

Help Services

User Services Directorate

Monthly Status Report

Period covered: August – October 2019

Management Summary

Start of year activities

Card Event

The card event moved location this year. Pre-printed cards were collected in the Ground Floor Forum and cards were printed on demand in the First Floor Mezzanine space. The event was a success and we're looking at ways to further improve the student experience for next year.

Some statistics from the Card Event:

Cards Delivered to Accommodation for Arrival: 4028

Cards Taken to Event for Collection: 8695

Cards Produced at the Event (inc. Replacements): 4099

PGDE Cards Produced in Advance: 238

PGDE Cards Produced on Demand at Moray House Library: 85

Get Connected

The Get Connected event based in the Main Library continues to be a popular service with a 14.5% increase in enquiries year on year and 26% increase since the IT Support Desk was formed in 2017. There was an increase in almost all support categories besides Account Activation, Hardware and Other. The proportion of postgraduate and undergraduate customers 53% UG / 47% PG was very similar to the 2018 event (56% UG / 44% PG) with a 3% increase in PG enquiries this year. CAHSS account for 78% of known customers, CSE 16% and 2% for MVM.

Eduroam configuration issues continue to be the dominant issue for which help is requested, accounting for 62% of all the enquiries seen at the IT Desk. The eduroam app was very well used with 11,921 downloads in the month of September and a massive 39,130 downloads since inception in August 2018. The combined impact of Get Connected and the eduroam app has resulted in a further 25% reduction in central Wi-Fi connections when compared to the previous year. This further reduction now means that 95% of all Wi-Fi traffic on campus is through eduroam which is a major success for both projects as eduroam is a secure Wi-Fi service. The resulting eduroam traffic required the network team to allocate further eduroam IP addresses as usage exceeded availability for the first time.

The busiest day on record was Monday, 9th of September when 362 quick calls were recorded in one day (9-5pm) beating last year's record of 324 quick calls. The amount of calls in one day was almost a rate of one quick call per minute during the 9-5 opening hours. Under such pressure the team managed to deal quickly and effectively with the high demand resulting with the queues being kept at a minimum throughout the Get Connected event.

Get Connected sessions were held in the Murray Library from 16 to 19 September with staff from the IS Helpline 2nd line support present at the Murray library helpdesk 1pm – 4pm.

Moray House Library

The card collection event run in the library for the c. 350 PGDE students took place on 19 August. A further smaller-scale card event was held for Outdoor Education students on 2 September.

A Library tour was conducted for the Moving On cohort of students on 5 September.

Law Library

Start of Semester1: It has been very busy with the number of enquiries at the Helpdesk and levels of occupancy. Daily counts of empty seats are being undertaken to monitor the situation and respond if necessary.

Noreen and Kenneth Murray Library

The Library has been very busy with the increasing number of students using the PCs and study spaces. Murchison House has been actively advertised by the Murray Library Helpdesk staff as the additional study space on the King's Buildings campus.

Vet Library

The Graduate Entry Programme students started their course at the Veterinary School on 5 August, and library tours were conducted by the Academic Support Librarian and helpdesk staff on 7 August.

The undergraduate students started their course at the Veterinary School on 16 September, and the Veterinary library tours were conducted by the Academic Support Librarian and helpdesk staff on 16, 17 and 20 September.

Activities completed:

Site Libraries

Art & Architecture Library

- Help Services took over running the Art & Architecture Library, Minto House from 01 August, with the Library Services Manager (LSM) at ECA assuming managerial responsibility.
- Following completion of Minto House building works at the end of August and the subsequent return of books decanted to the University Collections facility, the library resumed full opening hours from 09 September (Mon-Fri 9-5). The immediate priorities were the recruitment and induction of permanent staff and establishing a standard IS Helpdesk service.
- Improvements to services and facilities have included:
 - Consistent opening hours (the library previously closed for lunch on a regular basis)
 - 5 new Open Access PCs
 - Improved range of services provided at the Helpdesk e.g. printing support using ManagePrint, including print credit payments.
 - 3 new staff PCs running Windows 10

Edinburgh College of Art Library

- From August to October, the ECA library team registered as library reference users approximately 30 school pupils participating in the Access to Creative Education in Scotland scheme (ACES) at Edinburgh College of Art. ACES is a Widening Participation project for eligible state school pupils in S4-S6 in the south east of Scotland who are interested in studying a visual creative subject, such as art, design or architecture, at university. As part of the programme, the

Activities Planned for next period:

Site Libraries

Art & Architecture Library

- A self-service machine will be redeployed from the Main Library. This will release a considerable amount of Helpdesk staff time currently spent on loans and returns at the Helpdesk.
- A Collections Management project is underway to reduce overcrowding on the library shelves and move books off the top shelves.
- Library and University Collections, IS Facilities and University Estates are liaising to arrange installation of brackets to secure the bookshelves throughout the library.

New College Library

- NCL staff visits to DHT.
- Decant helpdesk and general collection to DHT.
- Small celebration to say cheerio to NCL as we know it.
- Multiple occupancy of NCL discussions ongoing.
- It is planned for the helpdesk to close on Friday 20 December at 5pm and open at DHT on January 13 at 9am.

Law Library

- **Study Break Cards:** As a result of the successful implementation of the Study Break Card scheme it has been decided to run this again in November during the Revision and Exam period.
- **Stock moves:** Journal runs are already full to capacity and some dead runs are having to be moved to temporary storage to make space for the addition of new volumes.
- **Stock work:** Work continues on rationalising stock to ensure there will be sufficient space for expansion. Discussions to take place with new ASLs to highlight areas of concern.

pupils visit the library accompanied by a programme tutor to carry out relevant research.

Moray House Library

- Moray House Library operated pre-semester opening hours 19 August – 08 September and began Semester hours on 09 September.
- Work on upgrading the lighting on the 1st and 2nd floors of the Library was started on 31 July and was finally finished on 21 October bar some minor snagging. However, the end result is great and the Library appears much brighter.
- Work on fitting new improved signage in the Library started on 29 August delayed from mid-August. It was finally completed on 04 November. The look of the Library is much improved, particularly by the colourful bay end panels.

New College Library

- Meetings between the Library and Estates are ongoing to discuss the FAP requirements and new internal layout of NCL. The design has mostly been decided and will go to planning in January.
- David Hume Tower has been identified to house the helpdesk, general lending collection and journal collection for 18 months whilst the FAP work is carried out. To achieve this a New College Library Project DHT Move Group has been set up and their remit is:
 - To plan for the move of Library collections and services from New College to DHT in January 2020.
 - To assess areas of activity related to the move and ensure any risks to the move, or the ongoing service at DHT, are highlighted.
 - To ensure all staff involved in the project are updated regularly about activity relating to the move.
 - To ensure that DHT move communications with other colleagues and contractors are agreed.

Moray House Library

- Moray House Library will be having artwork from the University art collection hung on its walls after the Helpdesk Supervisor went to see what was available at the University Collections Facility. Staff voted on their favourite pieces.

Western General Hospital Library

- Estates and library staff are working on further improvements on the space - ongoing snagging issues still to be resolved.

Noreen and Kenneth Murray Library

- Wall mounted units will be installed in the Murray Library on the first, second and third floor in November. They will be used for DiscoverEd search points to provide easy access to the online catalogue and release some desk space that can be used for studying.

Open Days

- **Postgraduate Open Day** will take place on Wednesday 13 November, with a Main Library welcome desk and library tours planned. The library will also be represented at the Services Fair in McEwan Hall basement.

Customer Service Excellence

- The Help Services Team Manager responsible for this programme will attend the CSGUK (Customer services group UK) AGM on November 28 in Cardiff, where library helpdesks are represented from all over the UK.

- To this end several sub-groups have been set up dealing with furniture, Staff IT, User IT, Signage etc.
- Archives and some Special Collections will be available from the Centre for Research Collections in the main library but most Special Collections are going into deep storage.
- Several site visits to DHT have been carried out and work identified to make it fit for purpose.
- The Reserve Collection will be staying in the School of Divinity. The School is overseeing the management of this collection and discussions are ongoing on how best to achieve this.
- Because of the decant, there will be more people working in NCL (cataloguers, conservators etc.) and these people will be working in NCL up until April 2020 when the helpdesk staff have moved out. Discussions to facilitate this are ongoing.
- In all the above meetings/discussions User Services Division is represented by the LSM and the Help Services Team Manager. Additional support has also been provided by the Head of Help Services and the Senior Team Manager.

Law Library

- **Summer extended hours:** 05 – 16 of August 5-7pm to offer a quieter library during the Festival Events happening in George Square Gardens.
- **Subject guide web pages:** The Academic Support Librarian (ASL) has updated the Law Library subject guide pages to bring them in line with the other guides. It is very informative with useful links for students to help them with legal research.
- **Library Signage:** Updating of Stack and Directional signage is just about complete. The stacks/bays have been numbered and colour coded to aid book finding in a very complex layout. Floorplans have been updated to integrate this information.
- **Tours:** ASL and LSM produced a Self-Guided tour of the Library for use by LawPals and Visitors.
- The English Language Teaching Centre students visited the library as part of their assessment exercise.

- Edinburgh Law School held a Refurbishment Celebration on 13 September that included tours of the library carried out by students with library staff on hand to answer questions.
- **Visitors:** The Library has received researchers from the following universities, University of Cadiz, University of Las Palmas, University of Groningen and University of Innsbruck.
- **Donations:** The library has received a substantial donation of books from Greens the publishers with many items relating to Scots Law. A further donation from Blackadders contained an important set of Coke's Law Reports from 1697.

Western General Hospital Library

- Western General Hospital Library moved to its new location on the third floor of the Outpatient Building as part of the Medical Education Centre (MEC) on 07 September.
- The new space has been a great improvement for students, staff and NHS colleagues using the library. The new location is more visible and more accessible than the previous one.
- The users' experience has also been improved by the new facilities provided, such as a social break out space and a lounge that are located just outside the library. Those spaces are highly used by students during lunch breaks, as well as for informal study groups.
- There are also computing labs available in the MEC, one of which is bookable. The quiet study room contains 6 UoE PCs, 3 NHS PCs, MFD and NHS printer. Both the UoE and the NHS PCs are heavily used on a daily basis.
- Access to study spaces and PCs will be available out of hours during the week 5pm-9am and over the weekend via swipe access.

Royal Infirmary Library

- The LSM and Helpdesk Supervisor attended a meeting with the Building Administrator for the Chancellor's Building on 06 August to discuss key holdings of various Library keys at the Reception in

the Chancellor's Building and in the Library, and also notices with emergency contact details to be displayed in the out-of-hours computing suite and RIL.

Vet Library

- Push pads were installed in the Vet Library, the Quiet study space and the Study Landscape in the Vet School in June to improve access to the library and study spaces. There was ongoing work on the doors and the push pads for the last few months due to issues with the programming of the swipe access to work with the push pads, the out of hours swipe access and faulty parts. The final issues were resolved in October.

Noreen and Kenneth Murray Library

- The uCreate plasma screen has been installed in the Murray library in the beginning of August displaying information regarding poster printing.
- The pilot of the service to requests books from Site libraries via DiscoverEd was introduced beginning of September. This part of the Resource Sharing will be replacing the intra-library loans part in ILLIAD. The popularity and high demand of this service has been recorded in the Murray Library with both books being sent to and requested from Murray Library – as an example, from 16 Sep to 19 Sep 2019 staff at Murray library collected 106 books from the shelves to send to other libraries and were sent 49 in return to Murray Library.

Open Days

- **Undergraduate Open Days** took place on Saturdays 21 September and 05 October. A welcome desk was set up in the ML foyer, with student helpers on hand between 9am and 5pm to distribute self-guided tour leaflets and answer any queries from the prospective undergrads and their families. As in previous years, these days were very well attended, with visitor numbers being 2187 on 21 September and 2214 on 05 October.
- The Royal Infirmary Library and the Murray Library at KB were also staffed 9-5 on both of these days for interested visitors – thanks to staff for volunteering to work extra hours on these days.
- **Edinburgh Doors Open Day** was held over the weekend of 28/29 September. Once again, a welcome desk was set up in the Main Library foyer, staffed by student helpers on both days. 209 visitors were recorded over the weekend, a substantial increase over the previous year when we saw a total of 142 over the two days.

Customer Service Excellence

- The Help Services Team Manager responsible for the CSE programme delivered 6 presentations over the vacation period to highlight the work that has been carried out for the project over the last 5 years. For those not able to attend, a CSE video has been created using the powerpoint presentation. This means that all staff can now access the slides via our Helpdesk wiki.
- Over the summer months, our colleagues from Napier University agreed to act as Mystery Shoppers, testing out their experience in obtaining Visitor cards. Their experiences were very positive.
- Our CSE evidence document is being finalised in readiness for assessment again in mid-February 2020. The assessor will again be visiting our sites to assess our progress.

- The October Quality Survey was completed on October 31, and representatives from all CSE network Scottish university libraries will meet on 19 Nov here at Edinburgh to discuss their results.

IT Support Desk

- 4699 quick calls logged August – October

Ucreate

Main Library

- 619 Plain Posters Printed
- 148 Glossy Posters Printed

Kings Buildings

- 45 Plain Posters Printed

Social Media

- EdUniMainLib Twitter has gained 4, 000 followers

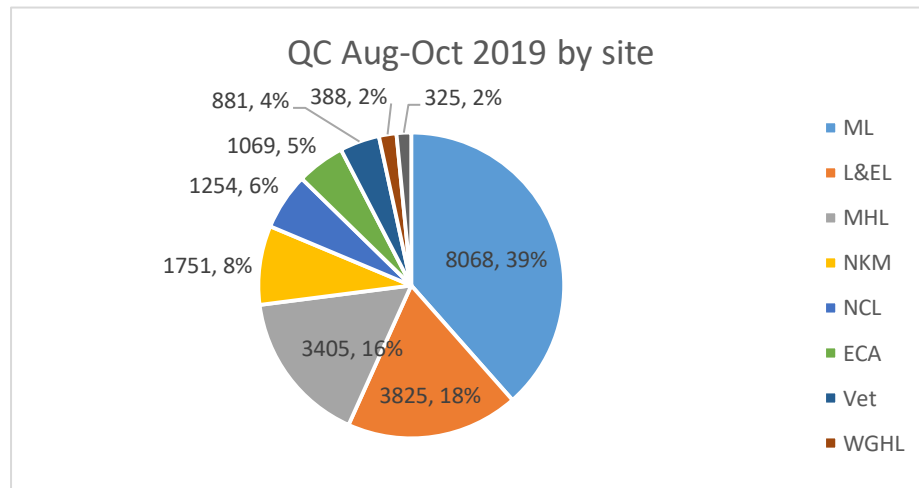
Appendix

Statistics

Quick Call Statistics Aug-Oct 2019

- The library Helpdesks logged a total of 20966 enquiries via Quick Call from 01 August to 31 October: 3165 in August, 8689 in September and 9112 in October.
- As usual, the Main, Law and Moray House Libraries were the three busiest, accounting for 73% of Quick Calls logged at library Helpdesks during the period.
- Figure 1 shows a complete breakdown of the total for each site during the period Aug-Oct 2019.

Figure 1: Quick Call totals by library Helpdesk site Aug-Oct 2019



Top 10 Quick Calls Aug-Oct 2019

- Table 1 shows the top 10 enquiries across the library Helpdesks during the period Aug-Oct.

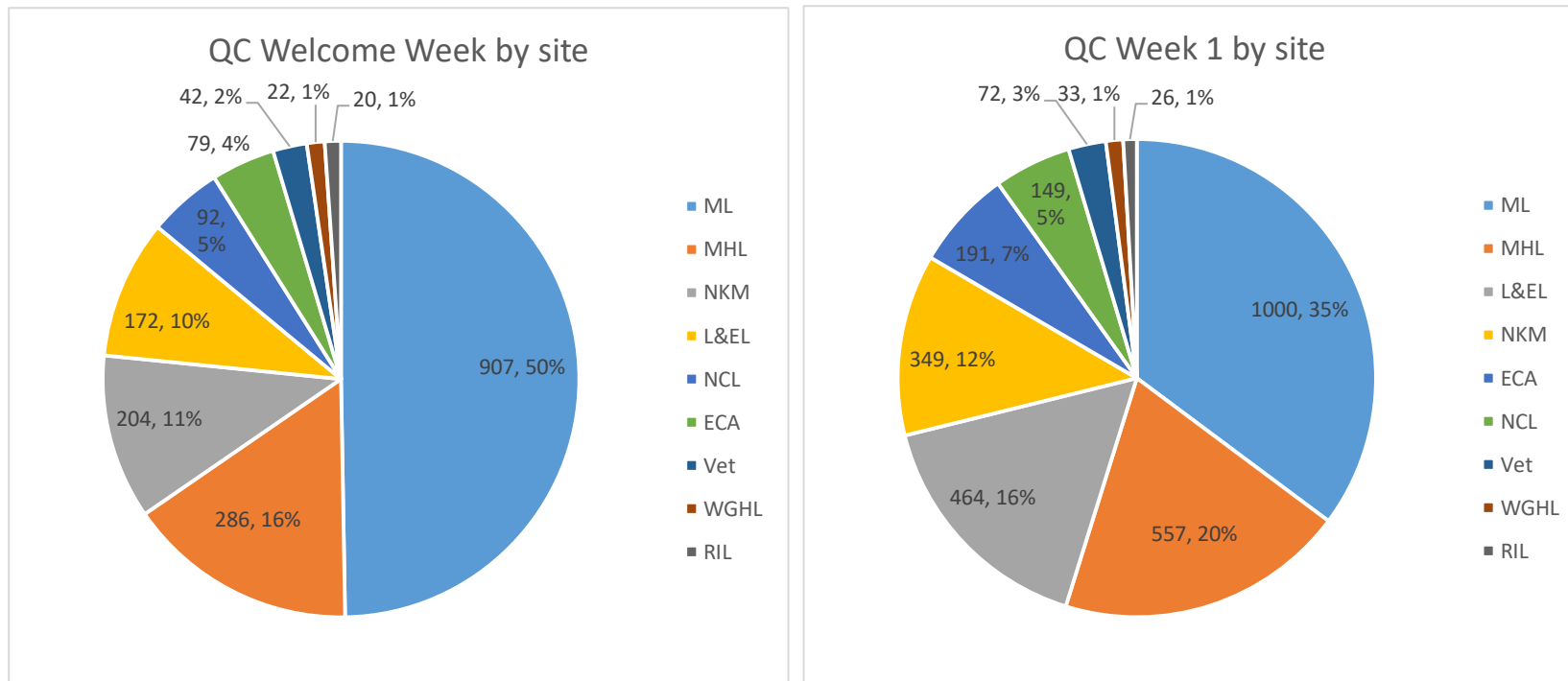
Table 1: Top 10 Quick Calls Aug-Oct 2019: all Helpdesks

Rank	Standard Solution	No	% of total
1	Direction/information	2196	10.5%
2	Circulation: enquiries	2153	10.3%
3	Card: Queries	2073	9.9%
4	Finding material: locating material on the shelf	2011	9.6%
5	Circulation: self-issue/self-return	1212	5.8%
6	Finding material	1022	4.9%
7	Buildings and facilities	908	4.3%
8	Printing: how do I?	807	3.8%
9	IT help: Helpdesk	797	3.8%
10	Print credit enquiries	702	3.5%

Quick Calls during Welcome Week and Week 1 2019

- Please note that for reporting purposes, Welcome Week was the 9 days from 07 to 15 Sept inclusive, and Week 1 was the 7 days from 16 to 22 Sept inclusive.
- Welcome Week saw 1824 enquiries logged across all library Helpdesks, with the Main Library accounting for 50% of the total. As usual, enquiries at most other sites increased significantly in Week 1, leading to 2841 Quick Calls being logged that week.
- Figures 2 shows each library Helpdesk's share of enquiries logged in Welcome Week and Week 1 respectively.

Figure 2: Quick Call totals by library Helpdesk site – Welcome Week and Week 1



- Tables 2 and 3 show the top 10 enquiries across the library Helpdesks during Welcome Week and Week 1 respectively.

Table 2: Top 10 Quick Calls Welcome Week 2019: all Helpdesks

Rank	Standard Solution	No	% of total
1	Card: Queries	301	16.5%
2	Direction/information	247	13.5%
3	Finding material: locating material on the shelf	183	10.0%
4	Circulation: enquiries	148	8.1%
5	Finding material	101	5.5%
6	IT help: Helpdesk	101	5.5%
7	Circulation: self-issue/self-return	96	5.3%
8	Printing: how do I?	90	4.9%
9	Buildings and facilities	65	3.6%
10	Print credit enquiries	49	2.7%

Table 3: Top 10 Quick Calls Week 1 2019: all Helpdesks

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	368	12.9%
2	Finding material: locating material on the shelf	328	11.5%
3	Direction/information	313	11.0%
4	Card: Queries	227	8.0%
5	Circulation: self-issue/self-return	215	7.6%
6	Finding material	194	6.8%
7	Printing: how do I?	119	4.2%
8	Buildings and facilities	94	3.3%
9	IT help: Helpdesk	87	3.1%
10	Print credit enquiries	83	2.9%

Main Library Reception Quick Calls Aug-Oct 2019

- The Main Library Reception logged 9066 Quick Calls in the period Aug-Oct 2019. This is more than any of the library Helpdesks and nearly 1000 more than the busiest Helpdesk, the Main Library.
- Table 4 shows the Reception Quick Calls for the period ranked by total. This indicates how the top 3 enquiries accounted for nearly 80% of Reception business during the reporting period. 4285 of the Quick Calls logged were for Day Passes or ID checks – 47% of the total.
- Reception recorded 1126 Quick Calls in Welcome Week, more than any of the library Helpdesks. This fell to 791 in Week 1, fewer than the Main Library Helpdesk, but more than any of the other library Helpdesks. Tables 5 and 6 show the enquiries logged by the Reception team in Welcome Week and Week 1 respectively.

Table 4: Main Library Reception Quick Calls Aug-Oct ranked by total

Rank	Standard Solution	No	% of total
1	QC Access: Day passes or ID check	4285	47.0%
2	QC Card: Queries	1513	16.7%
3	QC Refer to library Helpdesk	1464	16.1%
4	QC Membership enquiry: how do I join?	427	4.7%
5	QC Membership enquiry: services	426	4.7%
6	QC Lost property	373	4.1%
7	QC Welcome Desk duties (in person)	206	2.3%
8	QC Door access problems	118	1.3%
9	QC Direction/information: library-related	105	1.1%
10	QC Direction/information: not library-related	58	0.6%
11	QC Compliment received	33	0.4%
12	QC Child access	27	0.3%
13	QC Circulation: self-issue/self-return	16	0.2%
14	QC Access restrictions (exam period)	8	0.1%
15	QC IT help: other	4	0.04%
16	QC Refer to academic support librarian	3	0.03%

Table 5: Main Library Reception Quick Calls – Welcome Week 2019 ranked by total

Rank	Standard Solution	No	% of total
1	QC Access: Day passes or ID check	466	41.4%
2	QC Card: Queries	280	24.9%
3	QC Refer to library Helpdesk	208	18.5%
4	QC Lost property	54	4.8%
5	QC Welcome Desk duties (in person)	37	3.3%
6	QC Membership enquiry: how do I join?	27	2.4%
7	QC Membership enquiry: services	21	1.9%
8	QC Direction/information: library-related	18	1.6%
9	QC Door access problems	6	0.5%
10	QC Direction/information: not library-related	5	0.4%
11	QC Child access	2	0.2%
12	QC Compliment received	1	0.1%
13	QC Circulation: self-issue/self-return	1	0.1%

Table 6: Main Library Reception Quick Calls – Week 1 2019 ranked by total

Rank	Standard Solution	No	% of total
1	QC Access: Day passes or ID check	400	50.6%
2	QC Card: Queries	148	18.7%
3	QC Refer to library Helpdesk	134	16.9%
4	QC Lost property	54	6.8%
5	QC Membership enquiry: how do I join?	14	1.8%
6	QC Membership enquiry: services	12	1.5%
7	QC Door access problems	10	1.3%
8	QC Welcome Desk duties (in person)	8	1.0%
9	QC Direction/information: library-related	7	0.9%
10	QC Direction/information: not library-related	3	0.4%
11	QC Compliment received	1	0.1%

Table 11: Transactions (not enquiries): Requests placed by Helpdesk staff

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
ECA	23	58	87									
Law	5	80	36									
ML	146	564	750									
ML Rec	0	0	0									
MHL	21	91	46									
NCL	7	24	28									
NKML	19	181	125									
RIL	4	14	7									
Vet	2	8	5									
WGHL	0	4	9									
A&A												

Social Media

Table 12: Social media Statistics for 01 August to 31 October 2019

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	4014	2762	1273	1302
New Followers	185	71	62	31
Posts	209	94	68	77
Interactions	237, 510	108, 056	2953	33, 492

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, views and shares.