Help Services

User Services Directorate

Monthly Status Report

Period covered: August – October 2018

Management Summary

Start of year activities

IT support
The eduroam app has proved to be a popular tool with the new students and we have seen a significant reduction in students using the central wifi service.

Card Services
Saturday 08 to Friday 14 September:
- Student cards printed on demand 3489
- 5580 pre-printed cards were handed out
- distributed to ACE student accommodation 5883 cards on Thu 6 Sep

Main Library
Student helpers were employed from Saturday 08 to Friday 14 September, principally to direct new students around the library and also to demonstrate printing, searching of DiscoverEd and finding items. They also led library tours during Welcome Week.
The Main Library provided extra help points for students during Welcome Week on the first and second floors, week one on the ground and second floors and week 2 on the second floor only. These were staffed by colleagues from Library and University Collections (L&UC) as well as Help Services. The first floor desk was primarily a point for handing out library bags and directing students downstairs, while the ground floor acted as an information point and was the starting point for the student-led tours. These were popular during Welcome Week, but numbers dropped dramatically during week one. The second floor "New Students' Help Point" saw the usual range of directional enquiries as well as how to search for items and printing issues.

Moray House Library
The first card collection event run in the library for the PGDE students started on 20 August.
A Get Connected event was held in the Library for the PGDE students on 22 August.
Library staff conducted several Library tours for new students over the start of year period.

Vet Library
The Graduate Entry Programme students started their course at the Veterinary School on 6 August, and library tours were conducted by helpdesk staff on 8 August (75 students).
The undergraduate students started their course at the Veterinary School on 17 September, and four Veterinary library tours were conducted by helpdesk staff on 17, 18 and 24 September with 25 students on each tour.
The Academic Support Librarian (ASL) and Helpdesk Supervisor supported an Information Services stall at the Vet School 'Mini Services Fair' on 26 September, which was well received by the new students.

Noreen and Kenneth Murray Library

Get Connected sessions were held in the Murray Library from 17 to 21 September.

Student helpers were present in the Murray Library from 17 to 28 September (for approximately 5 hours during week days) helping with directing the users to printing, book self-issue and study facilities.

The Library Services Manager (LSM) and ASL for Engineering organised the Murray library tours for the Alumni from the Engineering School.

IT Support Desk

The IT Support Desk continues to be a success and popular with the students. The trial opening over summer has shown that there is a demand for this service all year round at the Main Library with 972 calls logged with reduced opening times (12-5). The new opening times are working well and call numbers are up by 5%.

uCreate

uCreate poster printing usage continues to increase with 23% increase in glossy and 15% increase in plain over the same period last year.

At King's Buildings, uCreate moved from the KB Centre to the Murray Library. It is now located on the first floor with 10 PCs and 1 Mac computer and scanning equipment. A new poster printer was installed and a high desk with 3 power points and 4 study spaces was added.

Activities completed:	Activities Planned for next period:
Opening hours	**_Facilities and collections_**
Moray House Library	**ECA Library**
• Moray House Library operated pre-semester opening hours 20 August – 9 September and began Semester hours on 10 September.	• It is planned to procure anglepoise desk lamps for the individual study desks in ECA library. This will enhance the study environment for our users, especially when conducting close study of visual materials from our collections.
New College Library	• ECA Library Helpdesk Assistants are working on a site-specific user survey, to be conducted either before the end of Semester 1 or during Semester 2.
• Extended opening hours have been granted to New College Library. The library will open every Sunday during semester and then late evenings for 3 weeks in December and 7 weeks April/May.	**Law Library**
Main Library Helpdesk	• The delay in the move to Old College for the Law Library means that more stock work can be carried out prior to the move.
• Semester hours resumed on Monday 3 September.	• The mapping of the collection to the shelving will also be carried out in a bit more detail.
Other site libraries	**Vet Library**
• Other central site libraries and the **Murray Library** resumed semester hours on Monday 17 September.	• The discussion regarding the project of the installation of a 'reading shelf' in the Veterinary Library was introduced by the Academic Support Librarian, Helpdesk Supervisor and a member of Veterinary School staff The books housed here will not be library stock, but will be housed in the Veterinary library to promote reading for pleasure as an aid to student welfare. There will also be a display promoting public library membership and to this end publicity material was obtained from Edinburgh City Libraries and Midlothian Libraries.
Facilities	• The VHS-to-DVD transfer kit was moved from the KB Centre to the Veterinary library in September, with a view to moving the large collection of VHS tapes on Veterinary themes to DVD. Once the work of transferring the tapes is complete, the plan is to have them
Moray House Library	
• The refurbishment of the 2 Moray House Library group study rooms was completed on 20 August just in time for the PGDE new starts.	
• Four new printers were installed at Moray House Library on 16 October.	

Edinburgh College of Art Library

- 3 new printers were also installed at ECA Library on 18 October. All 3 are now colour devices – a service improvement for our users who print less in black and white.

Law Library

- The move of the Law Library has been re-scheduled for the beginning of January.
- The Law Library Helpdesk received new hard drives and Windows 10 has been installed on the Workroom computers.

New College Library

- Installation of motion sensor lighting in stack III and the stairwell down to the stacks was carried out over a 3 week period from 15 October to 02 November.

Kings Buildings Campus
Murray Library

- The LSM and Helpdesk Supervisor met with a member of Library Digital Development & Systems regarding the Library Maps application and floor plans in the Murray Library on 23 August. Work was undertaken to correct some issues with floor numbers and Library Mapping. The 'Locate' button on DiscoverEd was switched off for Murray Library books until issues have been resolved.
- Five new printers were installed at the Murray Library on 4 and 11 October. Windows 10 was installed on request on one of the library workroom PCs in the Veterinary and Murray Libraries, in order that staff can understand its operation with a view to support student enquiries.

Study spaces

- The recently redeveloped Murchison House was opened on 17 September (ground floor and lower ground floor only) with study and computing facilities available for students at the King's Buildings campus.

reviewed by Vet School staff, and a decision made (on a case-by-case basis) re retaining them as DVDs for lending, moving them online, or withdrawing them from stock. The work of transferring the tapes commenced in October and 4 videos have been transferred so far.

Student Disability computing Support

- Exam meetings taking place
- Exam laptop build in progress
- Migrating exam laptops to new stock and windows 10
- Sensors to monitor occupancy levels to be deployed in 7 study rooms

IT Support Desk

- Power BI Desktop to be implemented for reporting IT Support Desk stats in an improved and more visible way.

uCreate

- Printing kiosk to be created and deployed
- Plasma screen to be made operational
- uCreate PCs at Main Library due to be replaced.

Eduroam App

- Open wifi network to be created for January intake.
- Gather evidence and complete report for business case.

- Mary Bruck and KB Centre study spaces have been closed, with the exception of the open access/teaching lab on the 3rd floor that will be available until the end of the year.

Vet Library
- A large number of waste electrical and electronic equipment items were collected on 27 September, freeing up some much-needed space in the Veterinary Library's store room.
- On 12 October Facilities and Estates staff visited the Vet Library in order to look at the tutorial rooms for possible soundproofing. One tutorial room will be soundproofed to start with to establish how well it works and if other rooms should be soundproofed as well.

Collection work

Moray House Library
- The c.2500 graded readers donated to Moray House Library have been organised by publisher and shelved in the Special Collections rolling stacks.

Law Library
- Collections work continues in the Law Library in order to free up shelf space for the move to Old College. The work includes looking at out of date stock and multiple copies of items that have come out of the Reserve Collection.
- The Law Reports and Statute volumes that were sent for repair have been returned. The collection will now be 'fit for display' on the Senate Room shelves.

New College Library
- The Semple Room rare book collection was safely relocated to warehouse facilities in the period 07 to 19 October. It is expected to go to the Library Annexe for cataloguing and conservation.

Card Services

- ISG Innovation Fund Projects to investigate door access via phone and identity via phone to be progressed
- New card design allowing space for preferred name to be introduced
- Preparations for start of year, January intake, commence in December

Murray Library

- 6 boxes of withdrawn books were collected from the Murray Library on 9 August.
- 46 books from the Murray Library collection were issued for a field trip on 21 August.

Vet Library

- Collection work started in August in the Veterinary Library to identify titles for withdrawal from the Reference section.
- Helpdesk staff carried out holdings checks on a large donation in the Veterinary Library in October, prior to its eventual removal (in whole or in part) to the CRC.
- A shipment of duplicate stock was dispatched to an American university on 21 September.

Royal Infirmary Library

- Journal de-duplication project commenced in Royal Infirmary Library in August and 415 journal volumes and 539 journal issues have been withdrawn so far.

Open Days

Undergraduate Open Days
- UG Open Days took place on Saturdays 22 September and 06 October. The Welcome Desk in the foyer of the Main Library was staffed by volunteers from both Help Services and Library and University and Collections, and both days saw record numbers of prospective students and their families visiting – 2811 on 22 September and 2067 on 06 October.
- Student Helpers were employed on both dates and were a much appreciated help. Visitors were offered self-guided tours of the library as well as general information.
- The Royal Infirmary Library was also open during the Undergraduate Open Days on Saturdays 22 September and 6 October. The gate count for September open day was 273 and for October open day was 208

Edinburgh Doors Open Day
- The Main Library participated in the annual Edinburgh Doors Open Day event on the weekend of 29/30 September. On offer on Saturday 29 were pre-booked tours of several behind-the-scenes activities in the Centre for Research Collections (CRC), which proved to be popular with visitors.
- Public Art tours were also offered, with the Public Art Officer, talking to visitors about the Nathan Coley installation in the Main Library then walking them over to the Bristo Place artwork "The next Big Thing is a series of little things" by Susan Collis.
- 142 visitors were recorded over the course of the weekend, 66 on the Saturday and 76 on the Sunday, when self-guided tours of the library were offered by student helpers.

Customer Service Excellence project

- As well as the continuing work on our document of evidence, the launch of the Graffiti Board in the Main Library has proved to be a success in interacting with users. The team in the Main Library continues to monitor the comments, photograph and record them and then seek management help to try and take action on them. The boards are now being rolled out to Sites, so it will be interesting to see how different the comments are at different sites.
- The October Quality Survey has been happening at all sites, and was completed on 31 October. The results will be benchmarked with our CSE colleagues in other universities when we meet on November 22.
- The date of the next CSE assessment day has just been fixed as Tuesday, 5 February 2019, when the Assessor will be spending his time at the Main Library
- The Continuous Improvement Group continue to be active with new suggestions, which is much appreciated.

IT Support Desk

- Summer Service with reduced hours proved popular with 972 calls resolved in three months.
- 3633 Calls resolved in September-October (WiFi configuration 55%)
- Desk successfully moved to new location. Layout working well

uCreate

- uCreate KB move completed
- Risk assessment completed
- uCreate, thanks to the help of desktop services, has successfully migrated to windows 10.

Social media - The social media team collectively succeeded in creating bespoke Library Service gifs to be used for promotion. Services promoted were card collection events, how to use self-issue machines, opening times, DiscoverEd searches, Student Information Point, Student Helpers and much more. - EdUniLibraries Instagram passed the 1000 followers mark. A very important achievement for the youngest of our Social Media channels.	

Appendix

Statistics

ML Book sorter usage for 01 August-31 October 2018			
Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	2170	4623	5102	11895
Tuesday	1633	3634	4972	10239
Wednesday	1720	3750	4753	10223
Thursday	1648	3289	4132	9069
Friday	1473	2761	3353	7587
Saturday	803	1692	2440	4935
Sunday	966	1970	2673	5609
Total	10413	21719	27425	59557
%	*18%*	*36%*	*46%*	*100%*

Social media:

Statistics for 01 August to 31 October

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	3333	2350	1132	1044
New Followers	226	151	65	211
Posts	188	91	59	89
Interactions	248301	109417	32086	4584

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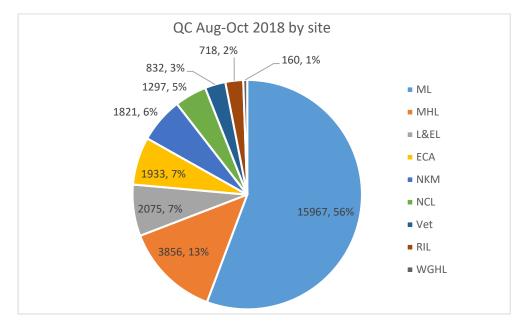
N.B. We do not have access to the numbers of views for Instagram posts. Only likes, comments and shares.

Help Services Helpdesk Quick Calls

Quick Call Statistics Aug-Oct 2018

- Across all Helpdesks 28659 Quick Calls were recorded during the period Aug-Oct 2018. This compares with a total of 20105 for Aug-Oct 2017.
- This increase was driven mostly by the Main Library, which recorded 2133 enquiries in August 2018 and 6469 in October – in each case, 10 times the total for the same month the previous year. Overall, Main Library Quick Calls were up 6484 on the Aug-Oct period last year, a 68% increase.
- The Main Library's September total fell from 8641 in 2017 to 7365 this year. This is probably due to the change from using pen and paper enquiry recording for Welcome Week and Week 1 last year to using Quick Calls this year, as well as the likely impact of the large amount of additional help provided during this period (Student Helpers, Welcome Point etc.).
- Across the other Helpdesks, some saw increases on Aug-Oct last year (most notably Moray House up 59%, ECA up 60%, Noreen and Kenneth Murray Library up 41%), while others saw decreases (New College down 37%, Law down 8%).

Figure 1: Quick Call totals by site Aug-Oct 2018

Top 10 Quick Calls Aug-Oct 2018

- Table 1 shows the top 10 enquiries across all Helpdesks during the period. The high proportion contributed by the Main Library has an inevitable impact on the rankings, as illustrated by tables 2 (all other Helpdesks) and 3 (Main Library only).

Table 1: Top 10 Quick Calls Aug-Oct 2018: all Helpdesks

Rank	Standard Solution	No	% of total
1	Card: Queries	3149	11.0%
2	Finding material: locating material on the shelf	2626	9.2%
3	Circulation: enquiries	2574	9.0%
4	Direction/information	2440	8.5%
5	Finding material	1556	5.4%
6	Printing: how do I?	1499	5.2%
7	Circulation: self-issue/self-return	1448	5.0%
8	IT help: Helpdesk	1252	4.4%
9	Printing: technical problems	990	3.5%
10	Lost property	964	3.4%

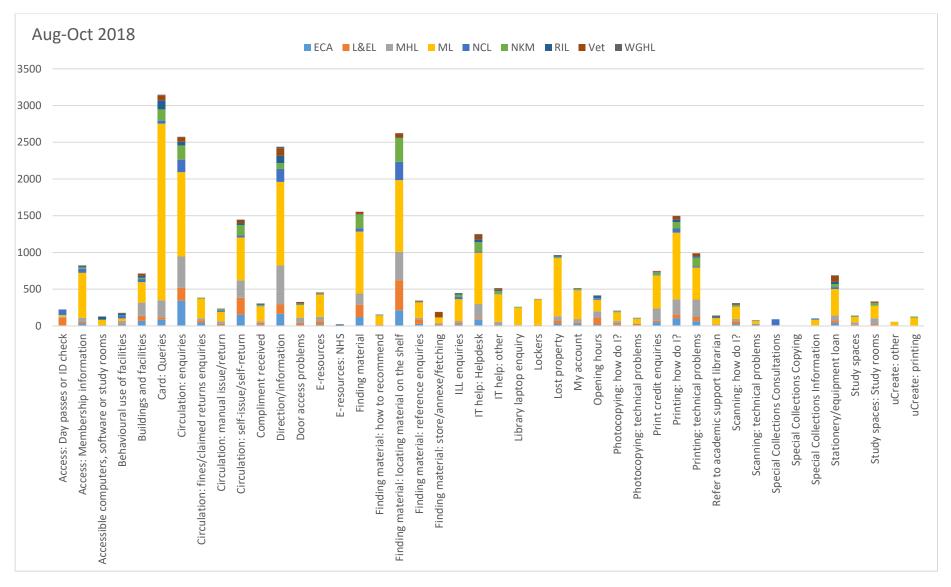*Table 2: Top 10 Quick Calls Aug-Oct 2018: Helpdesks excluding Main Library*

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	1652	13.0%
2	Circulation: enquiries	1425	11.2%
3	Direction/information	1303	10.3%
4	Circulation: self-issue/self-return	864	6.8%
5	Card: Queries	746	5.9%
6	Finding material	713	5.6%
7	Printing: how do I?	593	4.7%
8	Printing: technical problems	554	4.4%
9	IT help: Helpdesk	553	4.4%
10	Buildings and facilities	435	3.4%

Table 3: Top 10 Quick Calls Aug-Oct 2018: Main Library Helpdesk only

Rank	Standard Solution	No	% of total
1	Card: Queries	2403	15%
2	Circulation: enquiries	1149	7.2%
3	Direction/information	1137	7.1%
4	Finding material: locating material on the shelf	974	6.1%
5	Printing: how do I?	906	5.7%
6	Finding material	843	5.3%
7	Lost property	790	4.9%
8	IT help: Helpdesk	699	4.4%
9	Access: Membership information	611	3.8%
10	Circulation: self-issue/self-return	584	3.7%

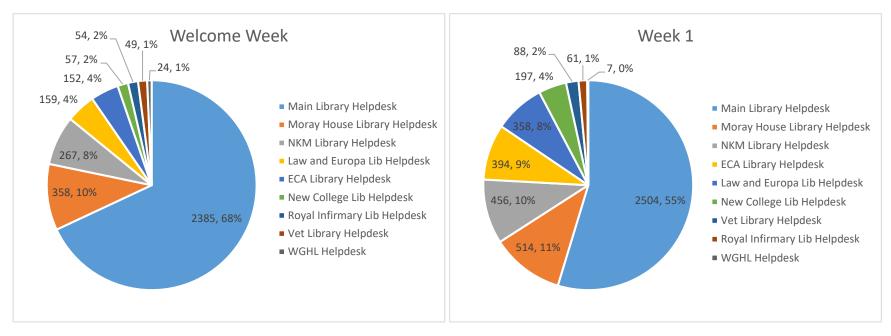Figure 2 shows a complete breakdown of Quick Call enquiries for Aug-Oct.

Figure 2: Complete breakdown of Quick Call enquiries for Aug-Oct 2018

Aug-Oct 2018

Legend: ECA, L&EL, MHL, ML, NCL, NKM, RIL, Vet, WGHL

Main Library Quick Calls in Welcome Week and Week 1

- Welcome Week saw 2385 Quick Calls recorded at the Main Library Helpdesk, while Week 1 saw a total of 2504.
- For the period Aug-Oct overall, the Main Library accounted for 56% of all Quick Calls recorded. In Welcome Week its share of the total was 68%, which fell to 55% in Week 1. Although the Main Library Helpdesk was actually busier in Week 1 than the previous week, all other sites except for the Western General Hospital Library were markedly busier too. Figure 3 shows the breakdown by Helpdesk site for the two weeks.

Figure 3: Quick Call totals by site in Welcome Week and Week 1

- Tables 4 and 5 show the top 20 enquiries at the Main Library Helpdesk in Welcome Week and Week 1 respectively. The figures clearly illustrate the changing priorities of library users over the course of the two weeks.
- In Welcome Week, the top 3 enquiries (Card Queries, Direction/information and Printing: how do I?) accounted for over 40% of the total – reflecting the requirements of new students. In Week 1 these 3 enquiries fell to 25% of the total.
- Meanwhile the most common library resource-related enquiries – "Circulation: enquiries", "Finding material: locating material on the shelf", "Finding material" (searching DiscoverEd), "Circulation: self-issue/self-return" and "My account" – increased their share from 18% to 33%.

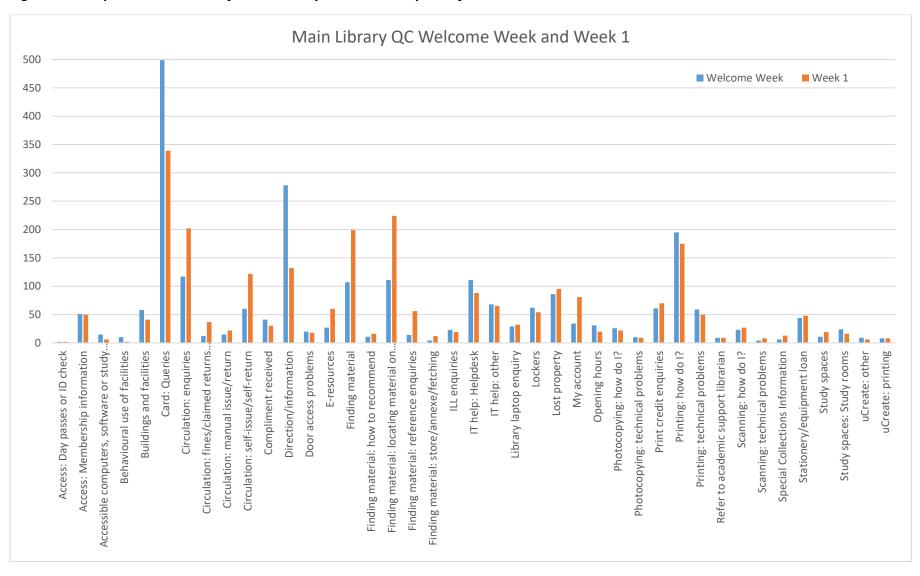**Table 4: Top 20 Main Library Quick Calls Welcome Week**

Rank	Standard Solution	No	% of total
1	Card: Queries	499	20.9%
2	Direction/information	278	11.7%
3	Printing: how do I?	195	8.2%
4	Circulation: enquiries	117	4.9%
5	Finding material: locating material on the shelf	111	4.7%
6	IT help: Helpdesk	111	4.7%
7	Finding material	107	4.5%
8	Lost property	86	3.6%
9	IT help: other	68	2.9%
10	Lockers	62	2.6%
11	Print credit enquiries	61	2.6%
12	Circulation: self-issue/self-return	60	2.5%
13	Printing: technical problems	59	2.5%
14	Buildings and facilities	58	2.4%
15	Access: Membership information	51	2.1%
16	Stationery/equipment loan	44	1.8%
17	Compliment received	41	1.7%
18	My account	34	1.4%
19	Opening hours	31	1.3%
20	Library laptop enquiry	29	1.2%

Table 5: Top 20 Main Library Quick Calls Week 1

Rank	Standard Solution	No	% of total
1	Card: Queries	339	13.5%
2	Finding material: locating material on the shelf	224	8.9%
3	Circulation: enquiries	202	8.1%
4	Finding material	199	7.9%
5	Printing: how do I?	175	7.0%
6	Direction/information	132	5.3%
7	Circulation: self-issue/self-return	122	4.9%
8	Lost property	95	3.8%
9	IT help: Helpdesk	88	3.5%
10	My account	81	3.2%
11	Print credit enquiries	70	2.8%
12	IT help: other	65	2.6%
13	E-resources	60	2.4%
14	Finding material: reference enquiries	56	2.2%
15	Lockers	54	2.1%
16	Access: Membership information	50	2.0%
17	Printing: technical problems	50	2.0%
18	Stationery/equipment loan	48	1.9%
19	Buildings and facilities	41	1.6%
20	Circulation: fines/claimed returns enquiries	37	1.5%

Figure 4 shows the complete breakdown of Main Library Quick Call enquiries in Welcome Week and Week 1.

Figure 4: Complete breakdown of Main Library Quick Call enquiries for Welcome Week and Week 1 2018

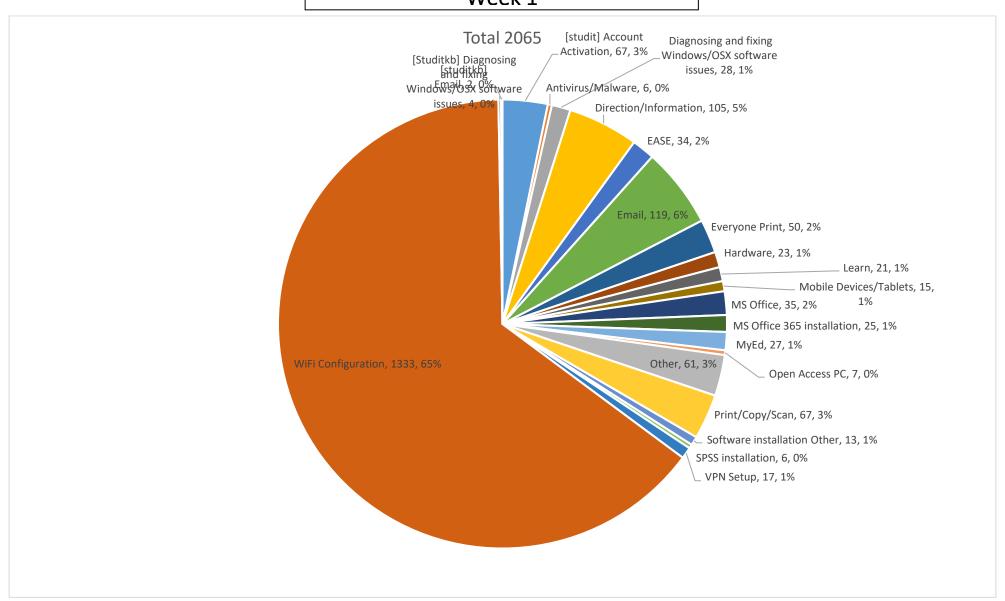Main Library QC Welcome Week and Week 1

IT Support Desk Quick Call Statistics

Month	Sept 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18	Apr-18	May-18	June-18	July-18	August-18	Academic Year Total
Quick Call Monthly Total	2383*	1077*	621*	232*	597*	384**	533* (ML) 117 (KB)	461*	317*	330	364	278	7247
Month	Sept 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19	Apr-19	May-19	June-19	July-19	August-19	Academic Year Total
Quick Call Monthly Total	2550	1083											3633

*Quick Call Numbers have been updated using Unidesk reporting. **Feb 18 calls numbers have been impacted by university closure and quick call upgrade.*

ML IT Support Desk Welcome Week & Week 1

Total 2065

- WiFi Configuration, 1333, 65%
- [Studitkb] Diagnosing and fixing Windows/OSX software issues, 4, 0%
- [studitkb] Email, 2, 0%
- [studit] Account Activation, 67, 3%
- Diagnosing and fixing Windows/OSX software issues, 28, 1%
- Antivirus/Malware, 6, 0%
- Direction/Information, 105, 5%
- EASE, 34, 2%
- Email, 119, 6%
- Everyone Print, 50, 2%
- Hardware, 23, 1%
- Learn, 21, 1%
- Mobile Devices/Tablets, 15, 1%
- MS Office, 35, 2%
- MS Office 365 installation, 25, 1%
- MyEd, 27, 1%
- Open Access PC, 7, 0%
- Other, 61, 3%
- Print/Copy/Scan, 67, 3%
- Software installation Other, 13, 1%
- SPSS installation, 6, 0%
- VPN Setup, 17, 1%

uCreate Software Usage

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Tot
Adobe Photoshop													
2018 / 19	269	624	366										
2017 / 18	659	297	479	817	380	277	728	668	755	857	342	365	**6624**
2016 / 17	60	*19	*126	454	**69	**65	411	324	441	448	380	210	**3007**
2015 / 16	127	102	90	10	155	44	172	99	98	264	158	50	**1369**
2014 / 15	883	811	518	433	272	480	209	677	651	738	375	588	**6635**
Adobe Illustrator													
2018 / 19	113	86	167										
2017 / 18	181	153	180	180	79	129	301	218	217	255	107	97	**2097**
2016 / 17	10	*n/a	*n/a	*n/a	**0	**n/a	201	235	153	115	74	70	**858**
2015 / 16	105	54	190	142	49	15	39	27	18	42	10	28	**719**
2014 / 15	98	117	76	89	76	74	46	148	187	123	85	59	**1178**
Adobe InDesign													
2018 / 19	139	119	42										
2017 / 18	61	43	129	198	133	47	99	102	148	229	229	142	**1560**
2016 / 17	6	*n/a	*n/a	53	**11	**7	63	122	176	166	77	10	**691**
2015 / 16	42	26	38	67	66	63	13	16	37	37	11	2	**418**
2014 / 15	74	81	62	54	93	68	43	76	178	63	31	24	**847**
Adobe Premiere Pro													
2018 / 19	57	20	42										
2017 / 18	48	16	36	84	15	42	40	41	56	57	69	21	**525**
2016 / 17	4	*n/a	*n/a	36	**9	*11	67	94	70	53	44	105	**493**
2015 / 16	7	5	15	8	13	0	2	2	1	3	22	32	**110**
2014 / 15	74	5	1	28	23	13	40	73	29	40	19	31	**376**
Adobe Acrobat													
2018 / 19	802	1103	884										
2017 / 18	18	0	0	67	631	577	883	980	1410	1283	747	453	**7049**
2016 / 17	208	*n/a	*n/a	1763	1988	893	2120	2543	2624	2002	1094	15	**15250**
2015 / 16	1752	1210	2436	2386	1717	751	620	630	777	538	285	272	**13374**
2014 / 15	2131	2362	2759	2547	1289	1700	1520	3129	2675	2595	1181	1146	**25034**

Datastream removed from uCreate PCs Summer 2018

uCreate Poster Printing Usage

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
uCreate ML: Poster-Plain													
2018 / 19	94	163	221										
2017 / 18	28	35	52	226	46	26	89	57	71	147	139	82	*998*
2016 / 17	66	152	122	336	146	50	229	315	152	159	142	73	*1942*
2015 / 16	111	123	90	234	110	42	193	297	158	192	78	54	*1682*
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48	*1562*
uCreate ML: Poster-Glossy													
2018 / 19	63	72	109										
2017 / 18	74	41	73	98	15	32	66	80	63	53	55	38	*688*
2016 / 17	24	41	49	114	41	11	44	77	64	40	57	17	*579*
2015 / 16	33	28	N/A	90	99	25	56	82	61	46	29	9	*497*
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	N/A	*401*
uCreate KB: Plain													
2018 / 19	20	18	22										
2017 / 18	24	17	42	27	12	15	98	59	26	19	31	11	*381*
2016 / 17	4	17	28	33	9	5	68	60	17	27	16	7	*291*
2015 / 16	6	17	8	29	13	6	46	40	21	15	11	8	*220*
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14	*243*
uCreate ML: Poster-Plain-1 (formerly uCreate KB – GLOSSY)* ENDED													
2017 / 18	40	121	130	401	87	57	146	167	189	98	N/A	N/A	*1436*
2016 / 17	22	8	26	14	9	2	13	8	12	8	10	10	*142*
2015 / 16	14	12	3	9	5	4	32	15	11	7	5	1	*118*
2014 / 15	11	3	1	7	13	3	14	9	14	7	5	4	*91*

* Plotter replaced, now only three in total, 1 at KB, 2 at ML