

Help Services

User Services Directorate

Monthly Status Report

Period covered: November – December 2018

Management Summary

Opening Hours

Main Library

- All floors of the Main Library remained open 24/7 during the revision and exam period
- The Main Library Helpdesk remained open during the December holiday period – matching the opening hours of the Library itself to provide a continuous service to our students and staff.

New College Library

- Extended opening hours Monday-Thursday 9am till 10pm ran from 03 to 20 December. This was much appreciated by students.

Law Library Move

- Preparations for the move from the temporary location in DHT to the new Law library in Old College intensified during this period, with the move planned for early January 2019.

Activities completed:

Main Library

- Access for reference users was restricted during the revision and exam period Mon 26 November - Tue 18 December inclusive
- A 'reserving spaces' campaign to combat 'desk reserving' during the very busy revision and exam period was run in the Main Library via a webform and patrols carried out by student helpers.

New College Library

Activities Planned for next period:

ECA Library

- Our new exhibition to be installed in the library on 9 January. A selection of works by the poet Thomas A. Clark, curated by Laurie Clark and Thomas A. Clark, of Cairn Gallery and Moschatel Press, will be on display until 14 March 2019.
- The Library Services Manager is still liaising with UoE Estates to procure anglepoise desk lamps for the individual study desks in ECA library, considering the suitability of some sample models.
- Our user survey, compiled largely by ECA Library Helpdesk Assistants will be conducted early in Semester 2.

Facilities/Estates/Equipment

- Snagging for the motion sensor lighting in stairwell and stack III was carried out on 18 December.

Collections

- The Head of Special Collections and the Centre for Research Collections has taken over from the Academic Support Librarian, Divinity as lead on special collections in New College Library. A preliminary meeting was held with Library Services Manager (LSM), the Help Services Team Manager and the Head of Special Collections to discuss security and services.
- Regular meetings have been set up with the above as well as with the NCL Archivist and the CRC Services Manager.

ECA Library**Facilities/Estates/Equipment**

- Our 3 new Xerox MFDs installed in October are working well and seem popular with users. The change from 2 colour and 1 mono machine to 3 colour machines has been a definite improvement.
- It may not necessarily be related, but printing in ECA Library in Nov-Dec was up 8% on the same period in 2017, from 31219 pages printed to 33870. Notably, wireless printing using EveryonePrint accounted for some 44% of the Nov-Dec 2018 figure.

Moray House Library**Facilities/Estates/Equipment**

- The Graffiti board was launched on 21 November. It has been well-used. The most common themes have been requests for extended opening hours and, during the lead up to exams, complaints about the reserving of study space by other library users.

Collections

- A member of the ASL team has temporarily taken on the role of academic support for the School of Education after the ASL

Moray House Library

- The swipe turnstile entrance gate from the Law Library at DHT will be installed in January. This will improve security at the Library.
- We will be re-organising the shelving for the well-used map collection which has outgrown its current space.

Medical Libraries

- Meetings have been arranged in January to discuss the move of the library at the Western General Hospital to within the Medical Education Centre once the proposed refurbishment has taken place. It is hoped that this will happen during 2019.

Law Library

- The library in DHT will close on Friday 11 January and will re-open in Old College for the start of Semester 2 on Monday 14 January.

IT Support Desk

- Semester 1 report to be completed.
- Recruitment for vacancy to be completed.
- Power BI Desktop to be implemented for reporting IT Support Desk stats in an improved and more visible way.
- Get Connected event to be held in McEwan Hall to support the new student intake in January.

uCreate

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

responsible for Education. The LSM met with her and the ASL team lead to discuss priorities for the Library.

Noreen and Kenneth Murray Library

Facilities/Estates/Equipment

- The first phase of the Kings Buildings Infrastructure Project commenced on 29 October. The work involves excavating a trench, for utilities, along the front of the Library building. On 5 and 6 December from 6pm, the front door to the Library was closed off and students were directed to use the rear entrance of the KB Centre to the Library. The Library users were informed in advance by displaying posters and communicating the change via Social Media channels to minimise the disruption.
- A graffiti board was introduced on 13 November in the Library. The comments and requests are mainly regarding 24/7 access to study spaces, access to microwave and hot water tap in the Library, more study spaces, access to PCs with Linux.

Lady Smith of Kelvin Veterinary Library

Facilities/Estates/Equipment

- On 11 December the poster printer, formerly sited at KB centre, was moved to the Vet Library along with its attendant cutter. Some furniture was re-arranged to accommodate these large items. The plotter is due for installation in January 2019.

Collections

- 50 donated books not required by the library were identified as priority titles for the Vet School in Malawi (with which the Edinburgh school has informal ties).
- The project of transferring videos from VHS to DVD continued. So far 25 titles have been transferred.

Eduroam App

- Gather evidence and complete final report for ongoing viability and business case.

LibChat

- The working group will aim to progress the chat service with a view to going live during Semester 2.

Medical Libraries

- The LSM and the Help Services Team Manager attended the Operational Meeting for NHS Lothian Librarians & Edinburgh University Academic Support Librarians on 16 November at St John's Hospital.

Law Library

- The collection in DHT has been prepared for the move with the stock marked up according to the equivalent bays in the new library. This has been a complicated process due to the new bays not being of a uniform size and there being very little margin for error.
- Staff in Law have been tidying and packing workrooms so that everything is ready for the move commencing on 3 January.
- Services in DHT will continue right through the move with the final day being 11 January.

Resource Lists at site libraries

- In December, the RCA LSM organised a third meeting for site library Helpdesk staff involved in administering the Resource Lists service. These meetings, held once a Semester, serve as a forum for Help Services staff to discuss workflow issues with Library and University Collections colleagues and to provide feedback to the service managers.

Customer Service Excellence Project(CSE)

- The completion of evidence for this year's rolling programme carried on apace towards a target date of mid-December. This

allowed our assessor to comment before the 5 February assessment date.

- A review of results of the October Quality Survey for all participating universities took place at Queen Margaret University on 22 November. The CSE reps for all CSE accredited services and those working towards accreditation met and discussed their results from the Quality Survey. There were 388 surveys completed at Edinburgh, our highest ever total with the help of participating sites. Results were excellent with positive responses for all 5 questions in over 98% of all replies. Library desks of other institutions are also seeing favourable results as we would very much expect.
- Our assessor is looking forward to meeting staff from the section.

Staff Disability Computing Support

- Operating as normal.

IT Support Desk

- First probation meetings for new staff complete.

uCreate

- No further issues with duplication of adobe licenses since moving to Windows 10

Student Disability Computing Support

- New managed windows 10 exam laptop system implemented
- Old exam equipment cleaned and ready for use by the student disability service.
- Sensors deployed in 7 study rooms to measure occupancy for the Disability Information Officer.

LibChat

- As it is intended to set up a live chat service next semester using the SpringShare LibChat application, a member of the Help Services management team attended a LibApps usergroup meeting in Sheffield University on 07 November to gain some understanding of the application.
- The Team Manager, along with two Main Library Helpdesk Supervisors, visited Newcastle University on 10 December to observe their LibChat service in operation. The visit was very successful and gave a good understanding of the processes involved. Further help and support has been offered by the NCL librarian should it be required.
- Advice and support has also been received from librarians at Liverpool and Dundee Universities.
- A test version of the chat widget has been set up on the DiscoverEd sandbox.

Social media

Each member of the Main Library Twitter team created Christmas themed gifs for “24 days of Gifmas” in December. A different gif was posted along with text written by a Main Library Helpdesk Assistant. The outcome of the project was an increase in followers and general awareness of the Twitter channel.

Appendix

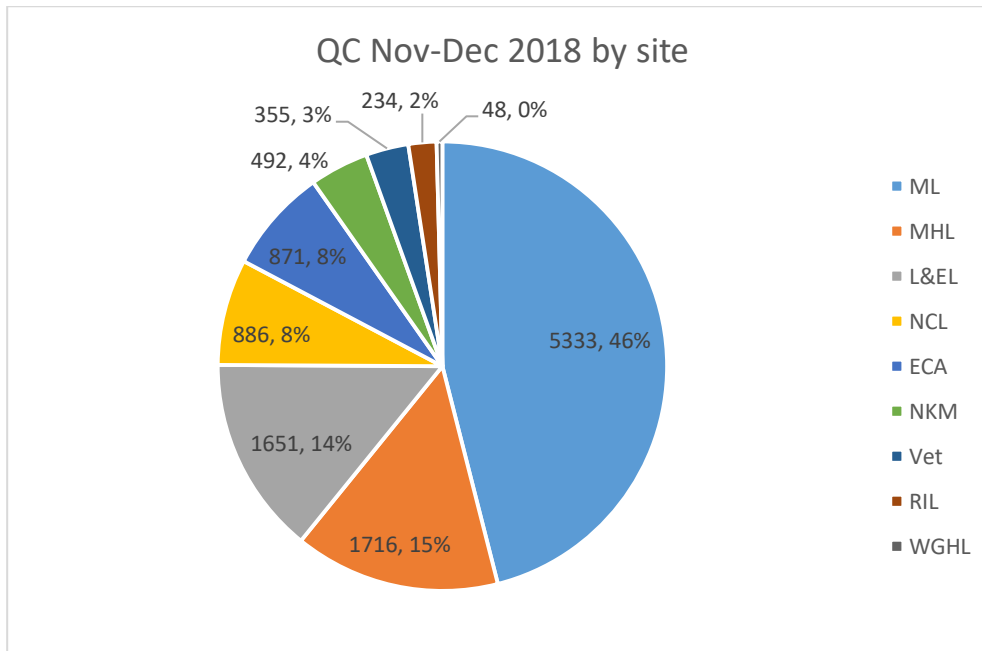
Statistics

ML Book sorter usage for 01 November-31 December 2018				
Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	1569	4289	5885	11743
Tuesday	1218	3660	4568	9446
Wednesday	1132	3320	4844	9296
Thursday	1380	3840	5119	10339
Friday	1392	3206	4472	9070
Saturday	891	2041	3020	5952
Sunday	737	2464	3411	6612
Total	8319	22820	31319	62458
%	13%	37%	50%	100%

Quick Call Statistics Nov-Dec 2018

- Across all library Helpdesks 11586 Quick Calls were recorded during the period Nov-Dec 2018. This is an increase of nearly 90% on the same two months in 2017, which saw 6108 Quick Calls logged.
- The Main Library Helpdesk account for most of the increase, recording over 9 times as many Quick Calls (5333) compared to Nov-Dec 2017 (581). This again indicates that the improved logging of enquiries by the Main Library team since the new Quick Calls app launched in February 2018 is continuing.
- As with the Aug-Oct period, the picture across other sites compared with Nov-Dec 2017 was mixed, e.g. Moray House up 38%, ECA up 32%, Law up 24%; Western General down 52%, Royal Infirmary down 48%.

Figure 1: Quick Call totals by library Helpdesk site Nov-Dec 2018



Top 10 Quick Calls Nov-Dec 2018

- Table 1 shows the top 10 enquiries across all Helpdesks during the period Nov-Dec.
- The most notable feature of the top 10 is that the share accounted for by Card Queries fell to 7.2% in Nov-Dec, compared with 11% in Aug-Oct.
- There was a downward trend in the total Card Queries across sites over the Semester: September saw 1633, October 980, November 522 and December 313.
- The Main Library logged 545 Card Queries in the period Nov-Dec – 65% of the total across all sites. It remained the most common enquiry at the Main Library Helpdesk for the period, but its share of the Main Library total fell from 15% in Aug-Oct to 10% in Nov-Dec.

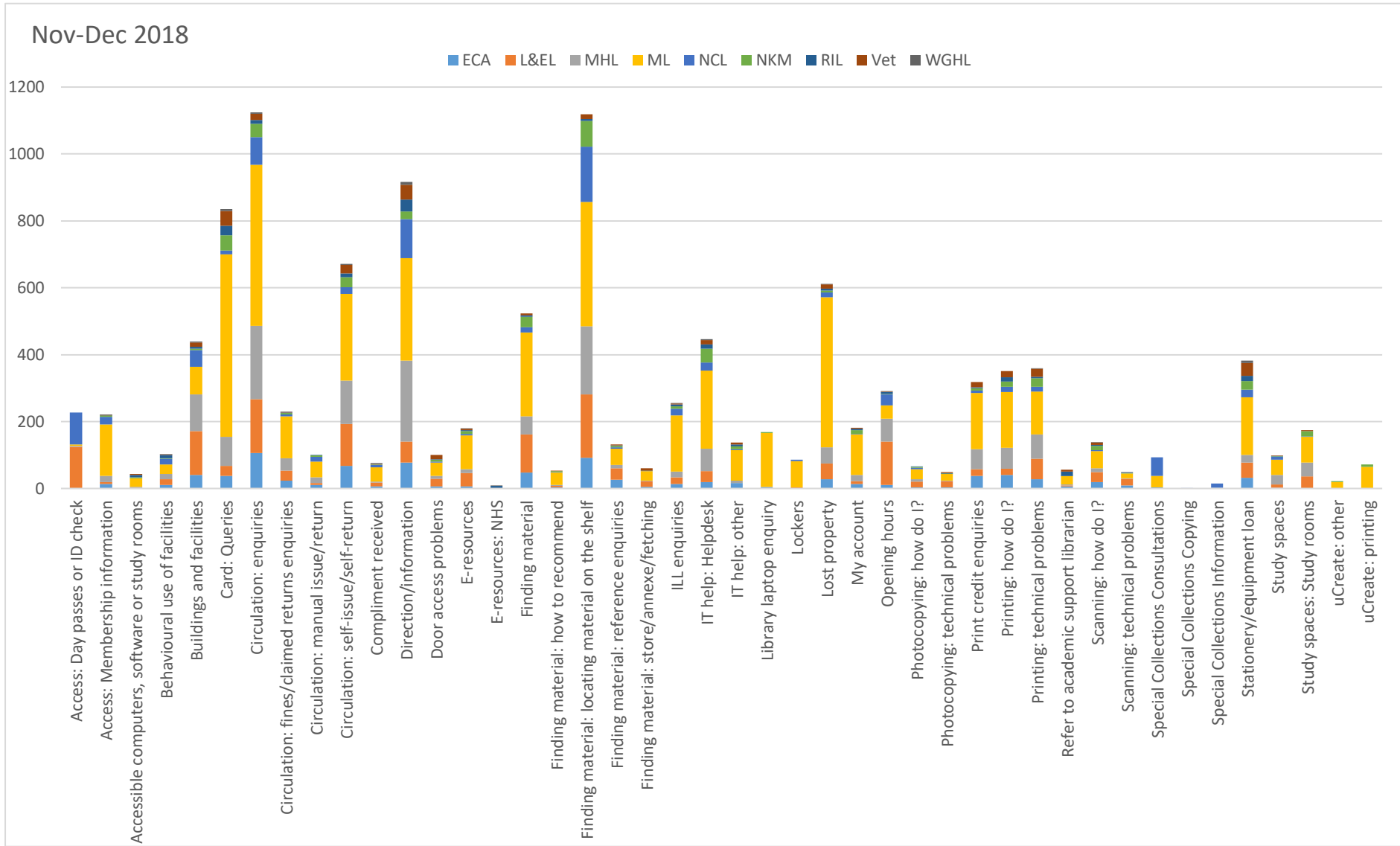
Table 1: Top 10 Quick Calls Nov-Dec 2018: all Helpdesks

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	1125	9.7%
2	Finding material: locating material on the shelf	1119	9.6%
3	Direction/information	916	7.9%
4	Card: Queries	835	7.2%
5	Circulation: self-issue/self-return	671	5.8%
6	Lost property	611	5.3%
7	Finding material	524	4.5%
8	IT help: Helpdesk	446	3.8%
9	Buildings and facilities	440	3.8%
10	Stationery/equipment loan	382	3.3%

Complete breakdown of Helpdesks Quick Calls for Nov-Dec

Figure 2 shows a complete breakdown of Quick Call enquiries for Nov-Dec.

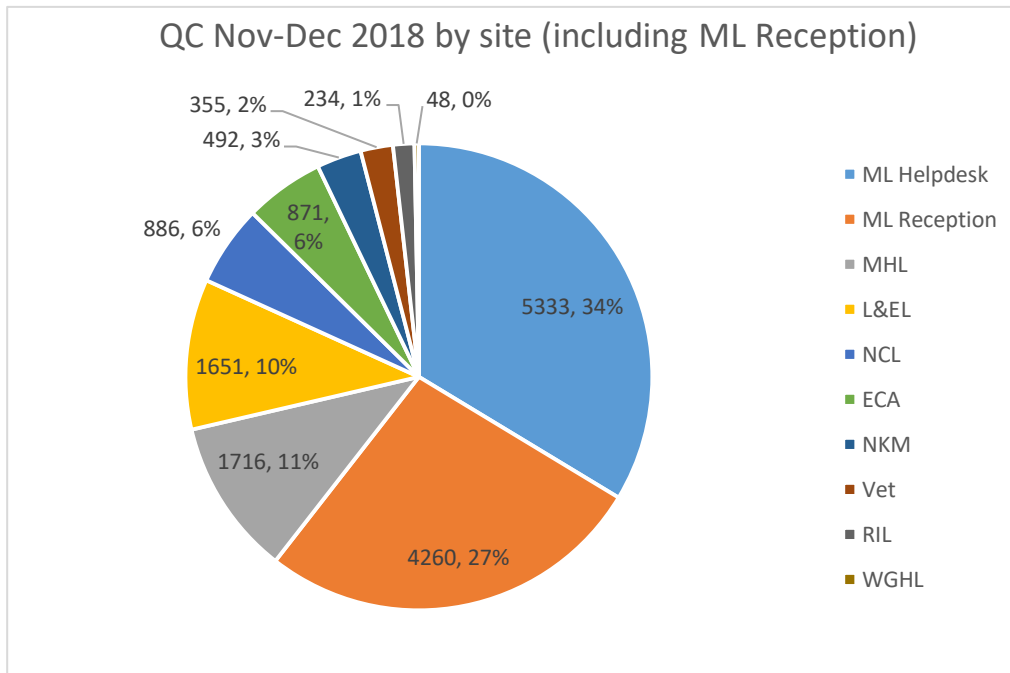
Figure 2: Complete breakdown of Helpdesks Quick Call enquiries for Nov-Dec 2018



Main Library Reception Quick Calls Nov-Dec 2018

- The Main Library Reception team started using a customised selection of Quick Calls in October 2018, making Nov-Dec the first complete reporting period for which statistics have been collected.
- Over Nov-Dec Main Library Reception logged a total of 4260 Quick Calls. If they are included with the other Helpdesks this makes them the second-busiest with 27% of the total for the period (15846 across all Helpdesks plus Reception). Figure 3 shows a chart of the totals for all Helpdesks with Reception included.
- If Reception Quick Calls are added to the Main Library Helpdesk figure this makes a total of 9593 enquiries handled in the building in Nov-Dec 2018.

Figure 3: Quick Call totals by site including Main Library Reception Nov-Dec 2018



Main Library Reception Quick Calls Nov-Dec ranked by total

- The Main Library Reception team use a smaller selection of Quick Calls than the library Helpdesks, reflecting the range of enquiries handled. Some of these are specific to the Reception role whereas others duplicate library Helpdesk Quick Calls.
- Table 2 shows the full range of Quick Calls logged by Main Library Reception during November and December, ranked by the total recorded.
- The figures illustrate the very different, but complementary, emphasis of the Reception role in relation to the Main Library Helpdesk. Checking ID or issuing day passes accounted for over 48% of Reception enquiries, which might be as expected but still clearly shows the important role Reception plays in administering registration and access to the library.

Table 2: Main Library Reception Quick Calls Nov-Dec ranked by total

Rank	Standard Solution	No	% of total
1	Access: Day passes or ID check	2061	48.3%
2	Refer to library Helpdesk	390	9.2%
3	Welcome Desk duties (in person)	344	8.1%
4	Membership enquiry: services	332	7.8%
5	Card: Queries	278	6.5%
6	Membership enquiry: how do I join?	274	6.4%
7	Access restrictions (exam period)	216	5.1%
8	Door access problems	157	3.7%
9	Direction/information: library-related	69	1.6%
10	Lost property	53	1.2%
11	Direction/information: not library-related	36	0.8%
12	Child access	17	0.4%
13	Compliment received	13	0.3%
14	IT help: other	11	0.3%
15	Circulation: self-issue/self-return	8	0.2%
16	Refer to academic support librarian	1	0.0%

Social media statistics for 01 November to 31 December

Stat Information	Twitter – EdUniMainLib	Twitter – EdUniLibraries	Facebook – EdUniLibraries	Instagram – EdUniLibraries
Current Followers	3421	2420	1160	1090
New Followers	88	70	27	46
Posts	154	62	42	51
Interactions	151, 809	81258	17600	2228

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.

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	744	317									4694

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

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

Datstream 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	555	139								
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	115	31								
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	21	8								
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