

User Services Directorate

Help Services Section

Monthly Status Report

January 2018

This report is the first in a new, briefer, format and replaces the previous Help Service Section Reports which appeared bi-monthly. The format of these reports may alter over the next few months as the new format develops.

Management Summary

Customer Service Excellence:

Preparations for the annual Customer Service Excellence (CSE) assessment on 15th February are complete, with all evidence reviewed and submitted. The programme for the day includes visits to the Veterinary Library as well as Royal Infirmary Library time permitting. The assessor will re-visit the Main Library desk and talk to some of our Continuous Improvement Group, Student Helpers and Fran Baseby, Centre for Research Collections Services Manager, with a view to beginning the process for extending CSE to the CRC.

Opening Hours:

Main Library opening was extended during the recent winter vacation (24th December 2017 to 2nd January 2018) to include 4 days' opening and 2 mornings. All services were provided on a self-service basis. Staff numbers were the minimum required for daytime opening and comprised volunteers. The Welcome desk was open but the IS Helpdesk and Centre for Research Collections were closed. The role of Welcome desk staff was extended to help maintain the quality of self-services and answer routine questions. Opening hours and service level for December 2018/January 2019 are under review.

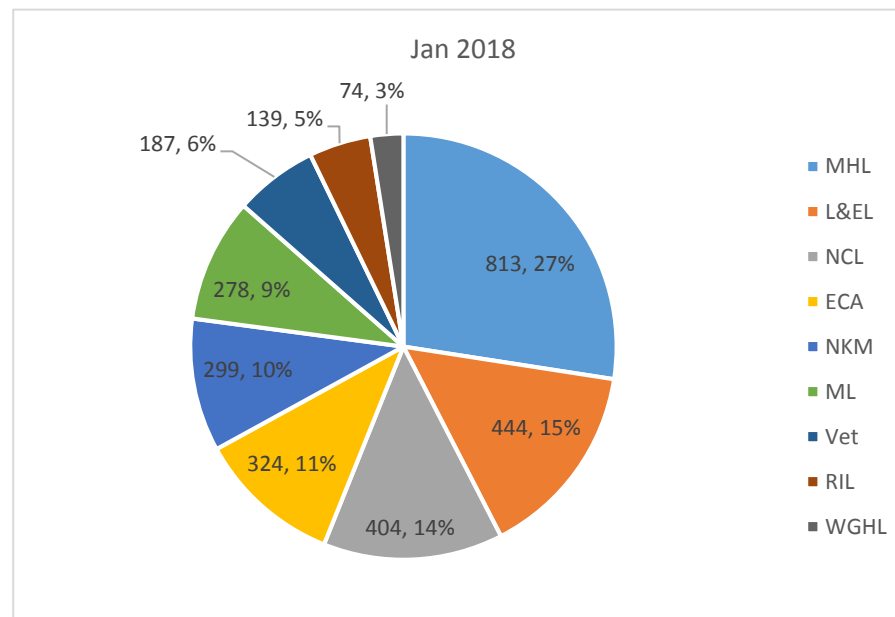
New College Library (NCL) started a pilot of Sunday opening from 21st January to 20th May. In addition, Monday to Thursday opening to 10pm (normally 6pm) will commence on April 9th until 24th May.

Help Services Statistics

Helpdesk Quick Calls

- January saw 2962 Quick Calls logged across all sites. This was up slightly on the January 2017 total of 2861. Figure 1 shows their distribution by site.
- Most libraries saw a modest fall in Quick Calls compared to January 2017, but Moray House and New College libraries saw increases of 41% and 36% respectively on the previous year; meanwhile the number of Quick Calls logged at the Western General Library was more than double that in the same month last year.
- The launch in February of the new Quick Calls application with a revised layout and the improved user interface will help to address under-recording of Quick Calls.

Figure 1: Quick Call totals by site Jan 2018



- The Top 10 enquiries across all sites were broadly typical for the time of year, with most showing a small increase on January 2017 in the total recorded.
- One particularly notable change is that “Access: Day passes or ID check”, which was the 8th most common Quick Call in January 2017, fell to 12th place this January, with instances of this Quick Call falling from 127 to 68. This indicates the ongoing effectiveness of the new external member cards with swipe access in reducing the need for staff-mediated entry; the only library still showing significant numbers was the Law Library, which accounted for 56 out of 68.

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

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	360	12.2%
2	Circulation: enquiries	314	10.6%
3	Direction/information	180	6.1%
4	Card: Queries	177	6.0%
5	Circulation: self-issue/self-return	157	5.3%
6	Finding material	151	5.1%
7	Circulation: manual issue/return	122	4.1%
8	Stationery/equipment loan	104	3.5%
9	Lost property	92	3.1%
10	Print credit enquiries	89	3.0%

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

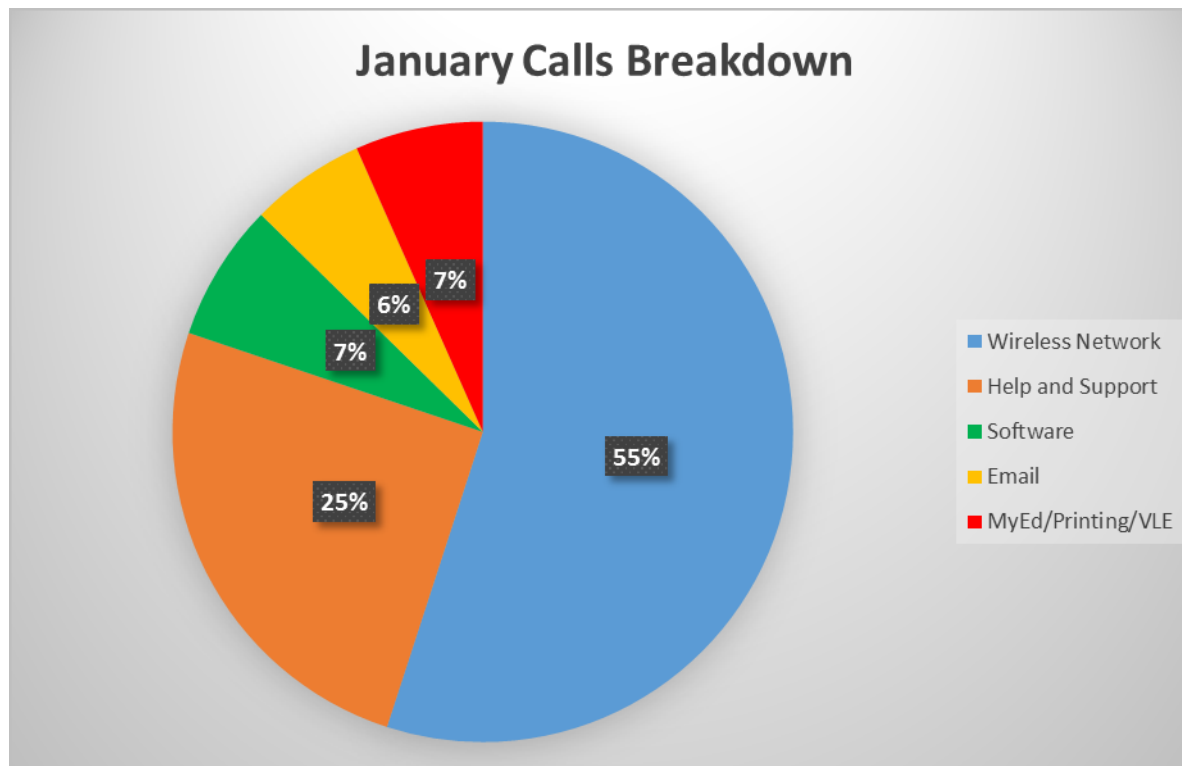
IT Support Desk Quick Call Statistics

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

Number of Quick Calls	September 2017	October	November	December	January 2018	Total 2017-18
Monthly Total	2385	1079	656	232	600	4952

- The IT Support Desk in the Main Library saw the number of Quick Calls in January bounce back from a quiet December to nearly match November's total. Calls by type were as follows: Wireless network 330; Help and support 151; Software 43; Email 36; MyEd/Printing/VLE 40.

Figure 3: January Calls Breakdown



uCreate Software Usage

Table 3: 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 4: 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							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							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							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							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 5: 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	
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 6: 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	
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 January 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 January 2018, and is equivalent to January 2017.

Table 7: 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			(95%)				(93%)	
Mar			(97%)				(95%)	
Apr			(96%)				(95%)	
May			(95%)				(94%)	
June			(92%)				(90%)	
July			(91%)				(90%)	
Total			(95%)				(94%)	

Card Services

- The number of first cards for students produced by Card Services this Session has already exceeded the total for 2016/17, reflecting in part the increase in student numbers on UG and PG programmes and perhaps those on Centre for Online Learning credit bearing courses.

Table 8: 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						
March						
April						
May						
June						
July						
2017/18 Total	1418	810	16594	1583	2025	22430
2016/17 Total	2211	2306	16436	1667	2464	25084
2015/16 Total	2019	2170	13231	0	0	17420

Table 9: 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						
March						
April						
May						
June						
July						
2017/18 Total	1226	382	7658	95	119	9480
2016/17 Total	2640	846	9145	9	47	12687
2015/16 Total	1649	654	7901	0	0	10204

Social media:

Table 10: Social media statistics as of 31st January 2018

Information	Twitter - EdinUniMainLib	Twitter - EdUniLibraries	Facebook - EduniLibraries	Instagram - EdUniLibraries
Current Followers	2611	1958	967	442
New Followers	68	74	4	43
Posts	60	27	15	21
Interactions	57880	33107	5467	745

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.

**Barry Croucher
February 2018**