

**User Services Directorate**

**Help Services Section**

**Monthly Status Report**

**March 2018**

## Management Summary

### **IT Support desk at KB:**

*IT Support Desk KB pilot in the Murray Library launched on 12<sup>th</sup> March. Student staff were interviewed by skype on 2<sup>nd</sup> March during the University closure due to adverse weather, and appointed students were trained on 11<sup>th</sup> March. Use has been less than at the Main Library but providing the service has proven worthwhile; the nature of calls is largely similar across both locations. See the Appendix for figures. The pilot is due to end on 6<sup>th</sup> April, but may be extended by a further two weeks 23<sup>rd</sup> April to 6<sup>th</sup> May if resources allow.*

### Activities completed:

#### **Opening hours:**

*Adverse weather caused the closure of the libraries on 1<sup>st</sup> and 2<sup>nd</sup> March, with services restored on 3<sup>rd</sup> March (Law Library opening 12noon-5pm instead of 9am).*

*Spring vacation hours commenced at the Vet Library on 26 March. The library Helpdesk will open 9-5 until Friday 20 April.*

#### **World Book Day:**

*With cooperation from Edinburgh Students' Charities Appeal, the World Book Day fines donation event commenced on 26<sup>th</sup> February and was extended because of the library closures due to adverse weather, with all fines paid in person at a Helpdesk donated to Book Aid International, <https://www.bookaid.org>. A total of £1,100.42 was raised*

#### **Chat service:**

*A decision was taken by L&UC to renew the service subscription to the OCLC QuestionPoint library help chat service from 1<sup>st</sup> April for another 12 months: Helpdesks support this service in a similar way to Helpline support for NorMAN.*

### Activities Planned for next period:

#### **Opening hours:**

*New College Library will commence a trial period of extended evening opening (Monday – Thursday 9am to 10pm, not 6pm) on 9<sup>th</sup> April until 24<sup>th</sup> May: this is in addition to the trial Sunday afternoon opening 12 noon-5pm.*

*Law Library Sunday opening will extend to 7pm (not 5pm) on 5 Sundays: 22, 29 April and 6, 13 and 20 May to help cater for students revising.*

*Vet Library semester hours will recommence on Monday 23 April.*

#### **Exam study space:**

*Additional arrangements have been put in place to support student revision:*

- **Main Library Floors 2, 3, 4 and 5:** will remain open 24/7 from 07:30 Saturday 21 April to 23:59 Sunday 13 May.
- **Main Library Floor 1:** Rooms 1.07, 1.09, 1.10 and 1.11 (79 seats) will open 24/7 from 07:30 Saturday 07 April to 23:59 Sunday 20 May (except closed Tuesday 10<sup>th</sup> April 00:00-06:30)
- **Main Library Floor 6:** Centre for Research Collections (CRC) research suite (12 seats) will be available during normal CRC opening hours from Monday 23 April to Friday 25 May inclusive (except closed Friday 27<sup>th</sup> April 12:00-17:00).
- **David Hume Tower DHT Hub (Lower Ground Floor):** provides for 200 additional study spaces in the following rooms: Rooms LG07,

**Facilities:**

Work has been undertaken to upgrade existing and install new water fountains at the Main Library.

ECA Estates arranged for water fountains to be installed in lobbies on the ground and 2<sup>nd</sup> floors of Evolution House, negating the need to pursue installing one within the library itself.

**Quick Calls:**

The ECA Library Services Manager, has been gathering feedback from Helpdesks about the new Quick Calls app. The response has been broadly positive, with some requests to changes to the selection and on-screen ranking of Quick Calls at some sites. There have also been suggestions for improvements to the interface and functionality, which will be passed to IS Applications. The most pressing issue is the login timing out after a period of inactivity, which is an inconvenience at quieter Helpdesks. A request to fix this has been raised with IS Apps.

**Card Services:**

A new Card Photo Images service was introduced on 26<sup>th</sup> March.

**Collections:**

The Law Library Services Manager, Academic Support Librarian, met with managers from L&UC on 9<sup>th</sup> March to look at mapping the Law Library Collection for the new Law Library.

Statistics were collated for the Special Collections work that is done by Helpdesk staff at New College Library (NCL) for report to the Head of Special Collections and CRC. This is significant as it is part of wider review of Special Collections and services at NCL. The report is reproduced in the Appendix.

After months of preparation, Disaster Response and Recovery kit was purchased and placed in situ for Moray House Special Collections.

LG08, LG09, LG10, LG11: 08:30-22:00 daily (including weekends) from Saturday 21 April to Sunday 20 May inclusive; Room LG06: 08:30-22:00 weekdays (excluding weekends) from Saturday 21 April to Sunday 20 May inclusive.

An interactive study spaces map showing where to find study spaces in the Central area is available at [www.ed.ac.uk/is/study-space](http://www.ed.ac.uk/is/study-space)

Purple shirted student helpers will be employed in the Main Library Friday 20 April to Friday 11 May inclusive to guide students to available study spaces. One of their tasks will be to respond to reports of inconsiderate behaviour in the Main Library, such as reserving seats, using the webform at [www.ed.ac.uk/is/issue-report-form](http://www.ed.ac.uk/is/issue-report-form)

At ECA Library, the forthcoming exam period will be the first major test of the revised study space layout installed in Summer 2017. Study space occupancy will be closely monitored throughout April with daily daytime headcounts.

**IT Support desk at KB:**

IT Services Manager is in the process of extending the IT Support desk at KB pilot by a further two weeks 23<sup>rd</sup> April -6<sup>th</sup> May.

Scoping is underway for extending the Main Library service beyond its scheduled end point (18 May) and through June and July using Student Staff.

**Student Disability Computing Support:**

Planning for supporting disabled students' computing needs for the May exam diet; current expectation is to support 20 exams, 16 fewer than in May 2017.

**Circulation:**

The Vet School's Digital Education Unit is planning to purchase a conference microphone to support Exam Boards at Vet School. It has been agreed that the microphone will be stored at the Vet Library and issued from the Vet Library Helpdesk. Further arrangements re support, securing of the storage space, catalogue record and loan period will be further discussed and arranged in due course.

**Library exhibition:**

How? Why? What? exhibition opened at the Main Library with many of the items displayed on loan from Moray House Special Collections, and supports the public engagement agenda.

**Online Print Credit:**

Use of Online Print Credit this Semester continues to be less than the equivalent in 2017, such that there have been 971 fewer transactions to end March.

**uCreate:**

The glossy paper A0 printer in the Main Library is approaching end of life: replacement is needed, and planned through use of ISC funds.

**Social media:**

EdUniLibraries Facebook passed the 1000 followers mark.

All Library Social Media channels posted constant and up to date information during the adverse weather library closures. The teams also answered questions posted on the Social Media accounts relating to library closures and services.

**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.

**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. Student evening staff in particular are contributing to measuring the collections, mapping and assessment of older material for inclusion into GDR.

**Staff mediated laptop loans:**

New Win10 laptops will be deployed in place of ageing Dell laptops in order to refresh the staff mediated laptop loans service.

**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 week commencing 9<sup>th</sup> April.

**Small Capital Works:**

The Library Services Manager at New College Library and the Main Library Helpdesk Manager are attending a project meeting on 13<sup>th</sup> April convened by Estates to review work to introduce additional power to study desks in Moray House Library New College Library and the Murray Library at KB.

The Library Services Manager at Moray House Library is meeting with colleagues from Estates Small Projects and Minor Works and IS Facilities, to progress the signage project. Plans have been received.

**Customer Service Excellence:**

*On reviewing the CSE evidence that will be required in this year's programme, it is likely that we will revisit 'Mystery shopping' as well as Customer Journey Mapping. The Continuous Improvement Group is also due a re-launch for those involved. We will be looking for new members of the team to give alternative views on what we can improve. The local CSE network group meets on 3<sup>rd</sup> May at Dundee University. This a chance to share any new CSE activity and problems we are experiencing.*

**Social media:**

*Gif creation training will be cascaded to all Social Media teams. The teams will then create bespoke gifs for the IS Helpdesk services.*

**Training event:**

*Scottish Academic Library Cooperative Training Group (SALCTG) is holding a training event on Developing Resilience and Confidence in the Main Library on 26 April, with 8 Help Services staff attending, 3 from L&UC and 8 from other Scottish HEIs.*

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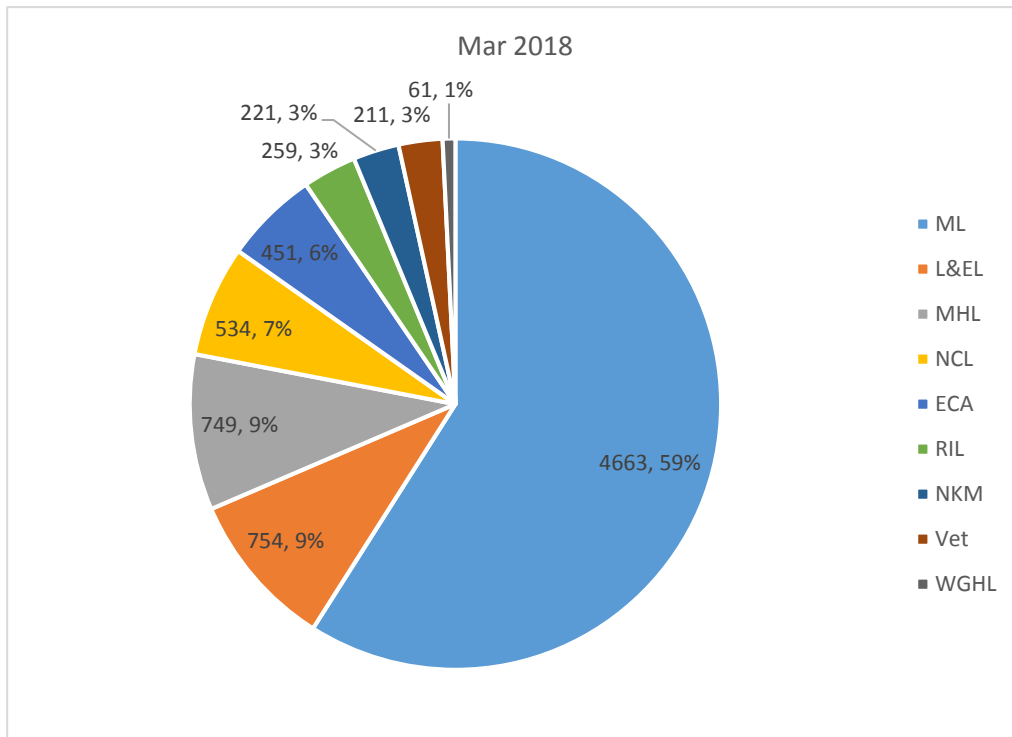
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Appendix Statistics:

## Help Services Helpdesk Quick Calls

- March was the first full month of enquiry recording using the new Quick Calls app and revised layout.
- March saw 7903 Quick Calls logged across all sites, a dramatic increase on both February 2018 (3366) and the March 2017 total (4121).
- The predominant driver of this increase was greatly improved enquiry recording at the Main Library Helpdesk, which logged 4663 Quick Calls in March 2018. This is more than 4 times the March 2017 and February 2018 Main Library totals. This suggests that the new Quick Call app has improved usability that, along with a concerted effort by Main Library Helpdesk staff, has led to greatly more consistent recording.
- Figure 1 shows the share of enquiries recorded by each Helpdesk in March 2018.

**Figure 1: Quick Call totals by site March 2018**



- Increased recording at the Main Library has not made dramatic changes to the composition of the top 10 overall compared to February, but comparing the Main Library top 10 to that for the rest of the library sites illustrates significant differences in the most common enquiries. Tables 1 to 3 present the top 10 Quick Calls for all Helpdesks, the Main Library and the other site libraries respectively.
- The Main Library accounts for nearly 80% of Lost property enquiries (380 out of 476).
- Card Queries are the 3<sup>rd</sup> most common enquiry at the Main Library, but 8<sup>th</sup> across the other library sites. The Main Library accounts for 75% of Card Queries.
- IT help provided by Helpdesk staff is more common at the Main Library, accounting for 4.3% of Quick Calls there compared to 2.2% across the other sites. The Main Library Helpdesk answered nearly 74% of all Helpdesk IT enquiries in March.
- As might be expected due to 24/7 opening, Opening hours enquiries are much less common at the Main Library, accounting for 1.2% of Quick Calls there compared to 3.1% across the other sites.

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

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	875	11.1%
2	Finding material: locating material on the shelf	641	8.1%
3	Card: Queries	491	6.2%
4	Lost property	476	6.0%
5	Direction/information	471	5.9%
6	Circulation: self-issue/self-return	462	5.8%
7	Stationery/equipment loan	335	4.2%
8	Finding material	318	4.0%
9	IT help: Helpdesk	274	3.5%
10	Printing: how do I?	248	3.1%

**Table 2: Top 10 Quick Calls March 2018: Main Library**

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	487	10.4%
2	Lost property	380	8.1%
3	Card: Queries	368	7.9%
4	Finding material: locating material on the shelf	357	7.7%
5	Circulation: self-issue/self-return	253	5.4%
6	Direction/information	228	4.9%
7	IT help: Helpdesk	202	4.3%
8	Stationery/equipment loan	177	3.8%
9	Finding material	169	3.6%
10	ILL enquiries	162	3.5%

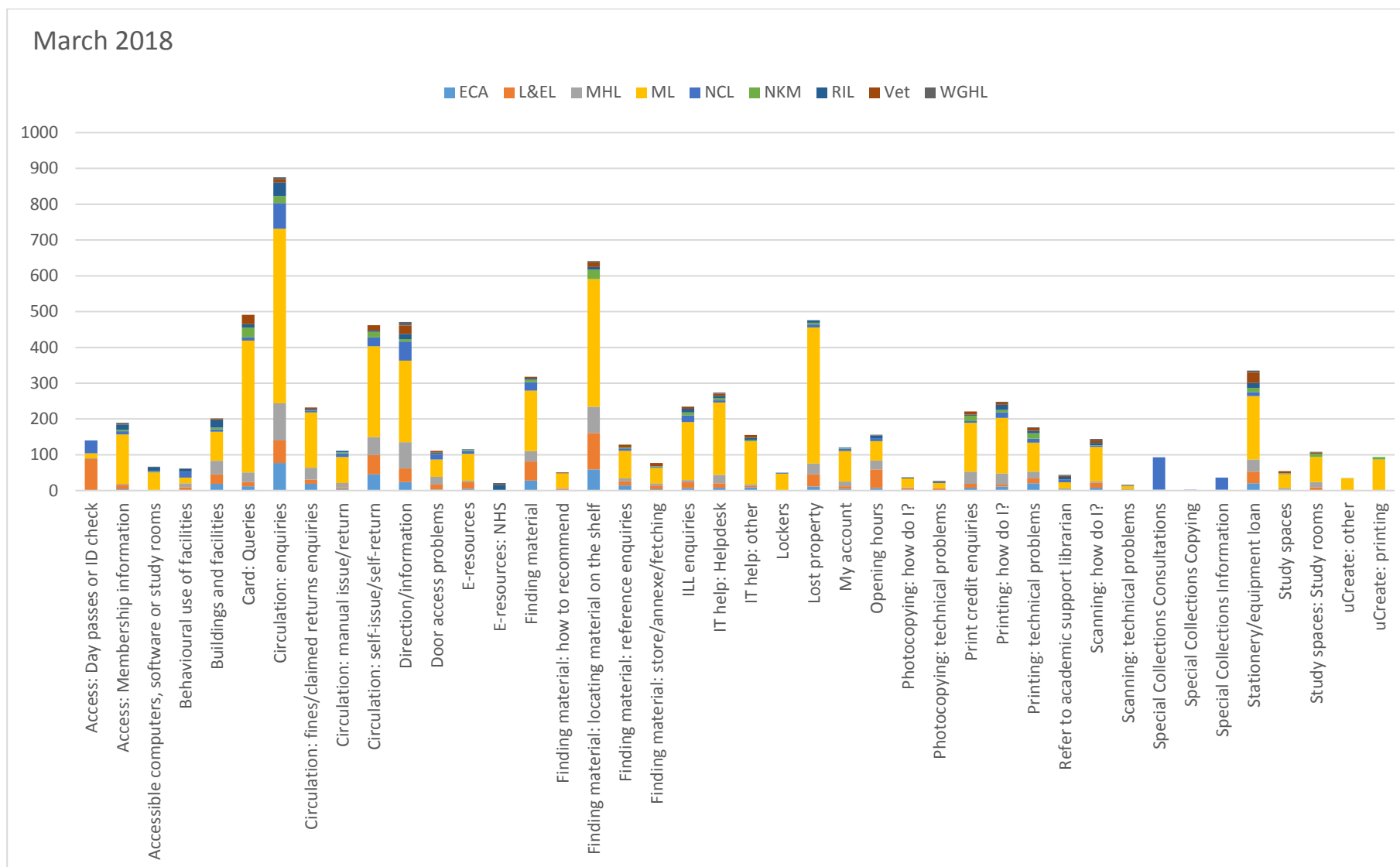
**Table 3: Top 10 Quick Calls March 2018: other library Helpdesks**

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	388	12.0%
2	Finding material: locating material on the shelf	284	8.8%
3	Direction/information	243	7.5%
4	Circulation: self-issue/self-return	209	6.5%
5	Stationery/equipment loan	158	4.9%
6	Finding material	149	4.6%
7	Access: Day passes or ID check	126	3.9%
8	Card: Queries	123	3.8%
9	Buildings and facilities	121	3.7%
10	Opening hours	102	3.1%

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



Figure 2: Complete breakdown of enquiries by Standard Solution in March 2018

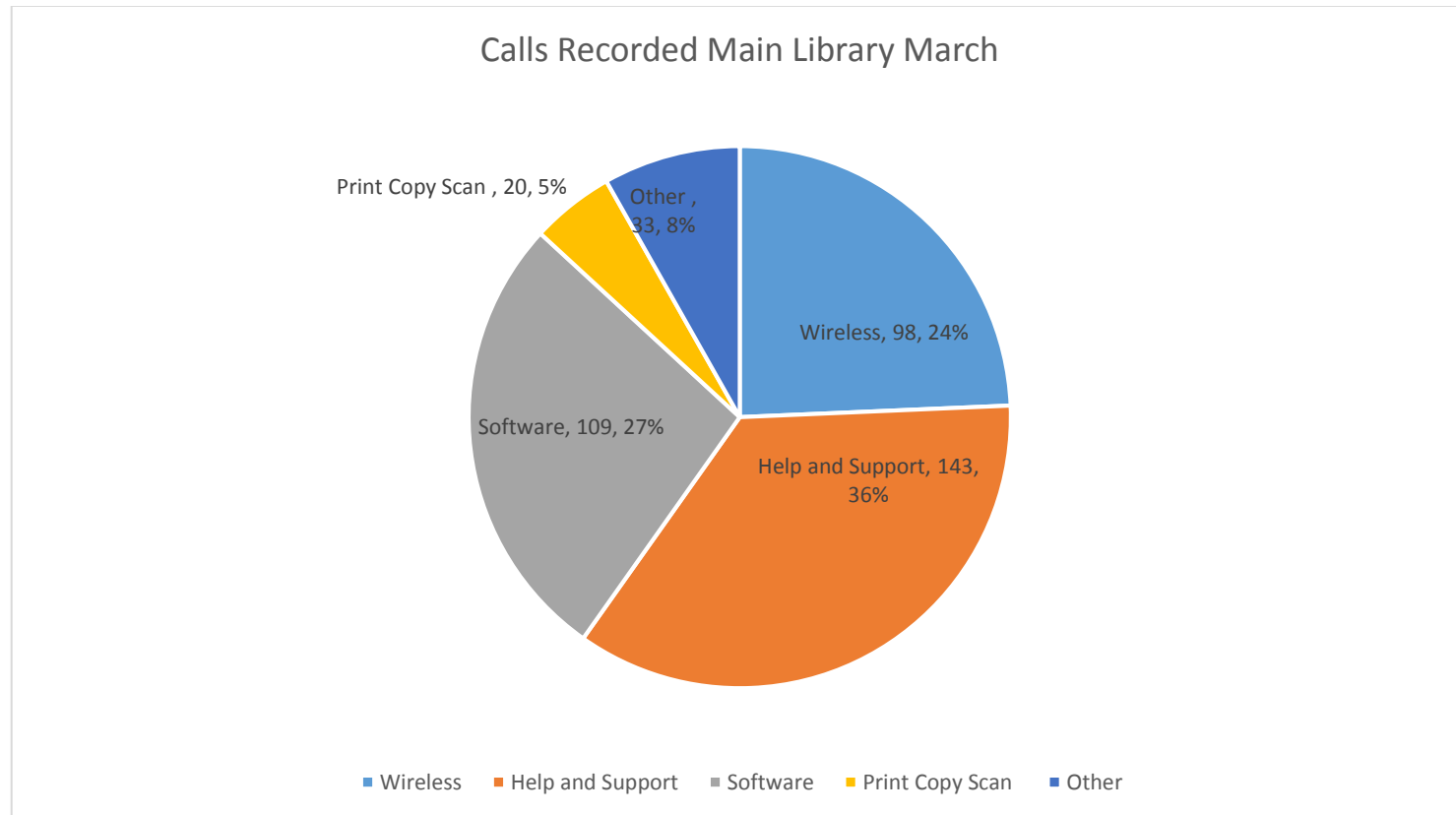


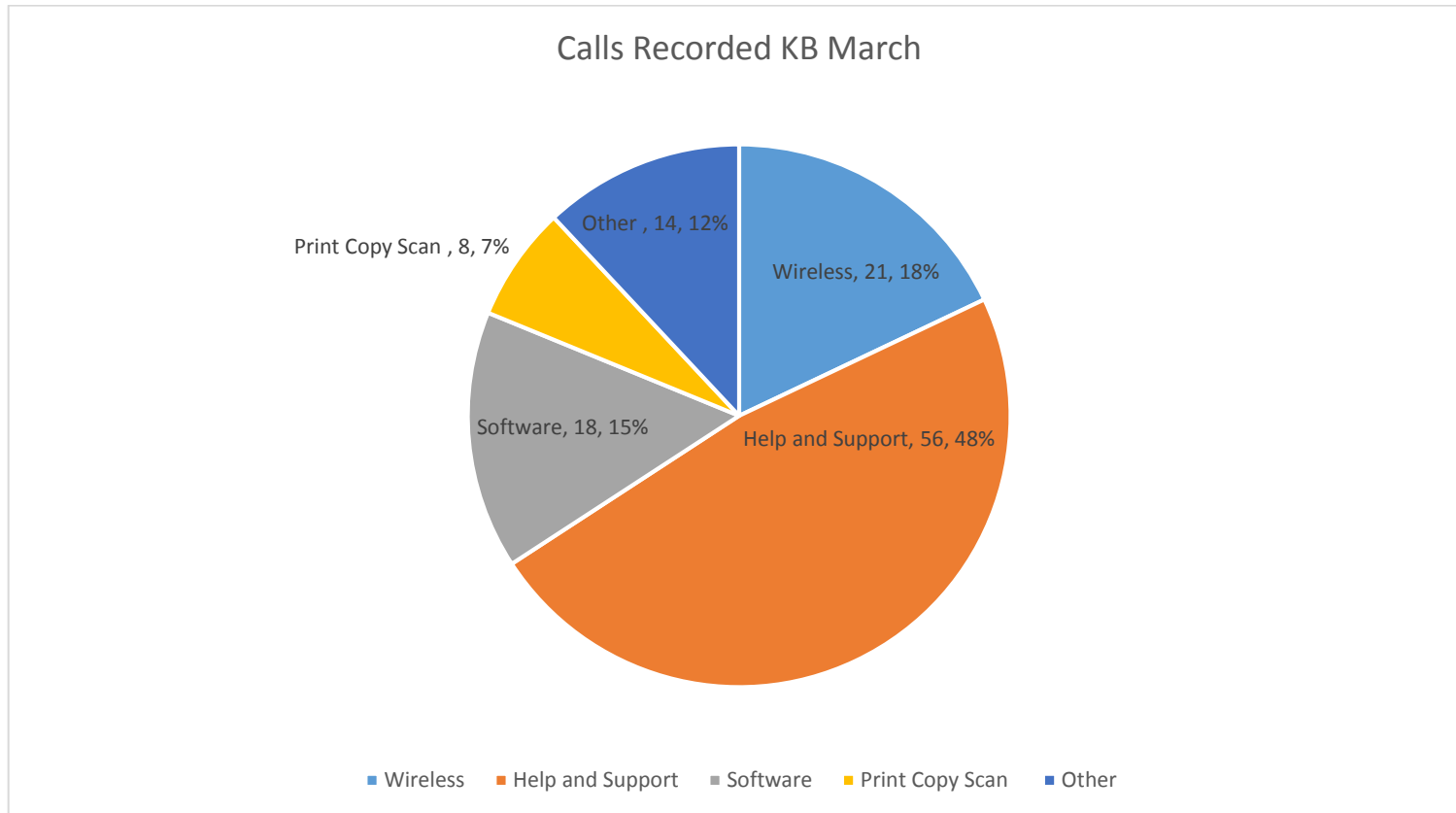
## IT Support Desk Quick Call Statistics

Table 4: IT Support Desk Quick Calls September 2017 to February 2018

Number of Quick Calls	September 2017	October	November	December	January 2018	February	March	Total 2017-18
<b>Monthly Total</b>	2385	1079	656	232	600	385	403 (ML) 117 (KB)	ML 5740 KB 117

Figure 3: March Main Library King's Buildings Calls Breakdown





***Figure 4: March Murray Library King's Buildings Calls Breakdown***

## uCreate Software Usage

Table 5: 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
<b>Adobe Photoshop</b>													
2017 / 18	659	297	479	817	380	277	728	668					
2016 / 17	60	*19	*126	454	**69	**65	411	324	441	448	380	210	<b>3007</b>
<b>Adobe Illustrator</b>													
2017 / 18	181	153	180	180	79	129	301	218					
2016 / 17	10	*n/a	*n/a	*n/a	**0	**n/a	201	235	153	115	74	70	<b>858</b>
<b>Adobe InDesign</b>													
2017 / 18	61	43	129	198	133	47	99	102					
2016 / 17	6	*n/a	*n/a	53	**11	**7	63	122	176	166	77	10	<b>691</b>
<b>Adobe Premiere Pro</b>													
2017 / 18	48	16	36	84	15	42	40	41					
2016 / 17	4	*n/a	*n/a	36	**9	*11	67	94	70	53	44	105	<b>493</b>
<b>Adobe Acrobat</b>													
2017 / 18	18	0	0	67	631	577	883	980					
2016 / 17	208	*n/a	*n/a	1763	1988	893	2120	2543	2624	2002	1094	15	<b>15250</b>
<b>Datastream 5</b>													
2017 / 18	37	1	16	29	0	67	195	111					
2016 / 17	0	0	10	11	0	22	49	85	26	15	10	45	<b>273</b>

## Ucreate Poster Printing Usage

*Table 6: 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
<b>uCreate ML: Poster-Plain-2</b>													
2017 / 18	28	35	52	226	46	26	89	57					
2016 / 17	66	152	122	336	146	50	229	315	152	159	142	73	<b>1942</b>
<b>uCreate ML: Poster-Glossy-1</b>													
2017 / 18	74	41	73	98	15	32	66	80					
2016 / 17	24	41	49	114	41	11	44	77	64	40	57	17	<b>579</b>
<b>uCreate KB - PLAIN</b>													
2017 / 18	24	17	42	27	12	15	98	59					
2016 / 17	4	17	28	33	9	5	68	60	17	27	16	7	<b>291</b>
<b>uCreate ML: Poster-Plain-1 (formerly uCreate KB – GLOSSY)</b>													
2017 / 18	40	121	130	401	87	57	146	167					
2016 / 17	22	8	26	14	9	2	13	8	12	8	10	10	<b>142</b>

## 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 7: Number of issues**

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

**Table 8: Number of returns**

<b>No. of Returns</b>	<b>2012-13</b>	<b>2013-14</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>	<b>2017-18</b>
<b>Aug</b>	28950	31409	26237	24615	21556	23847
<b>Sep</b>	36971	35544	31826	31073	22380	23809
<b>Oct</b>	81001	81021	71227	66900	50479	49394
<b>Nov</b>	99139	95936	84219	72866	60434	59372
<b>Dec</b>	74768	64341	56748	50316	45607	42660
<b>Jan</b>	52649	54200	48133	44025	31593	32884
<b>Feb</b>	69627	63721	57681	50205	39314	35651
<b>Mar</b>	98267	91474*	86317	77607	62717	52637
<b>Apr</b>	87115	81729	67279	59017	50199	
<b>May</b>	65997	60466	49224	43345	39491	
<b>Jun</b>	21422	17817	18367	15484	16796	
<b>Jul</b>	19338	18133	17298	16297	13832	
<b>Annual Total</b>	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 March 2018, but down 2% compared with 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 March 2018, but down 4% compared with the same month in 2017.

**Table 9: 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
<b>Aug</b>	12415	10940	88% (88%)	Y	23847	21810	91% (91%)	Y
<b>Sept</b>	35970	33758	94% (94%)	Y	23809	21736	91% (91%)	Y
<b>Oct</b>	63138	60391	96% (95%)	Y	49394	46556	94% (95%)	Y
<b>Nov</b>	63423	60936	96% (96%)	Y	59372	55911	94% (96%)	Y
<b>Dec</b>	31467	29923	95% (96%)	Y	42660	40343	95% (95%)	Y
<b>Jan</b>	36233	34146	94% (94%)	Y	32884	30598	93% (93%)	Y
<b>Feb</b>	42451	40453	95% (95%)	Y	35651	33484	94% (93%)	Y
<b>Mar</b>	55437	52778	95% (97%)	Y	52637	48022	91% (95%)	Y
<b>Apr</b>			(96%)				(95%)	
<b>May</b>			(95%)				(94%)	
<b>June</b>			(92%)				(90%)	
<b>July</b>			(91%)				(90%)	
<b>Total</b>			(95%)				(94%)	



**Table 10: Main Library self-returns book sorter statistics March 2018:**

Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
<b>Monday</b>	1964	1870	2234	6068
<b>Tuesday</b>	1290	2267	2587	6144
<b>Wednesday</b>	1087	2248	2522	5857
<b>Thursday</b>	745	2339	2660	5744
<b>Friday</b>	778	1933	2232	4943
<b>Saturday</b>	1150	1284	1679	4113
<b>Sunday</b>	1059	1014	1272	3345
<b>Total</b>	<b>8073</b>	<b>12955</b>	<b>15186</b>	<b>36214</b>
<b>%</b>	<b>22%</b>	<b>36%</b>	<b>42%</b>	<b>100%</b>

## Card Services

- *The number of Library member cards for non-Students, Staff and Visitors produced by Card Services this Session exceeded the total for 2016/17 for Reference use in February, and as predicted, the same is now true of Borrowers: this is to be expected because smartcards were only introduced for these groups in January 2017. See Table 11.*

**Table 11: Number of first cards produced 2017/18**

Month	Staff	Visitor	Student	Ref User	Borrower	Total
<b>August</b>	180	99	7061	175	286	7801
<b>September</b>	305	191	7660	322	363	8841
<b>October</b>	349	206	433	413	516	1917
<b>November</b>	265	104	161	366	415	1311
<b>December</b>	108	54	697	90	165	1114
<b>January</b>	211	156	582	217	280	1446
<b>February</b>	200	204	143	323	282	1152
<b>March</b>	147	108	112	278	243	888
<b>April</b>						
<b>May</b>						
<b>June</b>						
<b>July</b>						
<b>2017/18 Total</b>	1765	1122	16849	2184	2550	24470
<b>2016/17 Total</b>	2211	2306	16436	1667	2464	25084
<b>2015/16 Total</b>	2019	2170	13231	0	0	17420

**Table 12: 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						
May						
June						
July						
<b>2017/18 Total</b>	1606	516	8970	135	194	11421
<b>2016/17 Total</b>	2640	846	9145	9	47	12687
<b>2015/16 Total</b>	1649	654	7901	0	0	10204

**Table 13: Number and type of Library members in March 2018**

Library members (External patron count by User Group)	Total
Reference User	2536
General Council (Alumnus)	2522
SCONUL Access	1107
SCONUL Reference	628
Lothian Health Staff	385
External Users	232
Retired Staff	47
Staff like Member of an Associated Body	21
Friends of the University Library	4
UKLP	2
<b>Total</b>	7484

## Social media:

*Table 14: Social media statistics as of 31<sup>st</sup> March 2018*

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	2739	2068	1009	632
New Followers	102	41	23	62
Posts	98	39	26	28
Interactions	116748	49064	13496	1068

*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.***

## Statistics for Special Collections work at New College Library Helpdesk:

### Collections & Access

YEAR	No. of times items viewed
2013	511
2014	457
2015	1908*
2016	500
2017	1010

\*A researcher was doing a lot of work on Thomas Chalmers that year especially in April and May which is why the figure for this year is so high.

### 2017

Month	Collected**	No. of times items viewed
January	88	58
February	86	73
March	203	291
April	61	135
May	49	56
June	66	44
July	94	114
August	125	64
September	77	74
October	35	63
November	84	81
December	42	66
<b>Total</b>	<b>1010</b>	<b>1119</b>

\*\*These figures do not count items that were already in the holding cabinet that had been collected in the previous months.

## **Emails**

The helpdesk dealt with 264 emails regarding Special Collections in 2017. This includes all access queries, queries that the helpdesk answered and more complicated queries passed on to the ASL and Archivist.

We do not have numbers for previous years.

## **Unidesk**

Only 13 queries came through Unidesk regarding Special Collections in 2017. This includes all access queries, queries that the helpdesk answered and more complicated queries passed on to the ASL and Archivist.

We do not have numbers for previous years.

## **Interns**

Between the months of April and July 2017 the Library Services Manager and Helpdesk Supervisor supervised 3 interns for the Scoping and Cleaning Project. This was done on Monday and Tuesday afternoons during these months.

Compiled by Barry Croucher and published April 2018