User Services Directorate

Help Services Section

Monthly Status Report

February 2018

Management Summary

Customer Service Excellence:
Following the CSE assessment on 15 February, we not only maintained our full accreditation, but gained a further 2 compliance plus awards in the areas of benchmarking with other institutions, as well as in the area of staff involvement in improving customer service, bringing our compliance plus count to 5.
Opening Hours:
New College Library (NCL) started a pilot of Sunday opening from 21st January to 20th May. Usage is being monitored and early indications are that Sunday opening is attracting good numbers, exceeding Saturday attendance on at least 2 occasions. Monday to Thursday opening to 10pm commences 9th April for 7 weeks.
Online print credit
Online print credit transactions and turnover both fell in February for the third month in a row.

IT Support desk at KB:
IT Support Desk KB pilot proposal has been completed and approved. A location has been identified and a 12th March launch is proposed.

Social media:
EdUniLibraries Instagram reached the 500 followers mark. The end of semester target has been increased from 800 to 1000 followers.

Activities completed:	Activities Planned for next period:
Student engagement: Library Love Letters: *Our User experience (UX) experiment of 'Love letters/break-up' letters to Help services closed on 28th February. The winners have yet to be decided.Further UX techniques will be tried in the coming months.* World Book Day: *With cooperation from Edinburgh Students' Charities Appeal, the World Book Day fines donation event commenced on 26th February, with all fines paid in person at a Helpdesk donated to Book Aid International,* *https://www.bookaid.org*	**Telephone system:** *Telephone call handling via the Touchpoint system for the Library phone number(s) is to be investigated. Touchpoint is already used by IS Helpline.* **IT Support Desk:** *IT Support Desk KB pilot staff recruitment, with training on 11th March, prior to a 12th March launch.* *Planning will commence for the 2018/19 staff recruitment for the IT Support Desk in the Main Library. Furniture upgrade for the IT Support Desk in the Main Library is needed in order for it to be fit for purpose, and discussion is needed to ensure this is funded and meets senior management expectations.*

Unidesk upgrade and Quick Call:
The Unidesk software upgrade on 21st February coincided with a temporary loss of the Quick Call service, while new layouts, standard solutions and operator access were created for the 9 libraries. (See Achievements.)

Chat service:
A report on the OCLC QuestionPoint library help chat service staffed by OCLC librarians was presented to Director of USD, Director and Deputy Director of L&UC, and a decision taken by L&UC to renew the service subscription to 31st March 2019.

Access:
Moray House Library access procedures reviewed and changes implemented in the evenings and weekends.

Library membership by non-Students, Staff and Visitors of the University has increased by about 1,000 since the introduction of Library member smartcards in January 2017. This serves the goal of community and public engagement, and co-operation between HEIs under the SCONUL Access scheme, but does put pressure on library study space particularly in the Main Library.

Card Services:
Card Services extended first card issue to the MVM site libraries in February: this is a pilot to test the process and consequences of producing first cards at cad replacement centres, with a view to a wider rollout later this Semester.

Collections:
At the Law Library the LSM (Library Services manager) and ASL (Academic Support Librarian) have been reviewing shelf meter-age and mapping potential collections locations for the new Law Library.

Study desk monitoring will be introduced to the Main Library IT Support desk.

Social media:
Facebook live video streaming will be trialled.

Approval is being sought for the purchase of a replacement tablet to produce higher quality images and videos for social media accounts.

Facilities:
Additional free standing power towers are to be installed in the Main Library to service students at seats away from formal study desks. Coincident with this work, uCreate Main Library power circuit breakers will be upgraded.

Work will be undertaken to upgrade existing and install new water fountains at the Main Library.

Investigation is underway to assess the feasibility of installing at Moray House Library the Law Library's security gates once it has moved back to Old College.

Planning continues for the Small Capital Works to be carried out at Moray House Library – e.g. desktop power, improved lighting, signage, study rooms re-fit, current journals room refurbishment.

Card Services:
Work is progressing towards establishing a data retention and deletion policy for card data and images; and to refresh active FrontOffice user accounts.

A new Card Photo Images service is being introduced to address security concerns regarding the existing image hosting server. The new solution is ready for User Acceptance Testing, and planned to be deployed to live at

ECA Helpdesk staff have been generating and checking Alma reports of books that have not been borrowed in 5 years to identify potential candidates for de-duplication.

Self-service laptop loans:
The Lapsafe Diplomat self-service laptop loans cabinets were upgraded with HP chargers at the end of January and the service was re-launched on 19 February with 24 new Win10 laptops. Issues with SPSS and Direct Access were resolved in advance by Desktop Services.

A service review meeting took place between Help Services and ITI Desktop Services and plans agreed for the renewal of the remaining Dell laptops, with the intention of having a total fleet of 84 Win10 laptops for September.

the beginning of the second quarter of 2018 subject to the change freeze ending.

uCreate:
A proposal to refresh uCreate publicity and service offer Is being finalised prior to implementation of quick wins and a case being made for approval of expenditure.

Collections:
Law Library stock work - checking and further weeding of out of date stock - and stock location planning continues, prior to move back to Old College.

Course collections work to assist the Main Library HUB team in rationalising Alma Course Reserve lists that duplicate Leganto Resource Lists will be undertaken byseveral sites including Law, New College and Murray libraries during the next period.

Appendix Statistics:

Help Services Helpdesk Quick Calls

- *From 23rd February onwards Helpdesks were using the new Quick Calls app, with improved functionality, a slightly reduced number of Quick Call types and a revised on-screen layout intended to better reflect the prominence of particular enquiries at each Helpdesk.*
- *February saw 3366 Quick Calls logged across all sites, representing an increase of 19% on the February 2017 total (2831). This is despite a 3-day outage (20th-22nd Feb) following the UniDesk upgrade, and a quiet week for some libraries due to there being no teaching during the Festival of Creative Learning (19th-23rd Feb). Figure 1 shows their distribution by site.*
- *Most notable is the dramatic increase in the number of Quick Calls recorded at the Main Library Helpdesk, which recorded more than double the number of enquiries at the next-busiest site (the Law Library). The Main Library total of 959 Quick Calls was more than 3 times the previous month's total (278), and more than 4 times the February 2017 total (223).*
- *774 of the Main Library's Quick Calls were logged in the period from 23rd-28th February following the introduction of the new Quick Calls app. It is too early to draw definite conclusions but this suggests that the new app, alongside a push by the Main Library manager to encourage Helpdesk staff to use it, has had a positive impact. The trend over the rest of Semester 2 will give a more conclusive picture.*

Figure 1: Quick Call totals by site February 2018
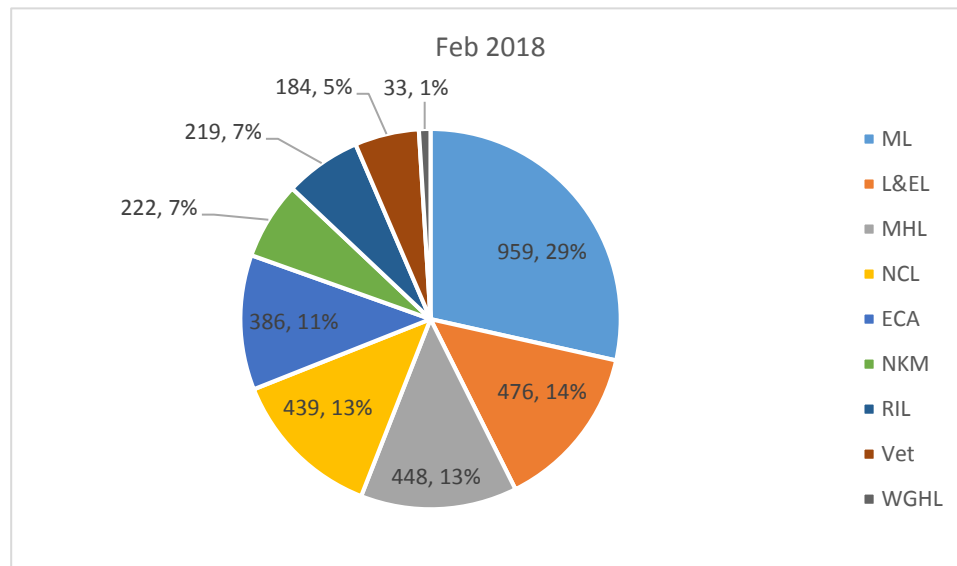
- *The Top 10 enquiries across all sites showed little change from January.*
- *The most notable change was an increase in enquiries about fines/claimed returns from 62 in January to 109 in February; this was due to the Main Library recording 42 such enquiries in February, 10 times that Helpdesk's January total.*
- *It will be interesting to observe in coming months if a sustained increase in recording at the Main Library Helpdesk leads to changes to the most common enquiries each month.*

Table 1: Top 10 Quick Calls February 2018: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	328	9.7%
2	Circulation: enquiries	320	9.5%
3	Direction/information	212	6.3%
4	Card: Queries	199	5.9%
5	Circulation: self-issue/self-return	170	5.0%
6	Finding material	169	5.0%
7	Circulation: manual issue/return	140	4.2%
8	Stationery/equipment loan	122	3.6%
9	Lost property	109	3.2%
10	Print credit enquiries	104	3.1%

- *Figure 2 on the next page shows a complete breakdown of enquiries by standard solution for January.*

Figure 2: Complete breakdown of enquiries by Standard Solution in February 2018
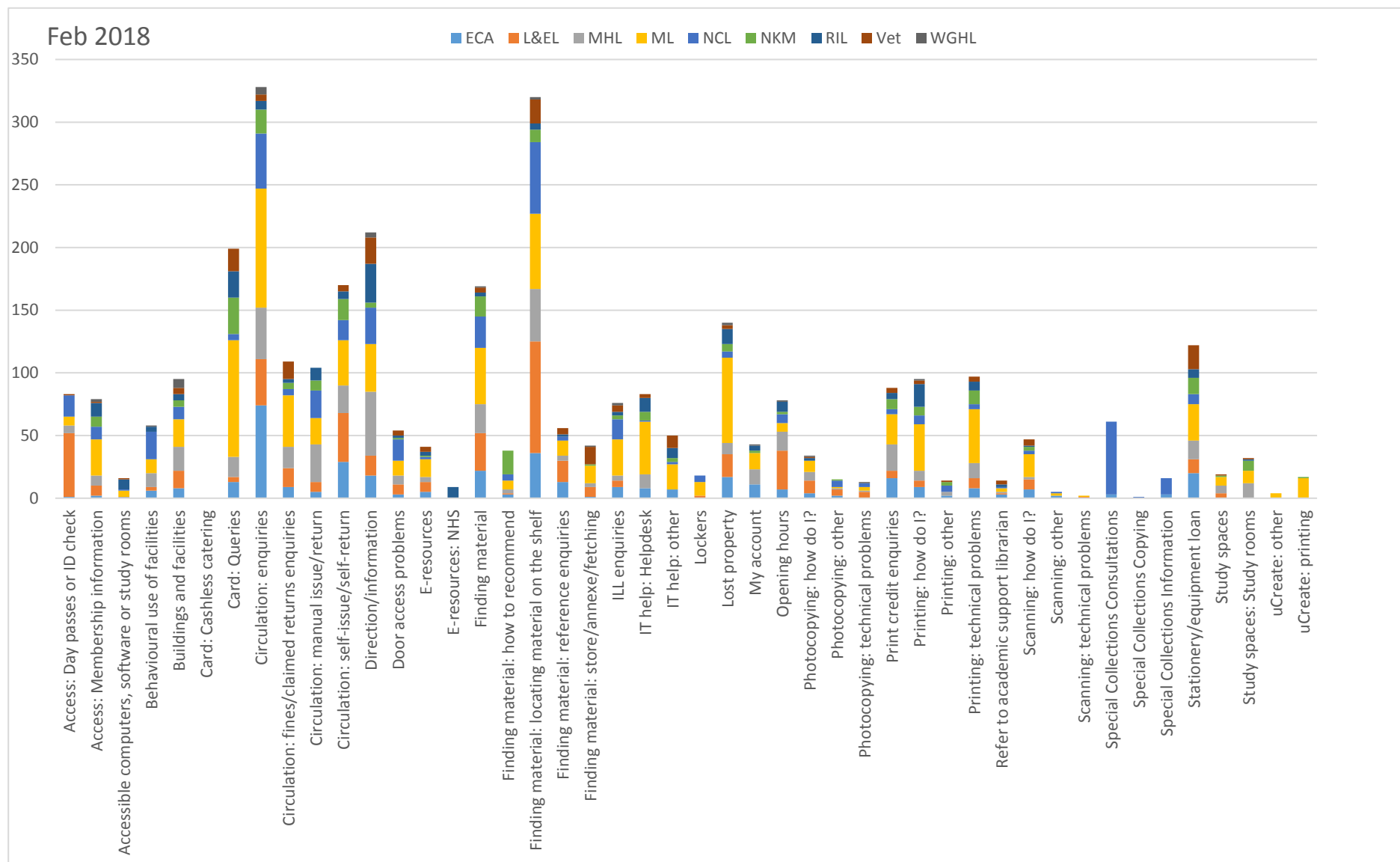
Comparison of Quick Calls and SCONUL enquiry week totals

- *The Quick Calls outage (20th-22nd Feb) partly coincided with the SCONUL enquiry counting week from 19th to 25th Feb, during which Helpdesks counted enquiries in 4 broad categories. Table 2 shows the site totals recorded during the week.*
- *These categories do not map easily to either Quick Calls or the UniDesk subcategories. However, looking at the totals for SCONUL enquiry week does illustrate the higher rate of recording using paper and pen, particularly at the Main Library.*
- *The number of enquiries recorded manually at the Main Library Helpdesk for the week was higher than its Quick Calls total for the whole month.*
- *At the other Helpdesks the disparity between manual recording and Quick Calls was less pronounced; the SCONUL enquiry week tally at the other libraries ranged from about 30% to 40% of the Quick Calls total for the month, with the exception of the Western General where it was 75.7%.*
- *This appears to suggest that there was under-recording of enquiries via Quick Call for the month compared to the simpler process of using a five bar gate. Quick Call figures for the coming months will be monitored to see if the new app improves recording in the long term, or if further improvements/incentives for completion are required.*

Table 2: Manually counted SCONUL enquiry week figures

Libraries	Information resource related	Procedural and directional	IT related	Other UoE matters	Total
Main Library	310	356	235	135	1036
NKML	10	29	24	2	65
Law & Europa	43	37	33	20	133
Moray House	40	72	33	6	151
ECA	53	56	23	11	143
RIL	21	23	25	3	72
Vet	22	22	19	15	78
New College	68	79	7	9	163
WGH	4	12	5	4	25
Totals	**571**	**686**	**404**	**205**	**1866**

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	Total 2017-18
Monthly Total	2385	1079	656	232	610	473	4962

- *The IT Support Desk in the Main Library saw the number of Quick Calls in February fall due to the University closure and Quick Call Upgrade noted abovel.*

Calls Recorded February

17, 4%   50, 13%   147, 38%   44, 12%   127, 33%

■ Wireless ■ Help and Support ■ Software ■ Print Copy Scan ■ Other
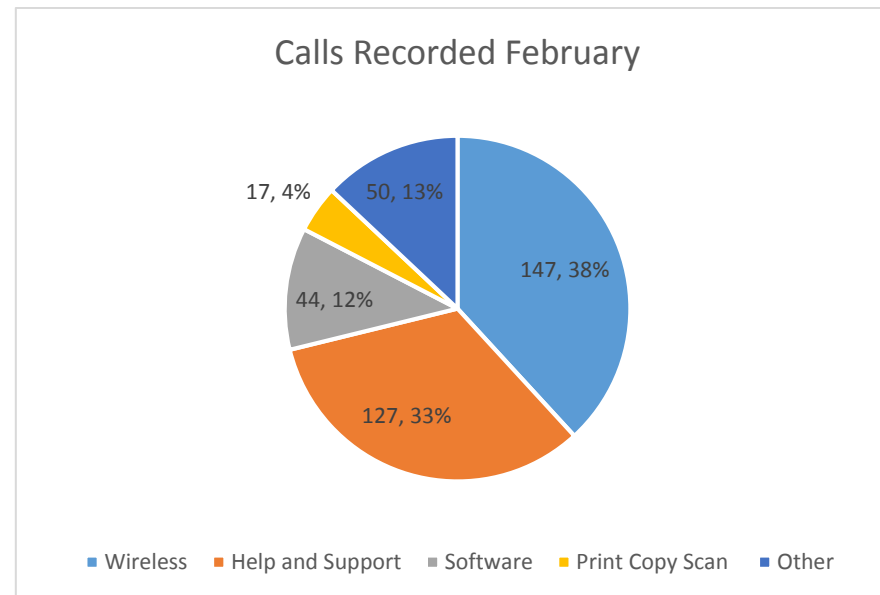
Figure 3: February Calls Breakdown

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							
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							
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							
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							
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							
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							
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						*387*
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						*301*
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						*122*
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						*779*
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	
Apr	67711	53985	48013	45442	41103	
May	43032	36134	31770	26739	30106	
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	
Apr	87115	81729	67279	59017	50199	
May	65997	60466	49224	43345	39491	
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 February 2018, and is equivalent to the same month in 2017.*
- *USD KPI #8 for 2017-18 is 90% of library material to be returned by self-service. The KPI **was met** in February 2018, and is up 1% compared with February 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			(97%)				(95%)	
Apr			(96%)				(95%)	
May			(95%)				(94%)	
June			(92%)				(90%)	
July			(91%)				(90%)	
Total			(95%)				(94%)	

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

Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	608	2204	2324	5136
Tuesday	530	1876	2025	4431
Wednesday	497	1440	1673	3610
Thursday	404	1430	1698	3532
Friday	424	1351	1353	3128
Saturday	242	850	1049	2141
Sunday	296	1040	1260	2596
Total	*3001*	*10191*	*11382*	*24574*
%	*12%*	*42%*	*46%*	*100%*

Card Services

- *The number of Library member cards for non-Students, Staff and Visitors produced by Card Services this Session has already exceeded the total for 2016/17 for Reference use, and in March the same will be true of Borrowers: this is to be expected because smartcards were only introduced for these groups in January 2017. However, it is also indicative of the rise in number of Library members overall from about 6,500 to 7,500, as shown in Table 12.*

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						
April						
May						
June						
July						
2017/18 Total	1618	1014	16737	1906	2307	23582
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						
April						
May						
June						
July						
2017/18 Total	1432	449	8369	118	162	10530
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 February 2018

Library members (External patron count by User Group)	Total
General Council (Alumnus)	2685
Reference User	2525
SCONUL Access	1051
SCONUL Reference	516
Lothian Health Staff	374
External Users	232
Retired Staff	46
Staff like Member of an Associated Body	17
Friends of the University Library	6
UKLP	2
Total	7454

Social media:

Table 13: Social media statistics as of 28th February 2018

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	2787	2, 040	986	570
New Followers	85	59	10	111
Posts	69	49	35	26
Interactions	83283	53698	7582	1052

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 March 2018