

Help Services

User Services Directorate

Monthly Status Report

Period covered 01 March – 30 April 2019

Management Summary

Access restrictions for Reference users in the Main and Law libraries began on Monday 08 April to cover the revision and exam period. Extra study spaces were provided in David Hume Tower basement and on the on the Main Library first floor. Student Helpers were employed to assist users find spaces as well as to monitor the space reservation system.

Activities completed:

ECA Library

- For the exam period the library has launched a relaxation zone or “book oasis”, where students can take a break from revising and relax by browsing a selection of books personally recommended by members of the Helpdesk team. In addition to encouraging students to take care of their mental wellbeing, the aim is to promote awareness of the library’s collections and encourage user engagement by highlighting the team’s knowledge and enthusiasm.

Law Library

- As a result of a petition from students in the Law School relating to issues with the lack of study space in the library we have

Activities Planned for next period:

ECA Library

- The user survey launched in March and is ongoing. It will run through to the end of the summer vacation to maximise responses. Full statistical analysis of the results will take place after the summer, but before the end of May Helpdesk staff will seek to informally identify key themes in the responses received so far.
- A new display of bookworks by Entropie Books was installed at the end of April, and will run until 27 May. Curated by Barbara A. Morton, this display of artists’ books and fine bindings explores ways in which the book form can become a thoughtful space for poetry and creative writing.

introduced Study Break Cards with a 15 minute or 60 minute option.

- The pilot scheme is being run to promote effective and fair use of library study spaces. It is being used to ensure that study spaces are not reserved or unused for long periods of time. Similar systems are being used in other UK universities to resolve study space problems. The one adopted here is an amalgamation of ideas from these.
- Using Study Break Cards allows students to leave their desk for a break, to look for books, print out work. It also promotes healthy studying by taking a break and will hopefully raise awareness of study space issues.
- Extra Study spaces have also been put in place with the use of the Quad Teaching Room and MacLaren Stewart Room.
- Four Student Helpers have been employed during the exam period to implement and monitor the scheme and direct students to the other study spaces when the library is full.
- The scheme has worked well on the scale of the Law Library; students have adopted the use of the cards and kept to the guidance on how these should be use. A daily record of card usage and study spaces is being kept and it is envisaged that we will ask for feedback, especially from the students who submitted the initial petition.
- The Graffiti Board has been very active over the last two months and many issues relating to the new library have been highlighted.
- The University of Edinburgh Student Associate for LexisNexis has been running weekly 'Table Days' to engage with students about the LexisNexis database.

Moray House Library

- The exit gate was installed on March 06 and the turnstile activated for swipe access. This has worked well with the majority of students entering and exiting properly.
- HR moved on to the fourth floor at the end of April with very little impact on the library.

Law Library

- Staff to carry out more permanent labelling of book stacks and directional information in the Library.
- Ongoing snagging issues to be resolved.
- Preparation for Annual Reviews to be held in May.

Moray House Library

- The signage company resubmitted a bid, which was accepted and a range of new signage should be installed over the Summer
- An assessment was also done on the older lighting which should be replaced over the summer.
- A MOBUG will be organised between the library and HR for the building

Vet Library

- The transfer of videos from VHS to DVD continues - so far 55 titles have been transferred.

Libchat

- It is hoped to extend the chat service by placing the widget on library web pages. This is still with the Web Team.

New College Library

- The budget was agreed on 20 March for a Fire Asset Protection (FAP) plan for New College. This will mean decant of NCL for approximately 18 months. The target date for decant is winter 2019/2020. DHT is the most likely place to decant to and provide the library service from whilst the FAP work is undertaken. NCL Special Collections and Archives will probably have to go into 'dark storage' and will not be accessible for the duration of the works. This will be a massive undertaking because of the size and complexity of the collections and the geography of NCL.

Noreen and Kenneth Murray Library

- The Help Services Team Manager and the Library Services Manager (LSM) attended a Nucleus Project meeting on 6 March to discuss the proposed connection of the new building to Noreen and Kenneth Murray Library.
- Murray Library Helpdesk Staff attended Poster Printer troubleshooting training sessions on 13 March.
- 65 books from the Murray Library collection were issued for a field trip in April.
- Infrastructure Works Project continued in March and April concentrating on different areas on The King's Buildings Campus including the space around Murray Library.

Medical Libraries

- The Help Services Team Manager and LSM attended a meeting on 03 April to discuss floor plans for the new Western General Hospital Library within the refurbished Medical Education Centre.
- 6 boxes of withdrawn books were collected by Anybook from the Royal Infirmary Library on 17 April.

Vet Library

- Work began on withdrawing certain titles from the Reference section. So far, 57 Reference items have been withdrawn - 27 titles.
- Work was carried out to enable the newly-installed poster printer to be used by students. Print queues were added to the Accessible PC and to two Helpdesk PCs and staff have been trained in basic plotter maintenance.
- The Vet helpdesk team continued to support the ML ILL team to process incoming requests. The volume of this work has started to rise again after falling away for a short period.

Libchat

- The Library chat service was launched on Tuesday 23 April with a widget on DiscoverEd and 34 chats were recorded by the end of April. The service is staffed from both the Main Library and site libraries and covers 9-5, Monday – Friday and 12-5 at weekends.

Open Days

- The CAHSS Offer Holder Visit days were held on Wednesday 27 March and Wednesday 03 April. A Welcome desk was in place in the Main Library foyer, with tours offered by Student Helpers throughout the day.
- Both days were very well attended – 410 visitors on 27 March and 524 on 03 April - and the tours were popular, particularly on the second date when 308 visitors were recorded as taking a tour.

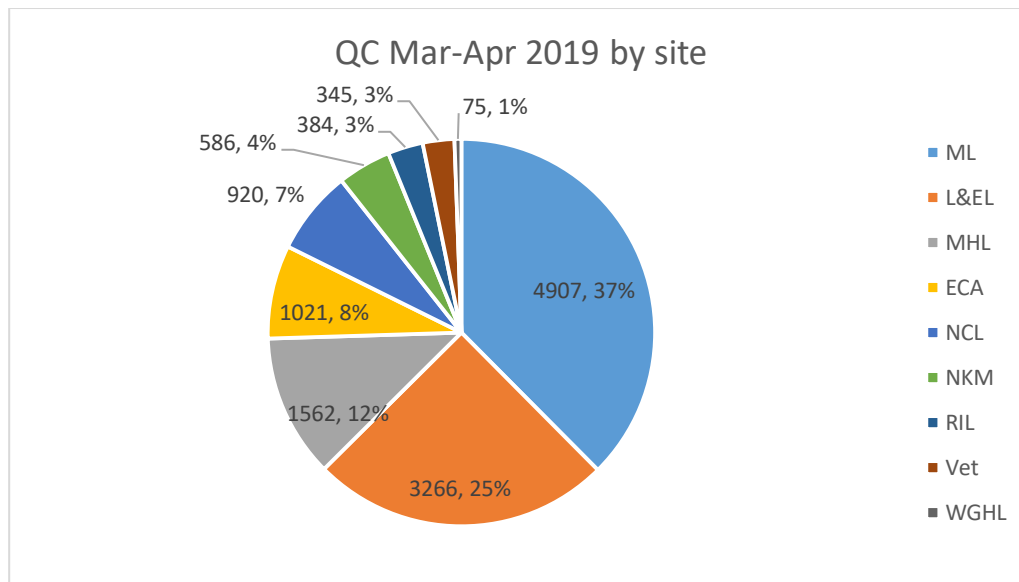
Appendix

Statistics:

Quick Call Statistics Mar-Apr 2019

- The total for all library Helpdesks in Mar-Apr 13066, down 6% (or 866 enquiries) on Jan-Feb. Fluctuations in volume of enquiries at most sites were minor, except for the Law Library (down 9%), Main Library (down 11%) and the Royal Infirmary Library (up 36% from 281 to 384).
- A major contributor to the fall in Quick Calls at the Main Library was a fall in University Card enquiries from 966 in Jan-Feb to 489 in Mar-Apr. This accounts for more than half of the reduction in total Helpdesk enquiries for the period, and is unsurprising given that the previous period included the January Welcome and card distribution event.
- The increase at the Royal Infirmary Library was spread across a range of topics, with the largest increase (from 0 to 17) in membership information enquiries.
- Law Library Quick Calls are considered in more detail in the section below.

Figure 1: Quick Call totals by library Helpdesk site Mar-Apr 2019



Top 10 Quick Calls Mar-Apr 2019

- Table 1 shows the top 10 enquiries across the library Helpdesks during the period Mar-Apr.

Table 1: Top 10 Quick Calls Mar-Apr 2019: all Helpdesks

Rank	Standard Solution	No	% of total
1	Direction/information	1364	10.4%
2	Finding material: locating material on the shelf	1180	9.0%
3	Circulation: enquiries	1109	8.5%
4	Buildings and facilities	848	6.5%
5	Card: Queries	832	6.4%
6	Circulation: self-issue/self-return	606	4.6%
7	Lost property	591	4.5%
8	Access: Day passes or ID check	578	4.4%
9	Finding material	476	3.6%
10	Stationery/equipment loan	441	3.4%

Law Library Quick Calls Mar-Apr 2019

It is worth looking again at the Law Library Quick Calls now that the new library has been open for 4 months.

- The Law Library recorded 3266 Quick Calls in Mar-Apr, a fall of 9% from the Jan-Feb total of 3575. Looking at the top 10 Law Library Quick Calls for the period shows the details behind this change (see Table 2).
- The most prominent factor is the fall in self issue/return enquiries from 560 to 158, following the fixing of the initial RFID problems. There was also a smaller fall in requests for assistance locating material on the shelf, from 376 to 301, as students get used to the new library layout.
- Other Quick Calls increased significantly: day passes or ID checks were up from 231 to 347 (a 50% increase); enquiries about opening hours were up 32% to 192. The Law Library manager believes these increases, along with a smaller increase of Quick Calls about behavioural use of facilities (by 3.9%), are due to a higher proportion of users coming from outside the Law School.
- Enquiries relating to the new building showed some fluctuations on the previous period: direction/information up 4.6% (the library's location sees it receiving a lot of general Law School reception enquiries); buildings and facilities down 10% (as users become familiar with the location of drinking water, toilets etc.); door access problems up 9.3% (intermittent problems with card swipe on the entrance gate).

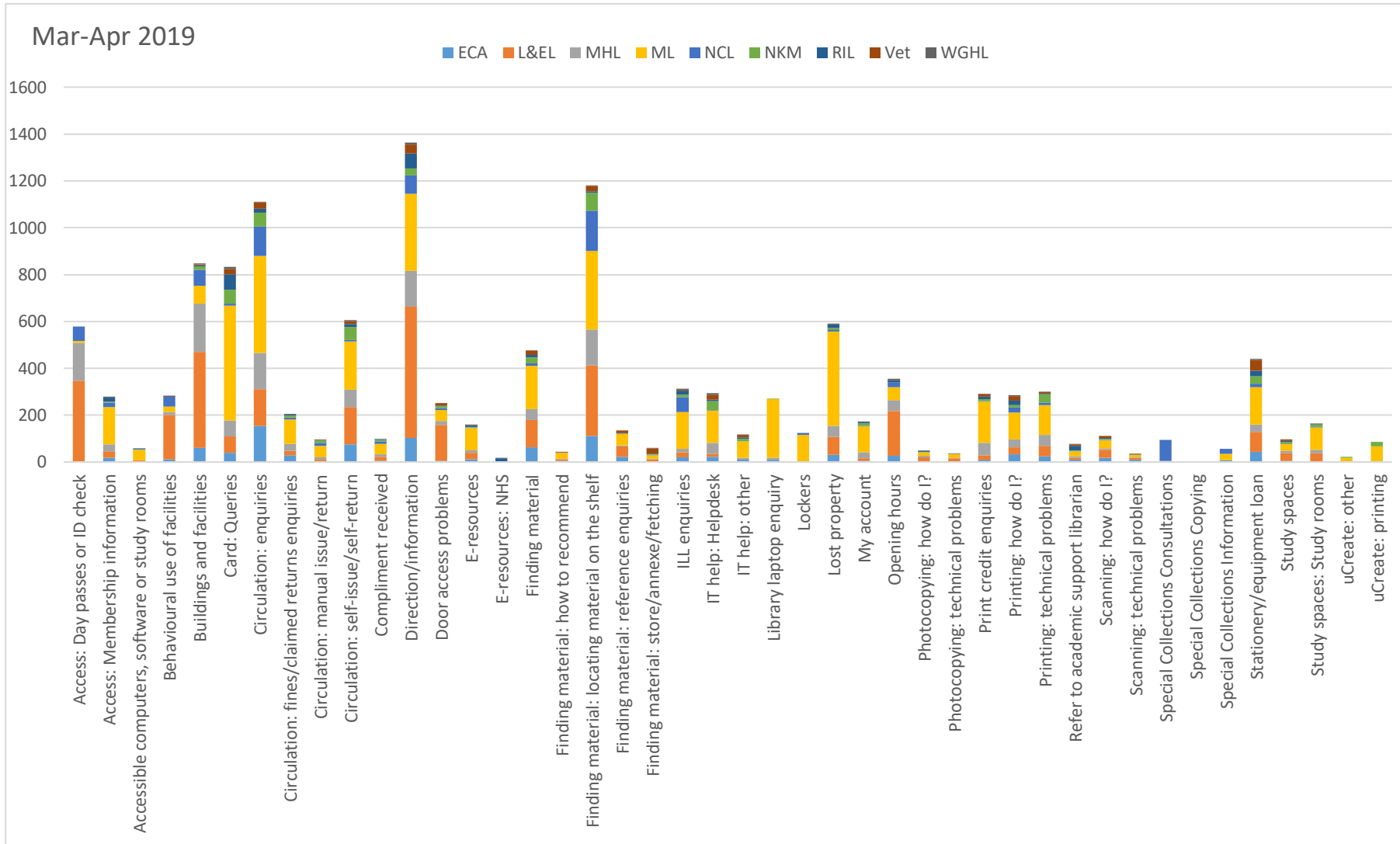
Table 2: Law Library Top 10 Quick Calls Mar-Apr 2019

Rank	Standard Solution	No	% of total
1	Direction/information	562	17.2%
2	Buildings and facilities	411	12.6%
3	Access: Day passes or ID check	347	10.6%
4	Finding material: locating material on the shelf	301	9.2%
5	Opening hours	192	5.9%
6	Behavioural use of facilities	188	5.8%
7	Circulation: self-issue/self-return	158	4.8%
8	Circulation: enquiries	156	4.8%
9	Door access problems	153	4.7%
10	Finding material	116	3.6%

Complete breakdown of library Helpdesks Quick Calls for Mar-Apr

Figure 2 shows a complete breakdown of Quick Call enquiries across all library Helpdesks for Mar-Apr.

Figure 2: Complete breakdown of Helpdesks Quick Call enquiries for Mar-Apr 2019



Main Library Reception Quick Calls Mar-Apr 2019

- The Main Library Reception team recorded 7176 Quick Calls in Mar-Apr, an increase of 19% on Jan-Feb. This was the highest total of any period since reporting on the team's Quick Calls started in Nov-Dec 2018.
- The reception team again recorded more Quick Calls than any of the Library Helpdesks, although the bulk of these were day passes/ID check. The latter accounted for a very large part of this increase, with 3813 Quick Calls. This was a 36% increase on Jan-Feb.
- The reception team dealt with 281 enquiries about exam period access restrictions during Mar-Apr.

Figure 3: Quick Call totals by site including Main Library Reception Mar-Apr 2019

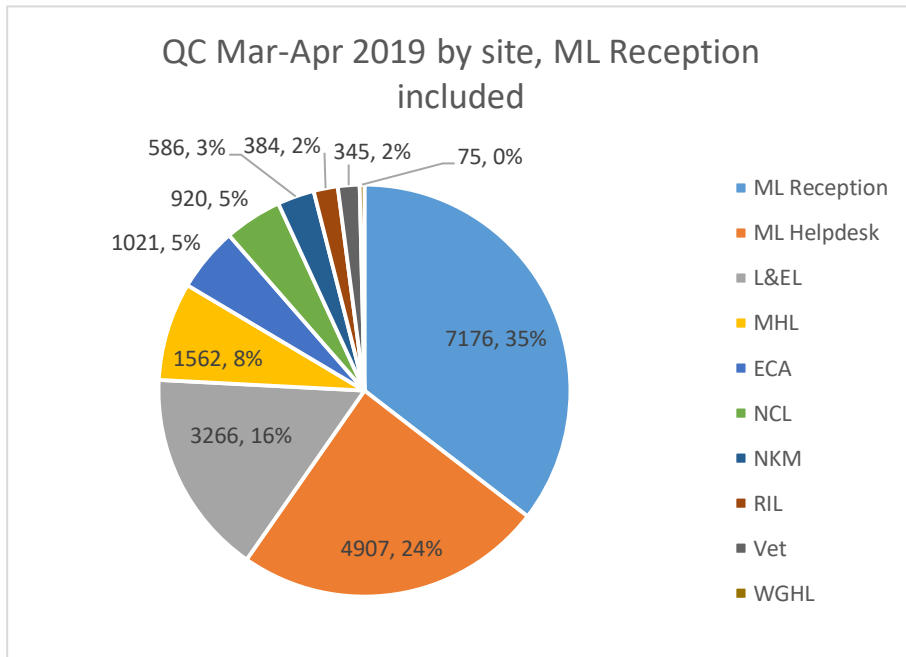


Table 3: Main Library Reception Quick Calls Mar-Apr ranked by total

Rank	Standard Solution	No	% of total
1	QC Access: Day passes or ID check	3813	53.1%
2	QC Refer to library Helpdesk	815	11.4%
3	QC Card: Queries	603	8.4%
4	QC Membership enquiry: services	577	8.0%
5	QC Welcome Desk duties (in person)	322	4.5%
6	QC Membership enquiry: how do I join?	291	4.0%
7	QC Access restrictions (exam period)	281	3.9%
8	QC Lost property	150	2.1%
9	QC Direction/information: library-related	149	2.1%
10	QC Door access problems	58	0.8%
11	QC Direction/information: not library-related	57	0.8%
12	QC Child access	25	0.3%
13	QC Compliment received	18	0.2%
14	QC Circulation: self-issue/self-return	10	0.1%
15	QC Refer to academic support librarian	4	0.05%
16	QC IT help: other	3	0.04%

Table 4 shows the usage of the book sorters in the Main Library

Table 4: ML Book Sorter usage

ML Book sorter usage for 01 March - 30 April 2019				
Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	2614	4582	5947	13143
Tuesday	1943	4168	5559	11670
Wednesday	1574	3759	4869	10202
Thursday	1978	3377	4449	9804
Friday	2914	2806	3903	9623
Saturday	1488	1946	2998	6432
Sunday	1772	2449	3028	7249
Total	14283	23087	30753	68123
%	21%	34%	45%	100%