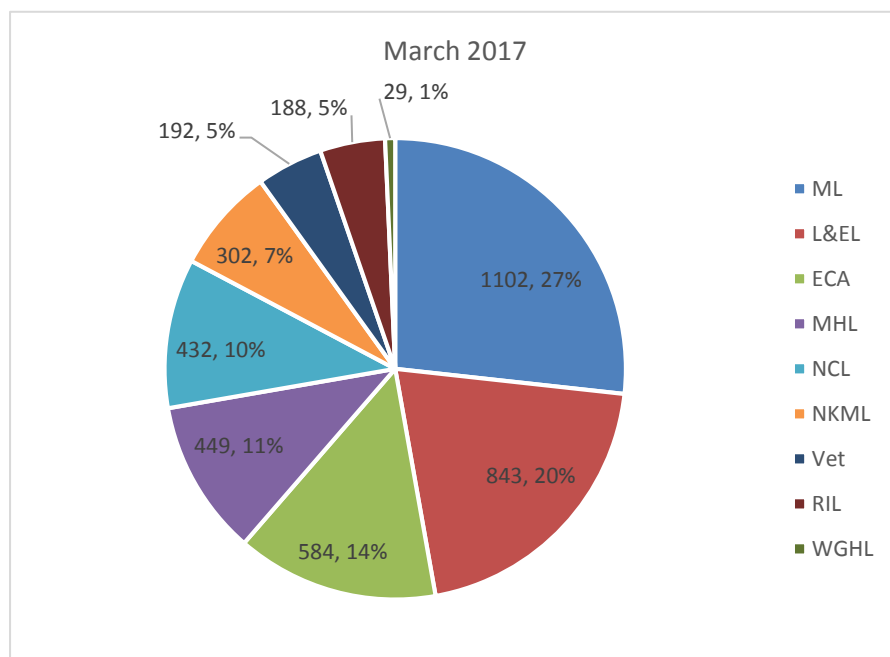
Other sites saw significant increases compared to January. ECA Library recorded 559 Quick Calls in February, an increase of 48.7% on January 2017 but a slight reduction on the 598 in February 2016. This increase was reflected across the range of Standard Solutions, with no single enquiry being particularly prominent. New College Library with 429 Quick Calls increased its recorded enquiries both on January 2017 (297) and February 2016 (319). Again this increase was across a wide range of enquiries.

Figure 5: Quick Calls by Standard Solution by site Feb 2017



- March saw a much higher total than the previous two months, with 4121 Quick Calls recorded. As Figure 6 demonstrates, this was mainly due to a dramatic improvement in recording at the Main Library and the Law Library. The overall total was lower than March 2016, when 4914 enquiries were recorded. All sites recorded fewer enquiries than in March 2016, with the exception of New College Library, which saw an increase of 24% on the previous year.

Figure 6: Quick Calls by Standard Solution by site March 2017



Unidesk Quick Calls recorded by sites in January, February and March 2017

- Tables 13, 14 and 15 show the Top 10 enquiries across all sites in January, February and March 2017. They illustrate a largely static picture in terms of the most common enquiries. The increase in circulation enquiries would be expected as Semester progresses and students look to renew loans, place requests for on-loan items etc. Day pass or ID check Quick Calls made up a considerably lower share of calls in February 2017 (83, 2.9%) compared to February 2016 (188, 4.5%). While March 2017 saw the number of such calls increase to 112, in percentage terms this represented another fall to 2.7%, taking it out of the top 10. For comparison, March 2016 saw 251 enquiries of this nature, so this is a very significant reduction. This trend would be expected to continue given the introduction of swipe cards for external users.
- Card queries were prominent in January (as would be expected with the influx of new students that month) and February, although slightly down in numbers on the equivalent months last year (216 in January 2016 and 182 in February 2016). However, whereas from January to February 2016 card queries fell from 3rd to 6th place, this year they remained in 4th place both months, with 5.5% of all enquiries this February compared to 4.3% the previous year. March 2017 saw more card queries than either of the preceding two months (209), comprising 5.1% of the total calls (in March 2016 the share of the total was 3.9%). This trend doubtless reflects the impact of the new library registration and card production process, with existing users coming in for replacement cards having been contacted by bulk email. The Main Library accounted for 49.7% of all card queries for March, indicating the extent of the additional workload generated there.

Table 13: Top 10 Quick Call standard solutions Jan 2017: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	357	12.5%
2	Circulation: enquiries	263	9.2%
3	Direction/information	166	5.8%
4	Card: Queries	164	5.7%
5	Stationery/equipment loan	159	5.6%
6	Finding material	152	5.3%
7	Circulation: self-issue/self-return	131	4.6%
8	Access: Day passes or ID check	127	4.4%
9	Circulation: manual issue/return	93	3.3%
10	Buildings and facilities	86	3.0%

Table 14: Top 10 Quick Call standard solutions Feb 2017: all sites

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	312	11.0%
2	Finding material: locating material on the shelf	304	10.7%
3	Direction/information	217	7.7%
4	Card: Queries	155	5.5%
5	Finding material	143	5.1%
6	Stationery/equipment loan	143	5.1%
7	Circulation: self-issue/self-return	136	4.8%
8	Circulation: manual issue/return	115	4.1%
9	Buildings and facilities	101	3.6%
10	Access: Day passes or ID check	83	2.9%

Table 15: Top 10 Quick Call standard solutions March 2017: all sites

Rank	Standard Solution	No	% of total
1	Circulation enquiries	426	10.3%
2	Finding material: locating material on shelf	415	10.0%
3	Direction/information	266	6.5%
4	Stationery/equipment loan	226	5.5%
5	Card queries	209	5.1%
6	Finding material	178	4.3%
7	Circulation: self-issue/self-return	151	3.7%
8	Lost property	150	3.6%
9	Circulation: manual issue/return	139	3.4%
10	Buildings and facilities	121	2.9%

