User Services Directorate

Help Services Section

Monthly Status Report

April and May 2018

Management Summary

Revision and Exam study spaces:
As expected the Main Library saw very high usage during the peak study weeks: 16 April, 23 April, 30 April, 07 May.

A range of measures were taken to free up and grow space for students in the Main Library, to maintain a studious environment, and to provide alternative study places. For example, overflow study space in the DHT Hub (basement) was successful in providing a nearby alternative for study: this suited some students as there were over 70 students on 15 occasions and over 100 students on 4 occasions in the 6 teaching rooms when counted. Help Services was supported in a Main Library campaign to deter reserving of spaces by EUSA: this campaign was reviewed shortly after commencing and was scaled back. There was a mixed response from students. A web form was offered for students to report inconsiderate behaviour but was little used. Help Services employed 12 student helpers throughout the period to guide students to available spaces, respond to incidents reported via the webform, floorwalk and collect statistics.

Student Disability Computing Support supported 20 disability exams.

uCreate large format printers
We have recently replaced our uCreate A0 poster printers with HP Designjet T1530. 2 have been installed in the Main Library with a third ready to replace the printer at KB. The benefits of these printers are:

1) Dual rolls of paper doubling plain paper capacity and quadrupling glossy paper capacity. Making it highly unlikely paper will run out overnight, thus improving the student experience
2) Smart roll switching means when one roll is empty the printer automatically moves to the next roll without causing any disruption to the students. This also means that paper can be scheduled to be replaced during the day when one roll becomes empty rather than needing to be immediately done
3) The printer paper is loaded from the front meaning that Helpdesk staff no longer need to manoeuvre printers around the method of loading the paper is simpler
4) The new printers are 4x faster which will reduce queuing times during busy periods
5) A new supplier for ink has been sourced cutting down costs by 25%
6) We are currently looking for the best supplier for our paper in order to reduce costs

Activities completed:	Activities Planned for next period:
Opening hours: Spring vacation hours at the Vet Library (open 9-5) ended on 20 April; current opening hours are 9am to 6pm. New College Library operated a trial period of extended evening opening (Monday – Thursday 9am to 10pm, not 6pm) on 9 April to 24 May: this was in addition to the trial Sunday afternoon opening 12 noon to 5pm. Law Library Sunday opening was extended to 7pm (not 5pm) on 5 Sundays: 22, 29 April and 6, 13 and 20 May to help cater for students revising. Central area site libraries and Murray Library commenced their usual summer opening hours pattern with reduced evening service from 25 May. **IT Support desk:** The Main Library IT Support Desk service for the academic year is complete and has resulted in with 6605 IT issues resolved in 2017/18. The service has been extended beyond its scheduled end point (18 May) and through June and July using Student Staff. The IT Support Desk KB pilot in the Murray Library was due to end on 6 April, but was extended by a further two weeks 23 April to 6 May**.** Full reports on both services have been produced by Rad Sargeant, IT Services Manager. **Facilities:** Work was completed to place power sockets under desks in the main library hall at New College Library on 24 May. Similar work has been carried out installed over the 3 floors of Moray House Library 30 April to 22 May. As the sockets were enlivened when installed, users of the library were able to make immediate use of them.	**Opening hours:** Main Library Helpdesk operates summer opening hours pattern as of 8 June. **IT Support desk at Main Library:** IT Services Manager is to agree opening times for new academic year, complete recruitment of student staff and discuss recommendations with stakeholders made in the end of year report. **Staff Disability Computing Support:** Additional ergonomic equipment to be added to loan pool to manage slight increase in support requests **Facilities:** As part of the Small Capital Works, the group study rooms are being refurbished including new desks and computers over 2 weeks beginning 2 July which means they will be unavailable to students for this time. **Small Capital Works:** Help Services is liaising with IS Facilities over potential improvements to door access control at Moray House and Murray libraries. **Customer Service Excellence:** A review of the evidence is underway for our next assessment. 19 elements will be reviewed, which have not been assessed since late 2014. New efforts will have to be made regarding working with our customers, and to assess what they think of our services and standards.

An intercom has been installed at Moray House Library which provides evening/weekend staff with a way to communicate with visitors to the library without a card before giving them access.

Noise interference from tutorial meeting rooms within the Vet library led Vet Library helpdesk staff and Academic Support Librarian to work closely with the Vet School to organise additional signage for the main Vet Library door and for the tutorial rooms' doors, as well as other measures to raise awareness. Further discussions re: use of the tutorial rooms might include soundproofing as a joint work between the Vet School and ISG.

Customer Service Excellence:
A member of the Helpdesk peripatetic team is also a tutor within SDS and kindly offered to work with her students on customer journey mapping of our services. We have found this process always really useful in highlighting required changes, and we are working our way through what we can do to make improvements.

The local CSE Networking Group meeting was chaired by the Help Services Team Manager for New College and ECA libraries on 8 May, and is a really useful group to have working together to fulfil CSE objectives. We hope to build peer support in working towards Customer Journey mapping and Peer assessment of our services.

Support for deaf users:
The Moray House Library Services Manager and the Deputy Head of Section had a meeting with a member of staff from the School of Education to discuss the University's British Sign Language Plan and the proposals for frontline services. The reason Moray House Library is being focused on first is that the School of Education has made a commitment to providing initial teacher education courses for fluent BSL users who may be deaf.

Card Services:

Collections:
Law Library staff will continue the mapping of detailed collection runs for shelving in Old College ready for the move starting 30 July. (The Law Library in DHT is to close at 5 pm on Friday 17 August; the Law Library in Old College to open at 9 am on Monday 20 August). A further 60m of journals that are now available electronically are to be moved to the LRA in June. About 200 items from the Law Reports and Statutes together with some Scots Law titles are being sent for re-binding, with other volumes being cleaned by Law Helpdesk staff for display in the senate room.

Other site libraries are using the summer period to progress collections moves and other collections related service improvements.

Laptops:
The library laptops will be issuing for 2 weeks over the summer from Monday 4 June until Friday 31 August. Normal 3 day service will resume 1 September.

Inter Library Loans:
There is an ongoing work to provide Inter-Library Loan statistics for NHS Staff in preparation for the meeting with Academic Support Librarians and NHS Librarians to discuss the ILL service for NHS Staff – the meeting arranged for 24 May has been postponed and will be rearranged.

A privacy statement for Card Services has been published at the end of May to meet GDPR regulations. Card record and image files are being removed to meet the commitment that data will be retained for no less than 12 months and no more than 15 months after expiry.

Collections:
The Murray Library team completed the Leganto/Course Reserve de-duplication project for Murray Library lists – 22 lists have been deleted. They have also checked and deleted 83 old reading lists inherited from the Voyager LMS.

Anybooks collected 25 boxes of withdrawn books from WGHL and 6 boxes from Murray Library.

New College helpdesk staff have labelled and shelved 1493 books that have been re-classified from UTS to Library of Congress classification. This project started in June 2016 and is now complete.

Circulation:
The Vet School's Digital Education Unit purchased a conference microphone to support Exam Boards at Vet School. The microphone is stored in the Vet Library Store, where the locks have been added to the cabinets to secure the storage space. The item is issued at the Vet Library Helpdesk for a requested time by a member of staff. Bookings for the microphone are recorded at the Vet Library Helpdesk.

Laptops:
The laptop loans service continues to be well used by students. Laptops are available from the Main, ECA, Moray House and Murray libraries. There are now 64 Win 10 HP4 laptops available plus remaining Dell laptops which will be replaced this summer. May 2018 statistics are as follows:

Staff mediated loans:
Main Library 189 (40 machines)
ECA 13
Murray 26

Moray House 34
Self-service loans:
Main Library Lapsafe 195 (64 via Lapsafe) (24 machines)

The comparative use of self-service and staff mediated laptops in the Main Library shows more value is derived from the self-service laptops.

Support for School events:
The Eucotax Conference 2018 which is run by the European Tax College from Tilburg University in the Netherlands was hosted by the Edinburgh Law School. Law Helpdesk staff assisted with the production of library cards for over 100 participants and assisted with information regarding library facilities and workshop space.

The General Assembly of the Church of Scotland was held in New College 19-25 May. It was especially auspicious at it was the 50th anniversary of the decision that women could be ordained as Church of Scotland ministers. There was a large parade held on 22 May to commemorate this event. Members of the General Assembly used the library facilities.

Social media:
The Facebook live video trial has been a success. Each live video, after posting, has averaged over 200 views. Facebook live will now become a regular feature.

Appendix Statistics:

Help Services Helpdesk Quick Calls

Quick Call Statistics April 2018

- April saw 6643 Quick Calls logged across all sites. This was a 17% fall on March 2018, but still represented a 150% increase on the April 2017 total of 2651.
- The Main Library again accounted for the bulk of the increase, recording 3477 enquiries in April 2018 compared to 517 the previous April (an increase of well over 500%). This is indicative of the much improved call logging consequent of the improved usability of the interface. However, all sites recorded increases on the previous April except for the Vet and Western General Hospital Libraries, whose figures were roughly equal to their April 2017 totals.
- Figure 1 shows the share of enquiries recorded by each Helpdesk in April 2018.

Figure 1: Quick Call totals by site April 2018
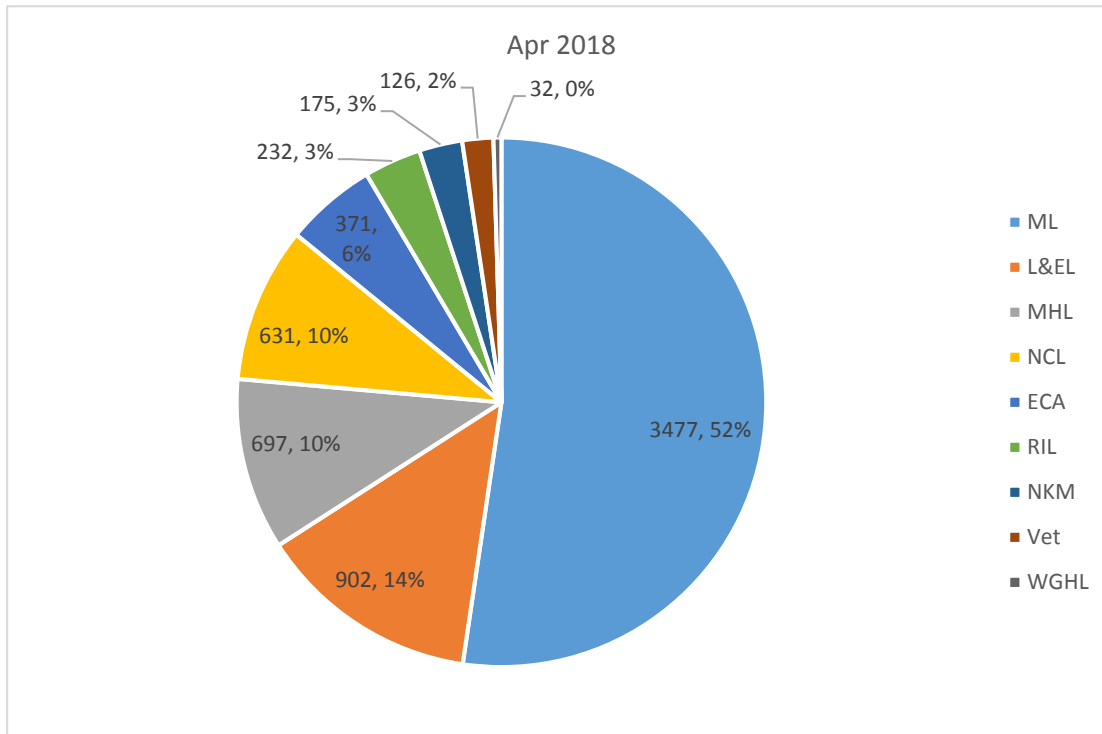
Top 10 Quick Calls in April

- There was little change in the most common enquiries across the Helpdesks compared to the previous month.

*Table 1: Top 10 Quick Calls April 2018: all sites*

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	702	10.5%
2	Finding material: locating material on the shelf	567	8.5%
3	Card: Queries	463	7.0%
4	Lost property	411	6.2%
5	Direction/information	366	5.5%
6	Circulation: self-issue/self-return	279	4.2%
7	Finding material	270	4.1%
8	IT help: Helpdesk	244	3.7%
9	Stationery/equipment loan	242	3.6%
10	Buildings and facilities	230	3.4%

Quick Call Statistics May 2018

- A total of 5044 Quick Calls were recorded across all sites in May, a further fall of 24% from April's total. This was still a 120% increase on May 2017, when 2291 enquiries were recorded.
- All libraries recorded more enquiries in May 2018 than May 2017, except for ECA which saw a slight fall from 331 to 310. The Main Library again saw a dramatic increase year on year, from its May 2017 figure of 381 to 2694. Other notable increases on May 2017 were at Moray House Library (a rise of 40% to 481), New College Library (up 56% to 562) and the Western General Hospital Library (61, more than double the enquiries recorded the previous May).
- Whereas other libraries saw reductions compared with April 2018 across several common enquiries (e.g. Circulation enquiries, Finding material: locating material on the shelf, New College Library enquiries on the same topics stayed level or increased, leading to it being the second-busiest Helpdesk for the month in Quick Call terms. The figures again indicated the significant business generated by Special Collections, accounting for 122 enquiries – 22% of the site total.

Figure 2: Quick Call totals by site May 2018
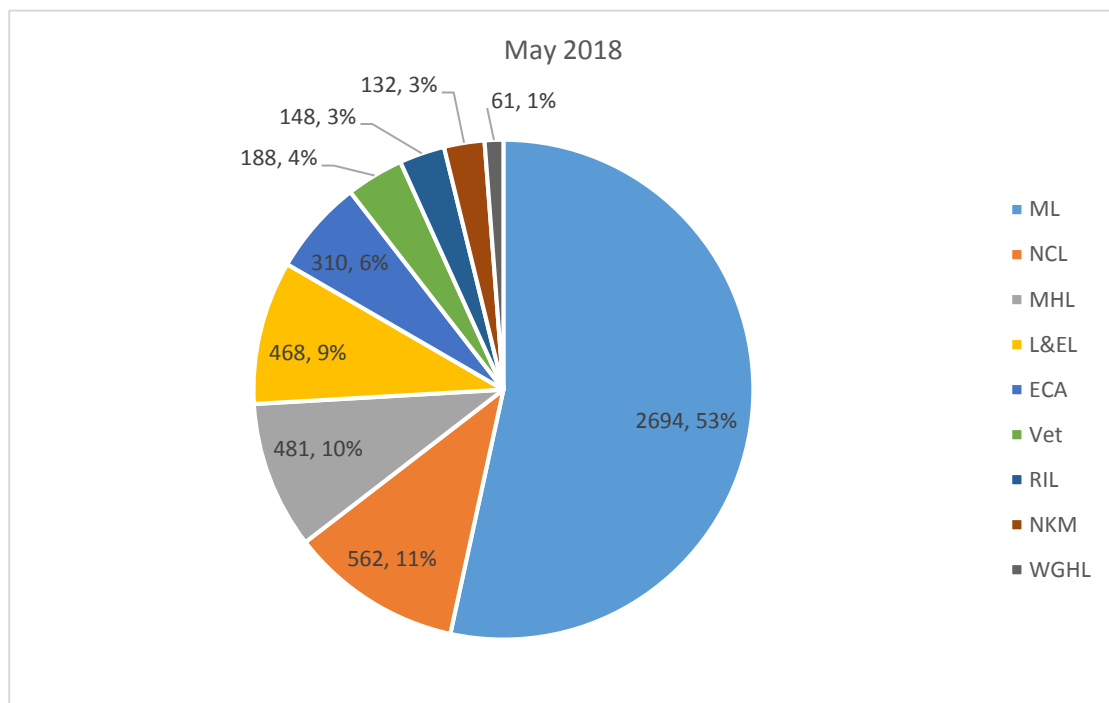
Top 10 Quick Calls in May

While the overall top 10 most common enquiries remained mostly unchanged, there were some more noticeable changes compared to March and April:

- There were considerably fewer requests for help finding material on the shelves overall, leading this Quick Call to fall to 4th place; similarly, enquiries about searching DiscoverEd ("Finding material") dropped to 160, taking it out of the top 10.
- Stationery/equipment loan increased to over 5% of enquiries, with 258 requests in May compared to 242 in April. The Main Library Helpdesk accounted for 50% of all Stationery/equipment loan requests for the month, although they comprised just 4.8% of the total Main Library Quick Calls.

Table 2: Top 10 Quick Calls May 2018: all sites

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	453	9.0%
2	Direction/information	367	7.3%
3	Card: Queries	364	7.2%
4	Finding material: locating material on the shelf	338	6.7%
5	Lost property	322	6.4%
6	Stationery/equipment loan	258	5.1%
7	Circulation: self-issue/self-return	203	4.0%
8	IT help: Helpdesk	202	4.0%
9	Buildings and facilities	180	3.6%
10	Printing: how do I?	178	3.5%

Figures 3 and 4 on the next pages shows a complete breakdown of enquiries by standard solution for April and May.

Figure 3: Complete breakdown of enquiries by Standard Solution in April 2018
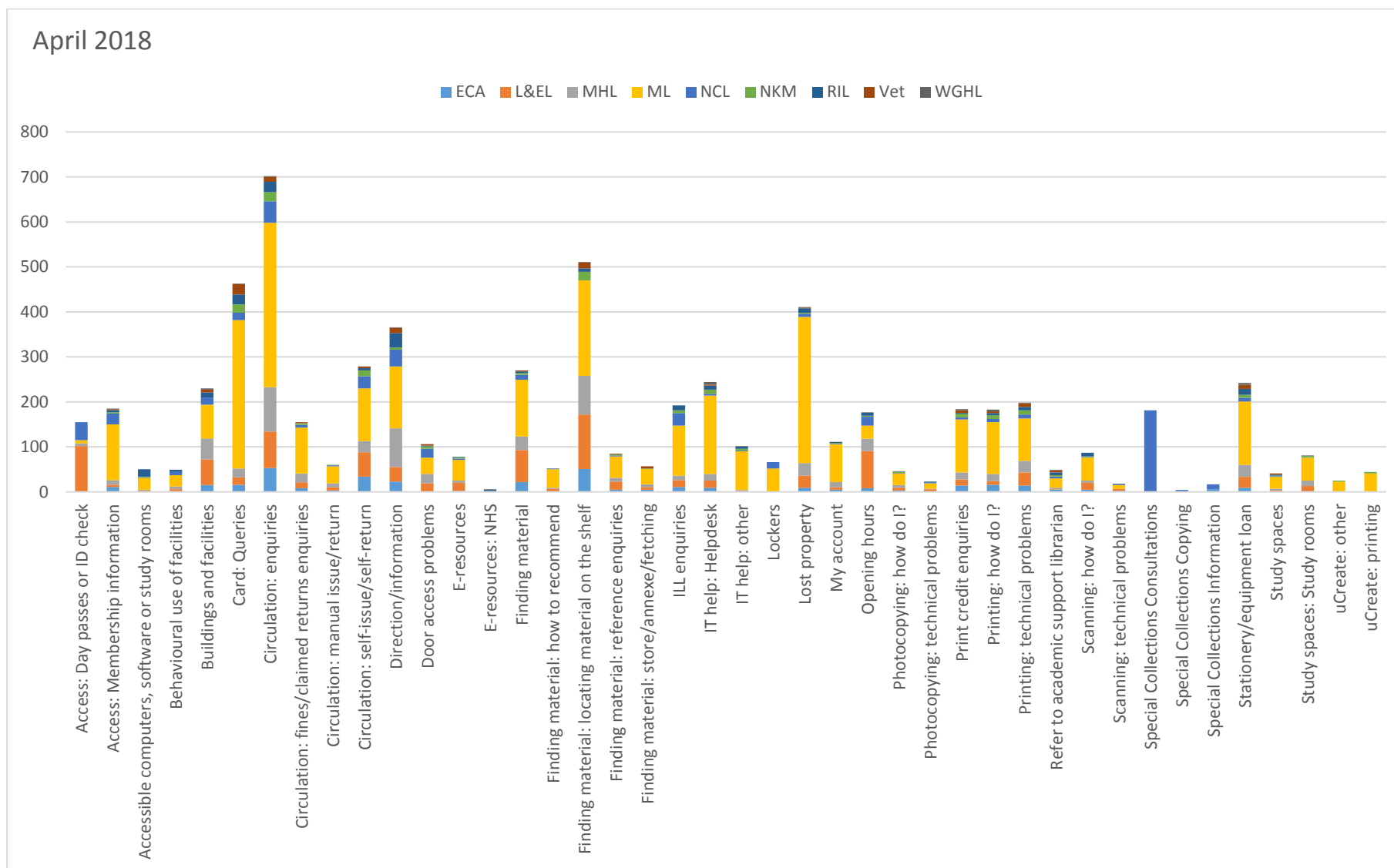
Figure 4: Complete breakdown of enquiries by Standard Solution in May 2018
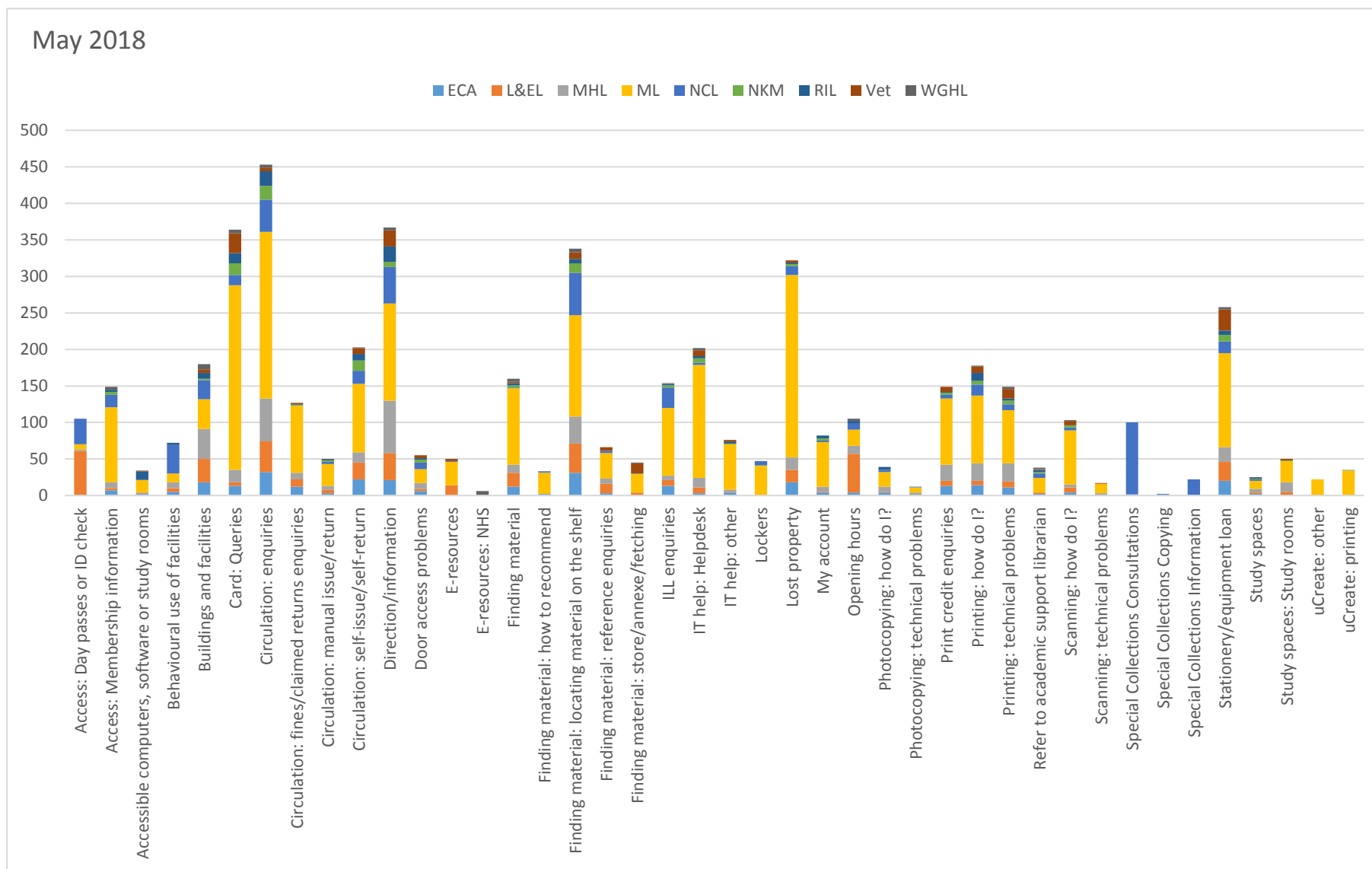
IT Support Desk Quick Call Statistics

Table 3: IT Support Desk Quick Calls September 2017 to February 2018

Number of Quick Calls	September 2017	October	November	December	January 2018	February	March	April	May	Total 2017-18
Monthly Total	2383	1077	621	232	597	384	533 (ML) 117 (KB)	461	317	6605

Figure 5: March Main Library King's Buildings Calls Breakdown
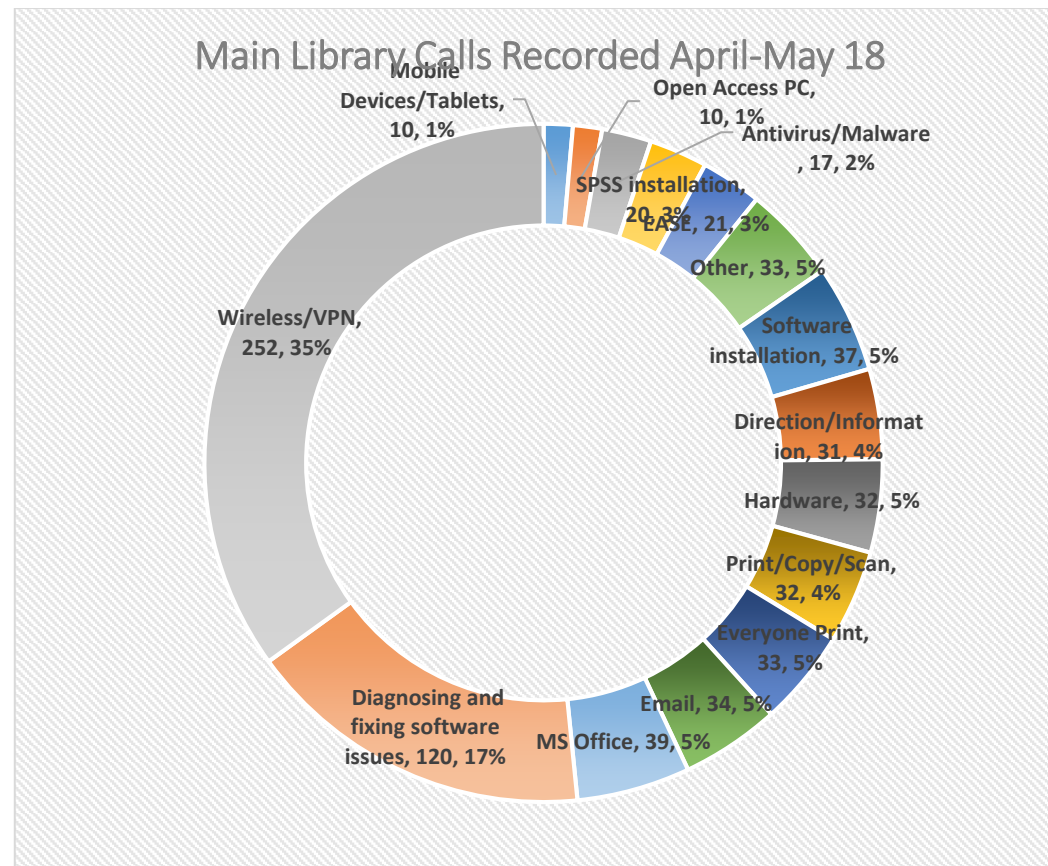
uCreate Software Usage

Table 4: Use of software available on uCreate machines at the Main Library, Murray Library and KB Centre, 2017/18 and 2016/17

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Tot
Adobe Photoshop													
2017 / 18	659	297	479	817	380	277	728	668	755	857			
2016 / 17	60	*19	*126	454	**69	**65	411	324	441	448	380	210	**3007**
Adobe Illustrator													
2017 / 18	181	153	180	180	79	129	301	218	217	255			
2016 / 17	10	*n/a	*n/a	*n/a	**0	**n/a	201	235	153	115	74	70	**858**
Adobe InDesign													
2017 / 18	61	43	129	198	133	47	99	102	148	229			
2016 / 17	6	*n/a	*n/a	53	**11	**7	63	122	176	166	77	10	**691**
Adobe Premiere Pro													
2017 / 18	48	16	36	84	15	42	40	41	56	57			
2016 / 17	4	*n/a	*n/a	36	**9	*11	67	94	70	53	44	105	**493**
Adobe Acrobat													
2017 / 18	18	0	0	67	631	577	883	980	1410	1283			
2016 / 17	208	*n/a	*n/a	1763	1988	893	2120	2543	2624	2002	1094	15	**15250**
Datastream 5													
2017 / 18	37	1	16	29	0	67	195	111	23	11			
2016 / 17	0	0	10	11	0	22	49	85	26	15	10	45	**273**

Ucreate Poster Printing Usage

Table 5: Use of large format printers at the Main Library and Murray Library, 2017/18 and 2016/17

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
uCreate ML: Poster-Plain-2													
2017 / 18	28	35	52	226	46	26	89	57	71	147			
2016 / 17	66	152	122	336	146	50	229	315	152	159	142	73	*1942*
uCreate ML: Poster-Glossy-1													
2017 / 18	74	41	73	98	15	32	66	80	63	53			
2016 / 17	24	41	49	114	41	11	44	77	64	40	57	17	*579*
uCreate KB - PLAIN													
2017 / 18	24	17	42	27	12	15	98	59	26	19			
2016 / 17	4	17	28	33	9	5	68	60	17	27	16	7	*291*
uCreate ML: Poster-Plain-1 (formerly uCreate KB – GLOSSY)													
2017 / 18	40	121	130	401	87	57	146	167	189	98			
2016 / 17	22	8	26	14	9	2	13	8	12	8	10	10	*142*

Library Circulation Performance Indicators 2017/18

- Circulation of lending collections in January 2018 followed a similar pattern to that of 2017, but with the number of returns slightly higher than last year. The overall trend is still downwards.

Table 6: Number of issues

Number of Issues	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Aug	18161	14036	14285	12942	12382	12415
Sep	57635	51325	49568	36748	36381	35970
Oct	101498	90899	82250	72368	65329	63138
Nov	100602	87182	74283	70957	65384	63423
Dec	45899	40952	36290	39893	34241	31467
Jan	62678	55947	51096	47110	36545	36233
Feb	73786	66216	57645	57470	47607	42451
Mar	91515*	85547	76808	72321	65145	55437
Apr	67711	53985	48013	45442	41103	42969
May	43032	36134	31770	26739	30106	25366
Jun	15573	15667	15118	13922	14149	
Jul	17954	16475	20960	12444	13040	
Annual Total	696044	614365	558086	508356	461412	

Table 7: Number of returns

No. of Returns	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Aug	28950	31409	26237	24615	21556	23847
Sep	36971	35544	31826	31073	22380	23809
Oct	81001	81021	71227	66900	50479	49394
Nov	99139	95936	84219	72866	60434	59372
Dec	74768	64341	56748	50316	45607	42660
Jan	52649	54200	48133	44025	31593	32884
Feb	69627	63721	57681	50205	39314	35651
Mar	98267	91474*	86317	77607	62717	52637
Apr	87115	81729	67279	59017	50199	52102
May	65997	60466	49224	43345	39491	34370
Jun	21422	17817	18367	15484	16796	
Jul	19338	18133	17298	16297	13832	
Annual Total	735244	696791	614556	551750	454398	

Self-issue and self-return 2017-18: All Help Services locations

- USD KPI #7 for 2017-18 is 90% of library material issued to be borrowed by self-service. The KPI **was met** in April and May 2018, but down 1% compared with the same months in 2017.
- USD KPI #8 for 2017-18 is 90% of library material to be returned by self-service. The KPI **was met** in April and May 2018, but down 1% in April compared with the same month in 2017.

Table 8: Selfcheck in relation to loans 2017-18 (2016-17 % in blue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12415	10940	88% (88%)	Y	23847	21810	91% (91%)	Y
Sept	35970	33758	94% (94%)	Y	23809	21736	91% (91%)	Y
Oct	63138	60391	96% (95%)	Y	49394	46556	94% (95%)	Y
Nov	63423	60936	96% (96%)	Y	59372	55911	94% (96%)	Y
Dec	31467	29923	95% (96%)	Y	42660	40343	95% (95%)	Y
Jan	36233	34146	94% (94%)	Y	32884	30598	93% (93%)	Y
Feb	42451	40453	95% (95%)	Y	35651	33484	94% (93%)	Y
Mar	55437	52778	95% (97%)	Y	52637	48022	91% (95%)	Y
Apr	42969	40992	95% (96%)	Y	52102	49361	95% (95%)	Y
May	25366	23752	94% (95%)	Y	34370	32201	94% (94%)	Y
June			(92%)				(90%)	
July			(91%)				(90%)	
Total			(95%)				(94%)	

Table 9: Main Library self-returns book sorter statistics May 2018:

Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	2567	3990	5184	11741
Tuesday	1935	3370	4442	9747
Wednesday	1842	3357	4407	9606
Thursday	2185	3194	4346	9725
Friday	1835	2751	3840	8426
Saturday	1150	1898	2764	5812
Sunday	1287	2442	3200	6929
Total	12801	21002	28183	61986
%	*21%*	*34%*	*45%*	*100%*

Card Services

- The number of cards made for new users and replacement cards for existing users has now exceeded the totals for 2017/18. See Tables 10 and 11.

Table 10: Number of first cards produced 2017/18

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	180	99	7061	175	286	7801
September	305	191	7660	322	363	8841
October	349	206	433	413	516	1917
November	265	104	161	366	415	1311
December	108	54	697	90	165	1114
January	211	156	582	217	280	1446
February	200	204	143	323	282	1152
March	147	108	112	278	243	888
April	136	140	95	268	272	911
May	173	238	423	129	222	1185
June						
July						
2017/18 Total	2074	1500	17367	2581	3044	26566
2016/17 Total	*2211*	*2306*	*16436*	*1667*	*2464*	*25084*
2015/16 Total	*2019*	*2170*	*13231*	*0*	*0*	*17420*

Table 11: Number of replacement cards produced 2017/18

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	214	53	499	7	19	792
September	193	62	3893	22	24	4194
October	257	108	1299	22	21	1707
November	184	52	717	15	13	981
December	133	34	420	9	15	611
January	245	73	830	20	27	1195
February	206	67	711	23	43	1050
March	174	67	601	17	32	891
April	165	57	493	22	26	763
May	175	67	454	18	38	752
June						
July						
2017/18 Total	1946	640	9917	175	258	12936
2016/17 Total	2640	846	9145	9	47	12687
2015/16 Total	1649	654	7901	0	0	10204

Table 12: Number and type of Library members in May 2018

Library members (External patron count by User Group)	Total
General Council (Alumnus)	2510
Reference User	2457
SCONUL Access	1190
SCONUL Reference	621
External Users	229
Lothian Health Staff	119
Retired Staff	48
Staff like Member of an Associated Body	19
Friends of the University Library	5
UKLP	2
Total	7200

Social media:

Table 13: Social media statistics as of 31st May 2018

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	2966	2129	1027	728
New Followers	58	35	11	51
Posts	45	26	10	23
Interactions	76353	34043	2920	774

Current Followers = Number of followers on the last day of the month; New Followers = Number of new followers for this month

Posts = Number of posts, tweets/retweets done by Helpdesk staff this month

Interactions = All interactions including post likes, comments, replies, link clicks, profile visits, views of posts and shares of posts.

N.B. We do not have access to the numbers of views for Instagram posts. Only likes, comments and shares.

Compiled by Barry Croucher and published June 2018