Help Services

Service Report for 16th June to 12th August 2015

Exceptional Service Activities

Section report focus

- The Help Services Section report for this period includes annual reporting on services for the Session 2014/15.

New Library Management Platform

- The new Alma library management system and DiscoverEd resource discovery service launched successfully on 29 June. This followed a huge amount of preparatory work by Section staff on Alma, particularly Subject Matter Experts, a cross Section team serving as a Fulfilment Group, and the Discovery Group, as well as participation by all Helpdesk staff.
- Further service development work, training and other related activities continues.
- A number of service improvements have been derived already. For example, the application of 'Adjusted user groups' meaning that they can get double loan time via self-issue machines. Previously this entitlement could only be given by staff mediated issue.
- Helpdesk staff are to be congratulated on their work to date in supporting users with the new systems.

Opening hours

- The Lady Smith of Kelvin Veterinary Library changed to the standard Semester pattern of 9am to 6pm Monday to Friday on 3 August.
- Site Library Helpdesks have remained closed for the first part of one morning each week over the summer in order to allow Library staff dedicated time to take part in training. Until 28 August, Library Helpdesks will open at 10.15am in the following pattern:
    - Mondays: Law & Europa Library
    - Tuesdays: Noreen and Kenneth Murray Library
    - Wednesdays: ECA Library
    - Thursdays: Moray House Library
    - Fridays: New College Library
- The Main Library Helpdesk opened from 9am to 5pm on Saturday and Sunday 27 and 28 June and 4 and 5 July in order to support users through the transition from Voyager to Alma and from Searcher to DiscoverEd.
    - The Duty Librarian, reported that the extra opening time supported anxious users, particularly the first weekend of Alma.
    - The first weekend with no self-issue/return meant that we always had users at the desk seeking some sort of assistance. Any slack we had was picked up by doing the Unidesk enquiries, as well as phone. We had several users requiring computing access and visitors were in the majority at the desk.
    - The second weekend was more challenging. We were picking up far more enquiries via Unidesk and phone, rather than at the desk. By far most enquiries were about DiscoverEd, and users seeking help to login to their accounts.

- The Main Library opened overnight on 12 August through to 13 August (such that the doors opened at 7.30am on Wednesday and closed at 12 midnight on Thursday). This was intended particularly to be of assistance to Postgraduate students and has been agreed with EUSA.
  - There were 270 users in the library at 11:30pm on 12 August compared with 202 and 210 on 10 and 11 August respectively, suggesting that users were attracted by the prospect of overnight opening. Many stayed on into the early hours of 13 August: there were165 users in the library at 00:30 and 107 at 01:30.
- Full opening hours information is available at: http://www.ed.ac.uk/is/library-opening

Lockers

- The Main Library has again provided a locker service in 2014/15. Rental periods for the Semester ended on 30 June, and all users were emailed asking them to return keys.
- Day Locker usage (a free service) was used by UoE members: 878; Non-UoE members: 29.

Laptop loans

- There were 2874 laptop issues from August 2014 – July 2015, a decrease of 613 (17.5%) compared to 2013 -14.
- However, issues per laptop were up 10% to 63.2, indicating that the decrease in the number of laptops available (45.5 over the year compared to 60.75, 2013-14) impacted on issue figures. The reduction in the number of laptops is due to wear-and-tear/damage and loss.
- The Main Library had the highest issues per laptop, 69.5. ECA Library was the highest issuing site with 55.5, followed by Moray House Library, 43, and the Kenneth & Noreen Murray Library, 34.4.
- The laptops are currently being withdrawn and replaced with new Dell models. A new service of 6 loanable Microsoft Surface tablets will be piloted later this academic year at the Main Library.
- Laptops are currently being loaned for 2 weeks, and will revert to the normal 3 day loan on 1 September.

Social media

Twitter

- As of 12 August we have 1,225 followers. Followers are rising again after a slight dip.
- During August, staff are posting one tweet a day.
- Social media, both Twitter and Facebook, were used intensively to communicate the key positive messages regarding the library management system migration, including beneficial changes to circulation policies and also to warn of degradations of service during the changeover.

Top Tweets

- Top tweet for June 2015 was: "***We're very pleased to have 'Hugh MacDiarmid Memorial Bronze' by Jake Harvey in our Reception for a short period."*** This was retweeted 6 times, favourited 2 times, received 1 link clicks and was seen by 2,028 users on Twitter.

- Top tweet for July 2015 to date was: *"Research postgrads can now borrow up to 60 books at one time! #DiscoverEd"*. This was retweeted 6 times, favourited 2 times, received 1 reply, received 1 link click and was seen by 1,086 users on Twitter.
- Top tweet for August 2015 to date is *"Starting as a new student? Find out about Library, Computing & e-learning here edin.ac/16jAOrK #EdinUni15*." This has been retweeted 4 times, favourited 2 times and has been seen by 1,006 users on Twitter.
- Table 1 shows the Twitter activity in April, May and June* (*to 14 June)

Table 1: Twitter activity for EdUniMainLib

Activity	April	May	June	July
Tweets	60	61	78	43
Retweets	50	61	84	40
New Followers	67	40	22	38
Mentions	64	84	45	78
Favourites	26	65	59	25
Link clicks	190	223	205	126
Profile visits	4,412	3,502	3,691	1,926
Impressions	28,700	31,500	38,600	23,500

Tweets = Original tweets done by Helpdesk staff
Retweets = Number of times our original tweets have been retweeted
Mentions = Number of times another twitter user has mentioned us (@EdUniMainLib) in a tweet (this includes replying to tweets we have done, tweeting enquiries at us, promoting events at Main Library, etc.)
Favourites = Number of times our original tweets have been favourite by another twitter user
Link clicks = Number of times another twitter user has clicked on a link we have posted
Profile visits = Number of times a Twitter user has visited our page
Impressions = Number of times user sees a tweet

Facebook

- As of 12 August, we have 199 page likes.
- Top Facebook post for June was: "*Oscar, the lovely cat found huddled on a windowsill of our George Sq. library last week, is still with the Scottish SPCA … "* This post reached 6,212 users on Facebook and received 164 likes, comments and shares. Also of note was a smaller spike in June when we posted about the Fine amnesty which reached 806 people.
- Top Facebook post for July was: "*AND HERE'S DOLLY! Advance notice of the forthcoming exhibition in the University's Main Library Exhibition Gallery – 'Towards Dolly: a century of animal genetics in Edinburgh' … ".* This post reached 756 users on Facebook and received 18 likes, comments and shares.
- Top Facebook post for August to date is: *"Find out how artist Fabienne Hess turned digital images from the University's huge images collection into works of art."* This post reached 170 users on Facebook and received 5 likes, comments and shares.

Table 2: Facebook Statistics

Activity	April	May	June	July
Current Likes	123	136	172	192
New Likes	9	13	28	20
Post Reach	1,442	1,939	10,553	4,360
Engagement	239	257	263	154

Current Likes = Number of times a Facebook user has liked our page
New Likes = Number of new users who have liked our Facebook page
Post Reach = Number of users who have seen our posts
Engagement = Number of times a Facebook user liked, commented on or shared one of our posts.

IS Web site

- The review of the web pages prior to migration to EdWeb has continued. Copy editors have been reviewing pages post-migration. The main issue encountered was contact articles for library locations pages. The pages go live on 18 August.
- With the launch of the new Accommodation Services (AS) cashless catering service (UpayChilli) on 3 August, web information has transferred from IS web pages to AS web pages.

Section services

Card Services

- Table 3 summarises Card Services' first card issue. First cards for staff are issued all year but with peaked at start of Session as new staff commence work at the University. Visitor first cards peaked May to July. Student first cards represent 75% of cards produced with the trend matching the University's business in terms of student start dates.

Table 3: Number of first cards produced 2014/15

Month	Staff	Visitor	Student	Total
August	162	188	5481	5831
September	237	192	3092	3521
October	240	202	321	763
November	173	118	90	381
December	129	79	588	796
January	192	149	353	694
February	156	166	141	463
March	128	102	115	345
April	164	104	99	367
May	128	315	86	529
June	186	285	348	819
July	153	307	1842	2302
Session Total	2048	2207	12556	16811

- The Appleton Tower over-cladding project means that it is not a suitable venue for Card Services to use in Welcome Week and as a result services to arriving students will be delivered from the Main Library on that week and also in Week One.
- Table 4 summarises Card Services' replacement card issue. A significant proportion of replacement cards will have been issued free of charge as being expired (eg Undergraduates becoming Postgraduates).

Table 4: Number of replacement cards produced 2014/15

Month	Staff	Visitor	Student	Total
August	102	40	408	550
September	141	50	2165	2356
October	136	82	841	1059
November	81	37	504	622
December	81	25	310	416
January	118	98	618	834
February	110	56	495	661
March	110	43	516	669
April	126	23	432	581
May	130	26	330	486
June	119	41	202	362
July	105	48	265	418
Session Total	1359	569	7086	9014

- The card replacement service in Moray House is operational. There are now 8 replacement helpdesks (including AS reception at Pollock Halls).
- As of 10 August about 3,000 first cards have been produced in advance of the September start.
- A temporary card issue and production service operated at Moray House for the PGDE Education students on 17 August, 12 noon to 2pm. 223 cards produced in advance were handed out and another 43 made on the day.
- We have had around 5,200 photos (of which 250 are Online Distance Learners) uploaded via the MyEd for students starting in 2015\16 with around 4,700 students (including 215 ODLs) still requiring to upload a photo. A reminder email has now been put in place to contact the students who have not yet uploaded a photo and ask them to do so, from 6 weeks before their start date.
- A change has been made to the card photo reminder email to include a paragraph which lets students know that if they are having a problem uploading their photo then they can email it to the helpline.
- Although not a card project the new Cashless Catering system has gone live and the Card Services Supervisor was involved in the testing of the feeds from the card system.

Online Print Credit

The usage data in June and July is low but is comparable with last year. The annual totals show that the number of transactions and value is largely static year on year (transactions up 1%, value up 2%).

Online Print Credit (OPC): Performance

System performance has been good in the reporting period, the only significant event being a 'blip' on the morning of 31 July. The routine quarterly core database work led to an outage of OPC for a short time on the evening of 21 July.

Disability Computing Support (DCS) for Students

- Despite supporting a record number of exams in April/May (54 in total), there are zero resits requiring support in August, resulting from all supported students passing

their exams. This is even more unexpected given that DCS supported 7 resits in 2014, 9 in 2013, and 5 in 2012.
- Rollout of the 7 replacement DCS machines has begun. These are replacing existing 5 year old machines.

Disability Computing Support for Staff

- There is 1 open, on-going enquiry about voice recognition software.
- The guidance document for this service was reviewed and is being updated by the IS Disability Information Officer.

uCreate: software usage

Table 5a: Number of uses 2014/15

Month	Aug	Sep	Oct	Nov	Dec	Jan
Photo-shop CS6	883	811	518	433	272	480
Illustrator CS6	98	117	76	89	76	74
InDesign CS6	74	81	62	54	93	68
Premiere Pro CS6	74	5	1	28	23	13
Acrobat Pro 10	2131	2362	2759	2547	1289	1700
Data-stream 5 Advance	18	6	34	15	26	88

Table 5b: Number of uses 2014/15 continued

Month	Feb	March	April	May	June	July	Total 14/15
Photo-shop CS6	209	677	651	738	375	588	6635
Illustrator CS6	46	148	187	123	85	59	1178
InDesign CS6	43	76	178	63	31	24	847
Premiere Pro CS6	40	73	29	40	19	31	376
Acrobat Pro 10	1520	3129	2675	2595	1181	1146	25034
Data-stream 5 Advance	127	102	90	10	155	44	715

- The overall use of specialised software in uCreate continues to be higher than at the same period last year, with very few exceptions.

uCreate: poster printing

Table 6: Number of posters printed

Month	2013 / 2014 (ML)	2013 / 2014 (KB)	2014 / 2015 (ML)	2014 / 2015 (KB)
Aug	Plain = 48 Glossy = 7	Plain = 3 Glossy = 3	Plain = N/A* Glossy = N/A**	Plain = 16 Glossy = 11
Sep	Plain = 85 Glossy = 29	Plain = 6 Glossy = 2	Plain = 51 Glossy = N/A**	Plain = 28 Glossy = 3
Oct	Plain = 87 Glossy = 11	Plain = 5 Glossy = 2	Plain = 114 Glossy = 40	Plain = 16 Glossy = 1
Nov	Plain = 186 Glossy = 109	Plain = 16 Glossy = 7	Plain = 231 Glossy = 73	Plain = 15 Glossy = 7
Dec	Plain = 109 Glossy = 22	Plain = 2 Glossy = 8	Plain = 115 Glossy = 39	Plain = 16 Glossy = 13
Jan	Plain = 47 Glossy = 5	Plain = 29 Glossy = 1	Plain = 32 Glossy = 34	Plain = 8 Glossy = 3
Feb	Plain = 162 Glossy = 35	Plain = 35 Glossy = 1	Plain = 408 Glossy = 51	Plain = 56 Glossy = 14
Mar	Plain = 210 Glossy = N/A*	Plain = 18 Glossy = 10	Plain = 206 Glossy = 66	Plain = 9 Glossy = 9
Apr	Plain = 108 Glossy = N/A*	Plain = 24 Glossy = 12	Plain = 171 Glossy = 48	Plain = 28 Glossy = 14
May	Plain = 107 Glossy = N/A*	Plain =12 Glossy = 9	Plain = 103 Glossy = 21	Plain = 20 Glossy = 7
June	Plain = 130 Glossy = N/A	Plain = 7 Glossy = 5	Plain = 83 Glossy = 29	Plain = 17 Glossy = 5
Jul	Plain = 7 Glossy = N/A	Plain = 3 Glossy = 10	Plain = 48 Glossy = 26	Plain = 14 Glossy = 4

** Stats gathering unavailable on the new uCreate ML glossy plotter.

- During June/July, poster printing figures fluctuated in both locations in comparison to the same period in 2014. However, both plain poster printing services continue to show a rise in usage from 2013/14.

uCreate: Kaz touch typing tutor
Table 7: Total number of registered users

Month	2012 / 2013	2013 / 2014	2014 / 2015
Aug	n/a	109	133
Sep	92	112	136
Oct	98	112	144
Nov	98	117	144
Dec	98	117	147
Jan	99	121	150
Feb	100	121	152
Mar	100	127	154
Apr	102	128	154
May	106	131	154
Jun	108	131	154
Jul	109	133	154

- The Kaz license expired in July. Due to the low activation figures, it has been decided that the Kaz license will not be renewed.

uCreate: equipment loans

Table 8: Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014 / 2015
Aug	3	3	9	2	9
Sep	7	8	5	9	7
Oct	5	8	4	12	17
Nov	6	1	8	11	7
Dec	4	2	4	6	4
Jan	9	5	2	9	7
Feb	7	14	7	5	13
Mar	14	5	1	4	14
Apr	8	2	8	13	4
May	12	4	16	7	8
Jun	7	7	10	4	10
Jul	7	8	6	9	6
Total	89	67	80	91	106

- Equipment loans during June and July were similar to previous years, highlighting the consistency within the service.
- The upward trend in usage year on year continues.

uCreate: Box of Broadcasts

- The British Universities Film & Video Council (BUFVC) now provide Box of Broadcasts (BoB) user statistics via their website rather than through the BoB interface, as shown in Table 9 below:

Table 9: Box of Broadcasts usage and registrations

	2013 / 2014				2014 / 2015			
	Progs Recorded*	Progs Watched	Clips Created	Users Registered	Progs Recorded	Progs Watched	Clips Created	Users Registered
Aug					134	6333	0	55
Sep					173	8700	0	310
Oct					124	8750	0	342
Nov					85	9064	0	228
Dec					159	13733	0	210
Jan	132	7271	0	181	75	13202	80 (by 6 users)	233
Feb	246	8769	0	164	70	6728	22 (by 8 users)	190
Mar	274	9702	0	150	57	7471	79 (by 11 users)	172
Apr	196	9185	0	131	97	7313	4 (by 3)	115
May	195	10578	0	170	91	7488	11 (by 3)	135
Jun	206	7282	41	61	84	5199	10 (by 6)	55
Jul	120	6176	54	56	45	3756	5 (by 3)	28

*'Programmes Recorded' replaces 'Number of unique programmes requested', which represented the total number of programmes watched and recorded. The 'Programmes Recorded' figures represent users who have set up advance or retrospective recordings only.

- Clip creation appears to have become a more regular activity, particularly during semester.
- The end of semester has seen the expected drop in all activities, including new registrations.

uCreate: other

- Desktop successfully trialled a packaged version of Adobe Creative Cloud VIP and licenses for the uCreate machines have now been purchased. Desktop are in the process of creating the final package for deployment in uCreate.
- All ISC Expenditure and Captial Bids equipment for 2014/15 has now been purchased and goods receipted.
- The uCreate website has been updated in preparation for the migration to EdWeb.
- A member of staff attended a Stills Gallery DSLR photography course over four Fridays (11am-2pm) in order to better support the uCreate equipment loan service, the most borrowed items being the pool of DSLR cameras.

Helpdesk services: sites

Main Library

- Main Library activities are reflected in the reports detailing laptop loans, lockers rental, extended opening hours etc.

ECA Library

- The efforts of the ECA Helpdesk Assistants led to our serials check-in backlog due to the pre-migration Voyager Technical Services Freeze being cleared by the end of Alma go-live week; we have also been undertaking other post-migration housekeeping such as checking Course Reserve lists and investigating items which were transferred with a "Technical – migration" status to establish if they are missing, needed cataloguing etc.
- The 2nd floor Quiet Study Space is closed from 27 July until 28 August for use as exhibition space for the ECA Masters Degree Show. As usual we have signage in place advertising alternative study space in ECA Library and elsewhere.
- The ECA team have completed two important collections-related tasks during July and August: moving stock in our general lending shelves to relieve congestion in several areas, and moving 57 metres of journals – predominantly closed runs due to cancelled subscriptions or ceased publications – to our on-site store to allow 2 years of expansion room on the open shelves.
- In addition to Holly Prentice's Artists Books display which is ongoing, we have a new exhibit of books on typewriter art which was put together by the Academic Support Librarian with assistance from a Helpdesk Assistant.

Law & Europa Library

- A new 3M selfcheck machine and two 946 staff workstations have arrived and are awaiting installation. A book return box which had also been ordered had to be returned as it was damaged.
- The selfcheck machine will provide additional opportunity for users to self-issue/return books in 2015/16, but is mainly intended to support the service on upper floors of the temporary Law Library in DHT from next Summer and then in the refurbished Law Library in Old College from 2018.
- The two 946 staff workstations will allow RFID tagging of the Reserve collection in advance of the moves.

- Decant to DHT meetings continue. Law & Europa staff were given a tour of the Ground Floor and Helpdesk area by the Academic Support Librarian.
- Refurbishment meetings continue.
- The enabling work for Phase 1 of the Refurbishment which involved the removal of partition walls, flooring etc has now been completed. Initially there had been problems with noise, however the contractors moved the work away from the area closest to the library until the end of the exam period. The heating has been off for much of the summer which is unfortunate given the weather we have had!
- Collections meetings continue with managers from L&UC. Areas that need to be worked on have been identified including the de-duplication of stock held by both the Main Library and Law & Europa; additionally duplicate titles within the library will be looked at.

Moray House Library

- Library of Congress books have now been moved to first floor and the mezzanine level is clear for providing extra study space.
- A card printing machine for replacing University cards has been set up and is in use.
- Book weeding project is still ongoing. Approximately 1000 books have been withdrawn over the summer period.
- Painting of the lower part of the library commences on 12 August continuing through the weekend and finishing off on the morning of 17 August in the downstairs print area.

New College Library

- A Library tour for 23 Library school students from University of Mississippi took place on 14 June.
- The Library Site Manager met with photographer employed by the Divinity School to take photographs for the School web pages on 16 June, and was involved with a photo shoot for Development Office on 23 July.
- On 18 June the LSM met with picture hanger from Museum and Galleries concerning a picture to be hung in the Library Hall.
- There were Library staff outings on 19 June and 11 August for the Festival Fringe events – the Festival Fringe occupies school buildings.
- The LSM attended Divinity Graduation on 27 June.
- Helpline student placements visited on 27 July in order to develop their understanding of site libraries and helpdesks.
- An Archivist, started working in the Library on 3 August.
- The LSM participated in meetings about the new scanner on 5 and 10 August.

Noreen & Kenneth Murray Library

- The LSM met with the Collections Lifecycle Manager and Academic Support Librarians (ASLs) on 13 July to discuss post-move Store procedures, and on 29 July she met with the Head of Academic Library Support and ASLs to discuss growing pressures on stock space and looked at criteria for weeding stock.
- Helpdesk staff have been checking/tidying and shunting the whole collection to make space on shelves for expanding areas.
- On 13 July the LSM met with a member of the Finance Department for an initial discussion on PCIDSS compliance policy for chip and PIN use, and on 4 August there was another meeting also involving the helpdesk team to discuss the compliance policy in more detail.

Medical/VetMed Libraries

- A number of Talis lists are being passed to the team to review. So far this academic year there have been 17 reviews, representing almost 36 hours work.
- Barcoded journal volumes of titles still current were incorrectly displayed on DiscoverEd. A task was undertaken to sort out the enumeration and chronology of all these volumes. As there were 48 titles at RIL, 110 at Vet and 18 at WGH the work was spread across the 3 sites. This involved changes of almost 3000 records, and almost 30 hours of work in total. Changes to the records of remaining non-current titles will be carried out as an ongoing task at sites.

Royal Infirmary Library (RIL)

- A stock check of the open shelf book collection is continuing.

Western General Hospital Library (WGH)

- 12 new computer desks have been delivered and assembled in the library. Cabling and network are to be added to 6 of these.

The Lady Smith of Kelvin Veterinary Library (Vet)

- Checking of books from one donor has been completed, and checking of a further donation from another collection has commenced.
  Induction tours for Graduate Entry (GEP) students were carried out.
- The Vet School Digital Education Unit has created QR codes for each of 11 parts of the Vet Teaching building for the GEP students' induction. The Library is one of the parts included into the general induction and there is a QR code on the Library door with an audio-description of the Library.

Performance Indicators

Circulation 2014/15

- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2014/15 Session compared with the 3 previous Sessions is shown in Figure 1 below. Issues at the Main Library were down significantly in June but slightly higher in July compared with the same months in 2014. The annual trend is down.
- The statistics in June and July span the replacement of Voyager with Alma library management systems and should be regarded with less authority than the preceding 10 months, as reporting methods changed, requiring some manipulation of figures to derive data for the reports.

Figure 1: Main Library issues 4 year comparison
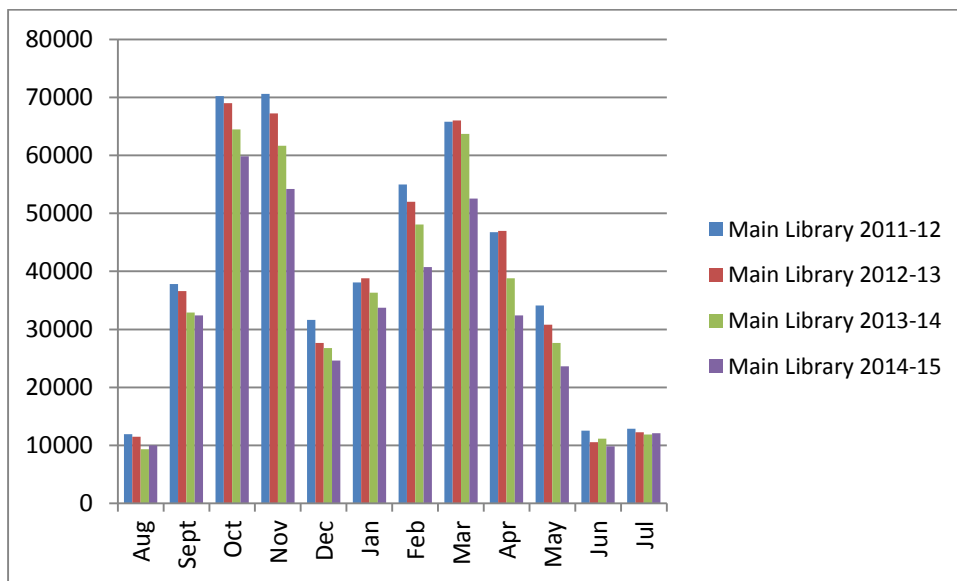
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2014/15 Session compared with the 3 previous Sessions is shown in Figure 2 below. Issues at Sites increased slightly in June and were significantly higher in July. The July figures are deserving of further investigation as the increase was in staff mediated issues, and this in turn deflated the percentage by self-service.

Figure 2: Site libraries issues 4 year comparison
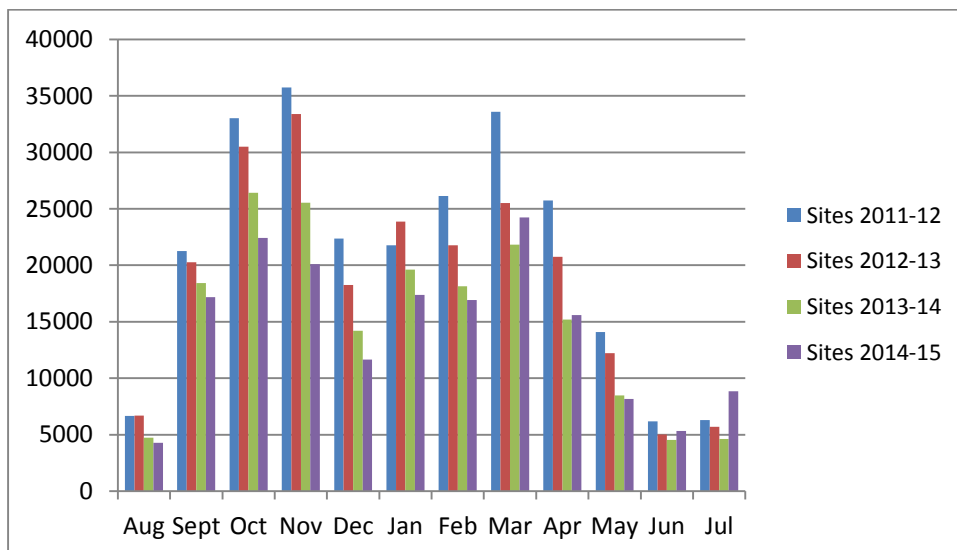
- 2014/15 circulation figures (issues and returns) are presented in Tables 10 and 11.
- June and July are always months with low circulation. But the spike in July issues due mainly to sites staff mediated issues seems anomolous.

Table 10: Number of issues

Number of Issues	2011-12	2012-13	2013-14	2014-15
Aug	18566	18161	14036	14285
Sep	59064	57635	51325	49568
Oct	103215	101498	90899	82250
Nov	106327	100602	87182	74283
Dec	53978	45899	40952	36290
Jan	59854	62678	55947	51096
Feb	81099	73786	66216	57645
Mar	99406	91515*	85547	76808
Apr	72522	67711	53985	48013
May	48220	43032	36134	31770
Jun	18705	15573	15667	15118
Jul	19133	17954	16475	20960
Annual Total	740089	696044	614365	558086

Table 11: Number of returns

No. of Returns	2011-12	2012-13	2013-14	2014-15
Aug	28950	31409	26237	24615
Sep	36971	35544	31826	31073
Oct	81001	81021	71227	66900
Nov	99139	95936	84219	72866
Dec	74768	64341	56748	50316
Jan	52649	54200	48133	44025
Feb	69627	63721	57681	50205
Mar	98267	91474*	86317	77607
Apr	87115	81729	67279	59017
May	65997	60466	49224	43345
Jun	21422	17817	18367	15484
Jul	19338	18133	17298	16297
Annual Total	735244	696791	614556	551750

Self-issue and self-return 2014-15: All Help Services locations

- USD KPI #7 for 2014-15 is now 90% of library material issued to be borrowed by self-service. The KPI **was met** in 2015-15, but was **not met** in June and July.
- USD KPI #8 for 2014-15 is now 80% of library material to be returned by self-service. The KPI **was met** in 2015-15, but was **not met** in June and July.
- The transition from Voyager to Alma can partly explain the June figures, as selfcheck was offline for 3 days. The July issue figures warrant further investigation.

Table 12: Selfcheck in relation to loans 2014-15 (2013-14 % in brackets):

	Issues	Self-issues	% Self-issues	KPI met Y/N		Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	14285	11651	82% (67)	N		24615	20206	82% (62)	Y
Sept	49568	43019	87% (82)	N		31073	26372	85% (76)	Y
Oct	82250	76514	93% (89)	Y		66900	60558	91% (84)	Y
Nov	74283	69414	93% (90)	Y		72866	65678	90% (80)	Y
Dec	36290	32816	90% (88)	Y		50316	44050	88% (78)	Y
Jan	51096	46359	91% (86)	Y		44025	38126	87% (73)	Y
Feb	57645	53776	93% (90)	Y		50205	45831	91% (77)	Y
Mar	76808	72348	94% (91)	Y		77607	69544	90% (78)	Y
Apr	48013	44768	93% (91)	Y		59017	53299	90% (77)	Y
May	31770	29265	92% (90)	Y		43345	39536	91% (81)	Y
June	15118	11591	77% (82)	N		15484	11041	71% (74)	N
July	20960	12111	58% (81)	N		16297	11999	74% (75)	N
Total	558086	503632	90% (88)	Y		551750	486240	88% (78)	Y

Online loan requests: all sites

- The total number of requests declined in June continuing the trend from the high of March. July's figures are atypical because the relatively large number of online requests is due to Helpdesk staff re-enabling user requests using the online system. This task was made necessary because unfilled requests were not transferred from Voyager to Alma.
- The ratio of self-requests to requests placed by staff on behalf of users at Helpdesks was 76% in June (similar to previous months) and 94% in July (this high rate is atypical). See Table 13 below.

Table 13: Number of online requests for loan items made by users, and by staff mediation

Month	August	September	October	November	December	January	Total for 6 months
Online	258	1087	2364	2214	860	1516	8299
Staff	220	413	850	761	354	529	3127
Total	478	1500	3214	2975	1214	2045	11426

Month	February	March	April	May	June	July	Total for 2014/15
Online	1691	2604	1255	778	391	1110	16128
Staff	511	598	352	217	123	66	4994
Total	2202	3202	1607	995	514	1176	21122

Unidesk Library Helpdesks operator group: standard calls

- June and July figures show a rise in terms of 1 day completion rates of logged incidents either owned or passed on by the Library Helpdesk operator group. This was achieved even when the volume of calls was relatively high (540 in July).
- The percentage of calls open remains low, at 4% in July, after a slight rise to 6% in June.

Table 14: Library Helpdesks incident resolution 2014/15

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
July	77%	399 (of 518)	6%	65%	79%	88%
August	86%	689 (of 801)	3%	60%	81%	91%
September	84%	703 (of 837)	5%	65%	82%	89%
October	79%	449 (of 569)	5%	63%	78%	83%
November	75%	322 (of 431)	10%	55%	71%	80%
December	81%	358 (of 443)	7%	51%	70%	78%
January	78%	442 (of 570)	3%	63%	78%	88%
February	77%	411 (of 533)	3%	68%	82%	87%
March	76%	376 (of 493)	4%	69%	83%	88%
April	79%	435 (of 549)	4%	62%	80%	90%
May	80%	904 (1132)	4%	61%	79%	89%
June	79%	395 (of 500)	6%	62%	81%	87%
July	76%	540 (of 710)	4%	63%	81%	90%

- The proportion of Calls by sub-category in June saw Card Services again being the most numerous sub-category, followed by Books. However, in July, Books overtook Card Services as the most numerous enquiry as a proportion of all calls, reflecting perhaps the introduction of the new library management system and DiscoverEd services.
- Looking at the number of calls, calls about Card Services actually increased during the 2 months (151 in June and 180 in July) but not at the same rate as calls about Books (120 in June and 228 in July).
- E-resources was the third most numerous sub-category (9% and 7% in June and July respectively), with Printing copying and scanning negligible.
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: http://www.ed.ac.uk/is/satisfaction-survey

Unidesk Quick Call: monthly update

- 1155 quick calls were logged in June dropping to 957 in July. These low figures can in some way be explained by the fact that undergraduates have largely left by this time of year and Helpdesks are therefore quieter. Another factor, however, is likely to be the introduction the new Library Management Platform. Staff have been concentrating their efforts on learning the new system and quick calls have consequently been under-reported, particularly in the Main Library. Staff are being encouraged to resume recording. Moray House Library also shows very low enquiry

figures which, again, is almost certainly due to the staffing situation at this site whereby cover has been provided by staff from other libraries.

- The number of calls reported in these 2 months is therefore very unlikely to be representative of the actual enquiries handled at library Helpdesks.
- No calls were recorded in Scottish Studies library in these months.
- Figures 3 and 4 show the breakdown of Quick Calls by site in June and July:

Figure 3: Quick Calls by Standard Solution by site June 2015
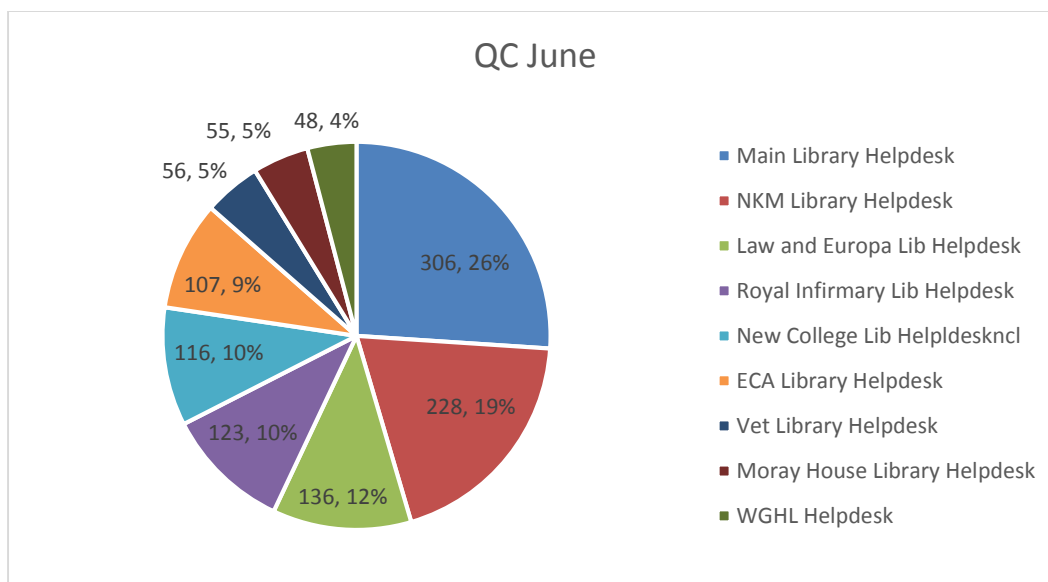

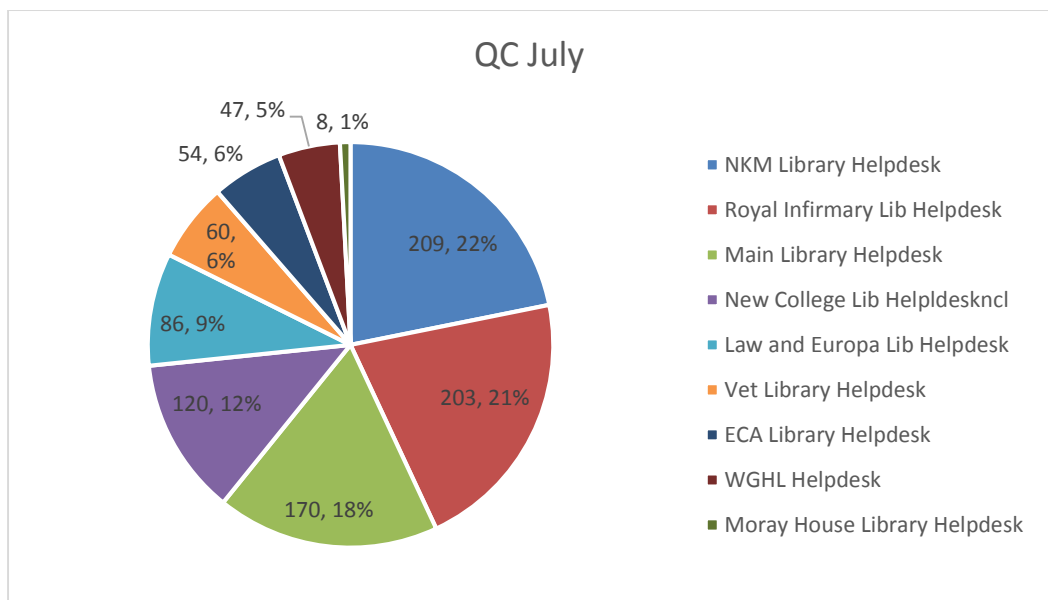*Figure 4: Quick Calls by Standard Solution by site July 2015*

Table 15 below shows the top 10 standard solutions in June, and Table 16 the same for July.

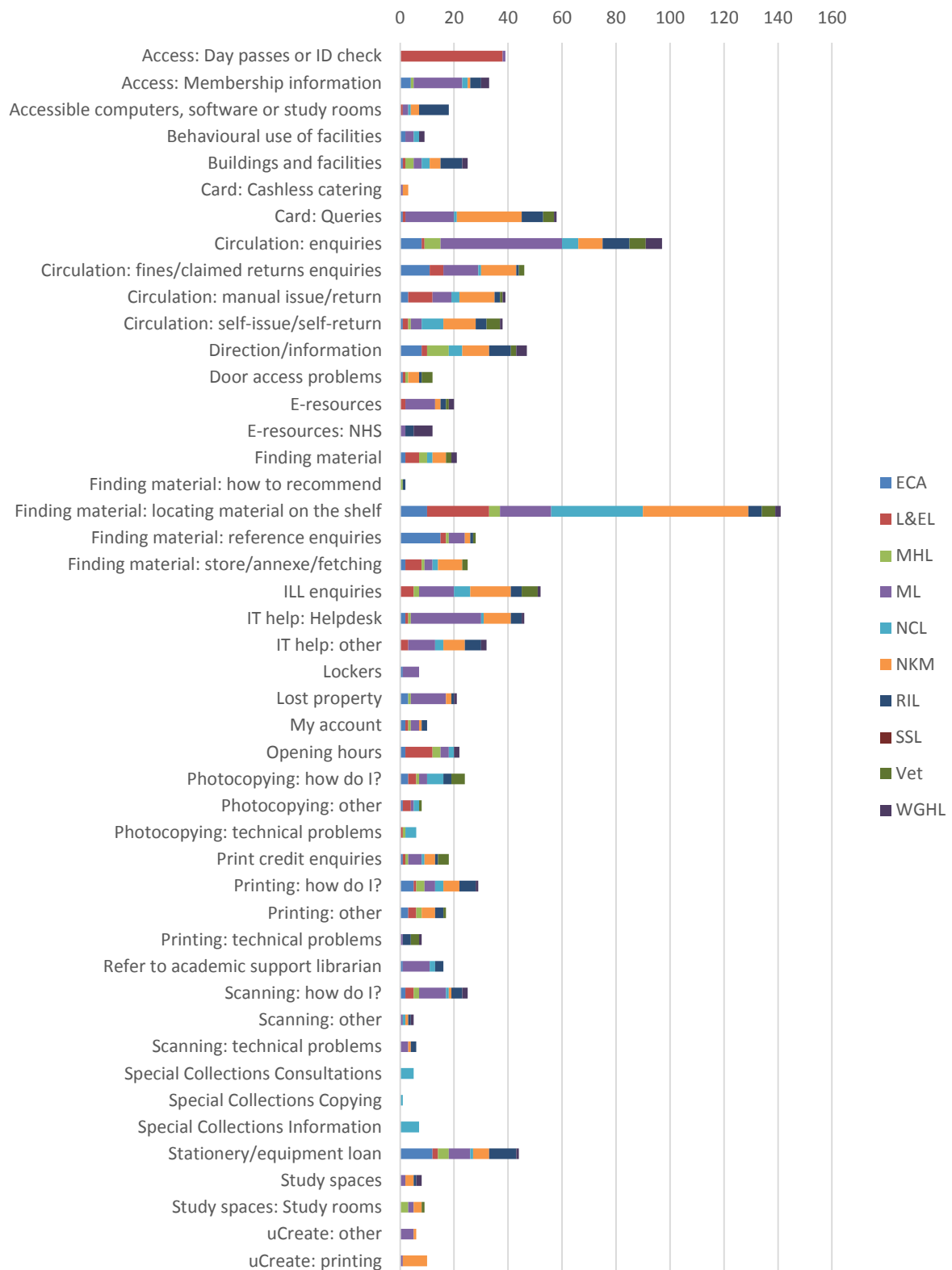*Table 15: Top 10 Quick Call standard solutions June 2015*

Rank	Standard Solution	No	% of total
1	Finding material: locating material on shelf	141	12%
2	Circulation: enquiries	97	8%
3	Card: queries	58	5%
4	ILL enquiries	52	4.5%
5	Direction/information	47	4%
6=	Circulation: fines/claimed returns enquiries	46	3.9%
6=	IT help: Helpdesk	46	3.9%
8	Stationery/equipment loan	44	3.8%
9=	Circulation: self-issue/return	39	3.4%
9=	Access: day passes or ID check	39	3.4%

Table 16: Top 10 Quick Call standard solutions July 2015

Rank	Standard Solution	No	% of total
1	Finding material: locating material on shelf	106	11%
2	Card: queries	70	7%
3	Direction/information	61	6.4%
4	Circulation: enquiries	52	5.4%
5	Access: membership information	45	4.7%
6	Finding material	43	4.5%
7	ILL enquiries	40	4.2%
8	Circulation: manual issue/return	34	3.5%
9	Stationery/equipment loan	31	3.2%
10	IT help: Helpdesk	30	3.1%

- Finding material: locating material on the shelf remains the top enquiry type in both of these months, with the percentage dropping only slightly from June to July.
- In July Royal Infirmary Library recorded 21 of the 31 'Stationery/equipment loan' calls and 'Direction/information' enquiries were also high here – one third of the total this month. Card enquiries also featured strongly at RIL – 28% of the total, while the Murray Library recorded 37% of these in July.
- If we add the print queries together – Printing: How do I?, Printing: other and Printing: technical problems – we find that these accounted for 4.7% of the total calls in June and 5.7% in July, with Murray Library recording 66% of the Printing: technical problems in July.
- As in previous months, the Access: day passes or ID check calls are almost exclusively recorded in Law Library – 97% in June and 96% in July.

- Figures 5 and 6 on the following pages show a complete breakdown of the standard solutions for June and July.

June 2015

Horizontal stacked bar chart showing enquiry counts by category for June 2015, broken down by site (ECA, L&EL, MHL, ML, NCL, NKM, RIL, SSL, Vet, WGHL).

Category	
Access: Day passes or ID check	
Access: Membership information	
Accessible computers, software or study rooms	
Behavioural use of facilities	
Buildings and facilities	
Card: Cashless catering	
Card: Queries	
Circulation: enquiries	
Circulation: fines/claimed returns enquiries	
Circulation: manual issue/return	
Circulation: self-issue/self-return	
Direction/information	
Door access problems	
E-resources	
E-resources: NHS	
Finding material	
Finding material: how to recommend	
Finding material: locating material on the shelf	
Finding material: reference enquiries	
Finding material: store/annexe/fetching	
ILL enquiries	
IT help: Helpdesk	
IT help: other	
Lockers	
Lost property	
My account	
Opening hours	
Photocopying: how do I?	
Photocopying: other	
Photocopying: technical problems	
Print credit enquiries	
Printing: how do I?	
Printing: other	
Printing: technical problems	
Refer to academic support librarian	
Scanning: how do I?	
Scanning: other	
Scanning: technical problems	
Special Collections Consultations	
Special Collections Copying	
Special Collections Information	
Stationery/equipment loan	
Study spaces	
Study spaces: Study rooms	
uCreate: other	
uCreate: printing	

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

July 2015

	ECA	L&EL	MHL	ML	NCL	NKM	RIL	SSL	Vet	WGHL

Access: Day passes or ID check
Access: Membership information
Accessible computers, software or study rooms
Behavioural use of facilities
Buildings and facilities
Card: Cashless catering
Card: Queries
Circulation: enquiries
Circulation: fines/claimed returns enquiries
Circulation: manual issue/return
Circulation: self-issue/self-return
Direction/information
Door access problems
E-resources
E-resources: NHS
Finding material
Finding material: how to recommend
Finding material: locating material on the shelf
Finding material: reference enquiries
Finding material: store/annexe/fetching
ILL enquiries
IT help: Helpdesk
IT help: other
Lockers
Lost property
My account
Opening hours
Photocopying: how do I?
Photocopying: other
Photocopying: technical problems
Print credit enquiries
Printing: how do I?
Printing: other
Printing: technical problems
Refer to academic support librarian
Scanning: how do I?
Scanning: other
Scanning: technical problems
Special Collections Consultations
Special Collections Copying
Special Collections Information
Stationery/equipment loan
Study spaces
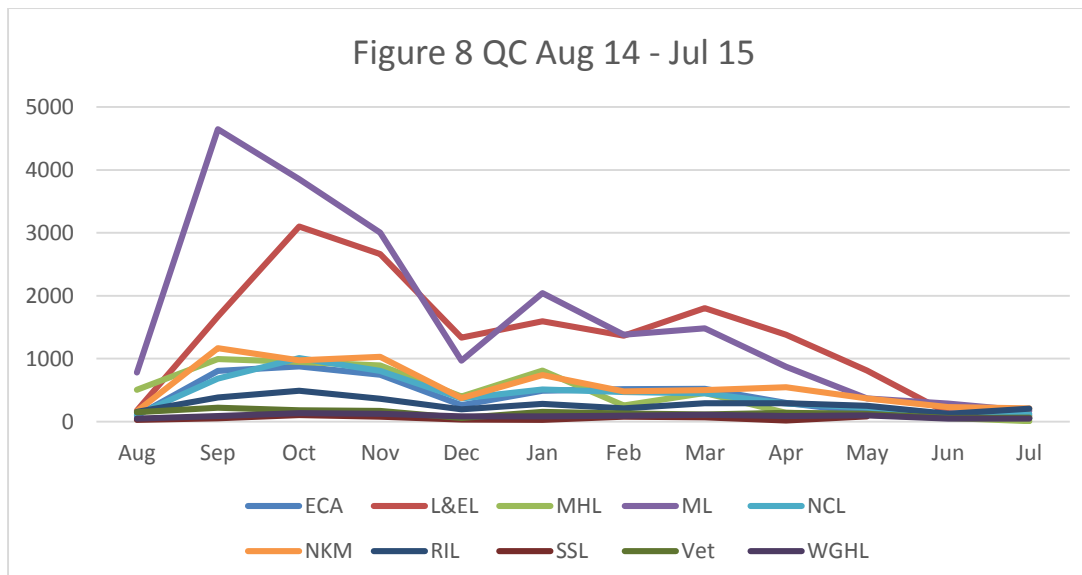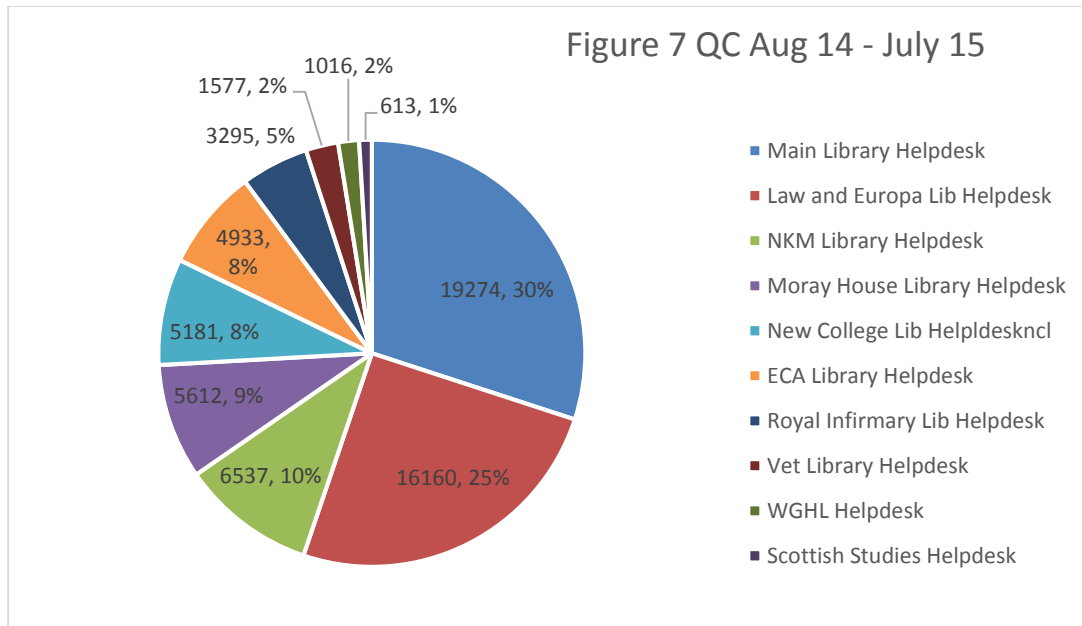Study spaces: Study rooms
uCreate: other
uCreate: printing

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Unidesk Quick Call: 2014/15

- 64918 Quick calls were recorded over the 2014/15 academic year.
- Figure 7 gives the breakdown by site, with Figure 8 showing the peaks in enquiries at the beginning of Semester 1 and, to a lesser extent in January. While we would expect the number of calls to fall away in the summer months, Figure 8 shows clearly that the preparation for and the introduction of the new Library Management Platform in June/July has had a marked effect on the number of calls recorded as staff have prioritised learning the new systems and have recorded fewer of the enquiries.

Figure 7 QC Aug 14 - July 15

Figure 8 QC Aug 14 - Jul 15

Barry Croucher 12 August 2015