

# Help Services

Service Report for 9<sup>th</sup> October to 7<sup>th</sup> December 2015

## Exceptional Service Activities

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### Section report focus

- The Help Services Section report for this period focuses on Edinburgh College of Art Library. The highlighting takes the form of additional reporting on site activities, and analysis of Quick Calls.

### Postgraduate Open Day

- The Postgraduate Open Day on 18 November saw the Section represented in the Informatics building where we spoke to over 150 people. It was reported that questions were mostly about the library, eg how many libraries there are, where they are situated, opening hours etc.
- We took the opportunity to invite visitors over to the Main Library and gave copies of the Visitor guide and explained that staff were on hand to give personalised tours if requested.
- We had 80 visitors, 30 up from last year, and most brought the guide with them from Informatics. 10 people had staff led tours and 63 enquiries were made at the info desk in the Foyer.
- Overall it was a successful day, despite the weather.

### Laptop loans.

- A meeting took place to review the service, and to receive a presentation from a provider of self-service laptop loans storage, on 29 October.
- Desktop Services are looking at adding several iPads to the fleet in order that we trial that type of device as part of the loan service.
- Table 1 below shows the number of laptop issues by lending location (number of laptops in brackets) since the new fleet was deployed:

**Table 1: Number of laptop loans 2015/16**

	Main Library	ECA	Murray Library	Moray House Library
<b>2015/16</b>	449 (44)	19 (7)	58 (5)	25 (4)

### Section staffing

- After excellent service over many years, we bid farewell to 2 of our long serving Library Services Managers who have led the Murray Library and MVM Section teams with distinction – we wish them all good fortune outside of the University.

## Staff development (selection)

- Many staff across the Section completed the online training on Information Security Awareness.

## Section services

### Card Services

- Table 2 summarises Card Services' first card issue. First cards for staff are issued all year but peak at start of Session.

**Table 2: Number of first cards produced 2015/16**

Month	Staff	Visitor	Student	Total
August	150	160	7419	7729
September	240	167	3009	3416
October	283	251	293	827
November	183	145	97	425
Session Total	856	723	10818	12397

- Table 3 summarises Card Services' replacement card issue.

**Table 3: Number of replacement cards produced 2015/16**

Month	Staff	Visitor	Student	Total
August	113	45	356	514
September	172	56	2727	2955
October	150	85	803	1038
November	134	36	613	783
Session Total	569	222	4499	5290

### Online Print Credit

- The usage data in October and November was down from last year, continuing the trend from September.
- System performance has been mixed in the reporting period.

### Disability Computing Support (DCS) for Students

- There were no Unidesk calls from disabled students in the reporting period. This was brought to the attention of the service review group, as it may indicate that students are not having any problems with our services, or that they are not reporting them. The Student Disability Service representative took an action to relay this information to senior colleagues.
- The service review group meeting held on 18 November was successful with stakeholders satisfied with the service.
- The winter exam diet will run from Thursday 10 until Monday 21 December, including Saturdays 12 and 19. DCS are expecting to support 27 exams, compared with 25 in December 2014. For the first time, additional support will be provided by 2 Student Helpers and it is anticipated that these staff will support up 50% of the exams.

## Disability Computing Support for Staff

- There are 3 ongoing calls relating to ergonomic mice and keyboard loans.
- The IS Disability Information Officer complemented USD on the service and said that it is appreciated among stakeholder groups and has been the subject of enquiry from other institutions looking at our service as a model of best practice.

### uCreate: software usage

**Table 4: Number of uses 2015/16**

Month	Aug	Sep*	Sep Total	Oct	Nov	Dec
Photoshop CS6 / CC	813	CS6: 46 CC: 591	637	932	997	
Illustrator CS6 / CC	105	CS6: 7 CC: 47	54	190	142	
InDesign CS6 / CC	42	CS6: 9 CC: 17	26	38	67	
Premiere Pro CS6 / CC	7	CS6: 2 CC: 3	5	15	8	
Acrobat Pro 10 / DC	1752	CS6: 153 CC: 1057	1210	2436	2386	
Data-stream 5 Advance	26	2		6	3	

\*Switch from Adobe Creative Suite CS6 and Premiere Pro CS6 to Adobe Creative Cloud - 4/5 September

- Use of Adobe graphics software remains consistent, with a slight increase in use overall. However, Premiere Pro video editing use has reduced, perhaps due to it becoming an even more sophisticated programme to master.
- DataStream has hardly been used since August and much less than at the same time last year.

### uCreate: poster printing

**Table 5: Number of posters printed**

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<b>uCreate ML - PLAIN</b>												
2015 / 16	111	123	90	234								
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48
2013 / 14	48	85	87	186	109	47	162	210	108	107	130	7
<b>uCreate ML - GLOSSY</b>												
2015 / 16	33	28	N/A	90								
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	
2013 / 14	7	29	11	109	22	5	35	N/A	N/A	N/A	N/A	N/A
<b>uCreate KB - PLAIN</b>												
2015 / 16	6	17	8	N/A								
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14
2013 / 14	3	6	5	16	2	29	35	18	24	12	7	3
<b>uCreate KB - GLOSSY</b>												
2015 / 16	14	12	3	9								
2014 / 15	11	3	1	7	13	3	14	9	14	7	5	4
2013 / 14	3	2	2	7	8	1	1	10	12	9	5	10

- Poster printing figures remain consistent with previous years. November was a busy month at ML due to the various poster printing projects again taking place here, as has been the case in previous years.

***uCreate: equipment loans***

**Table 6: Number of loans**

Month	2013 / 14	2014 / 15	2015 / 16
<b>Aug</b>	2	9	5
<b>Sep</b>	9	7	16
<b>Oct</b>	12	17	12
<b>Nov</b>	11	7	8
<b>Dec</b>	6	4	
<b>Jan</b>	9	7	
<b>Feb</b>	5	13	
<b>Mar</b>	4	14	
<b>Apr</b>	13	4	
<b>May</b>	7	8	
<b>Jun</b>	4	10	
<b>Jul</b>	9	6	
<b>Total</b>	91	106	33

- Equipment loans remain consistent with previous years.

***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 7 below. Statistics are always two weeks behind, so last month's numbers are not available yet.

**Table 7: Box of Broadcasts usage and registrations**

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<b>Programmes recorded</b>												
2015/16	26	61	84									
2014/15	134	173	124	85	159	75	70	57	97	91	84	45
2013/14						132	246	274	196	195	206	120
<b>Programmes watched</b>												
2015/16	2182	3260	4193									
2014/15	6333	8700	8750	9064	13733	13202	6728	7471	7313	7488	5199	3756
2013/14						7271	8769	9702	9185	10578	7282	6176
<b>Clips created</b>												
2015/16	9 by 4 users	12 by 4 users	15 by 10 users									
2014/15	0	0	0	0	0	80 by 6 users	22 by 8 users	79 by 11 users	4 by 3 users	11 by 3 users	10 by 6 users	5 by 3 users
2013/14						0	0	0	0	0	41	54
<b>Users registered</b>												
2015/16	30	62	189									
2014/15	55	310	342	228	210	233	190	172	115	135	55	28
2013/14						181	164	150	131	170	61	56

- Scheduled programme is reduced, possibly due to there being increasing user numbers at existing and newly subscribed institutions making it more likely that required programmes have already been set to record.
- Programmes Watched has also gone down, which could indicate that for catch-up viewing, users are accessing the increasing number of on-demand services more regularly than BoB.
- Since statistics were made available for Clip Creation from January 2013, it is noticeable that the number clips being created started high and then plummeted within a short time. However, they are now showing a slight rise again over the previous three months.

### ***uCreate: other***

- Three additional PCs have been set up in uCreate KB Study Centre. These are not the same spec as all other uCreate PCs as Adobe Creative Cloud VIP licenses are not yet available for them.
- There were a number of small poster projects run over October and November (around 10 posters per project) at both campus locations. Most of these were announced in advance but one larger project was unannounced and staff were only alerted to another, involving over 70 students, at very short notice.
- However, consumable stocks were increased in time and no major issues were reported with any of the projects.

### ***DCS: other***

- Replacement of 6 Accessible PCs at KB and the Central area is now complete.

## **Helpdesk services: focus on Edinburgh College of Art Library**

### ***Library use: possible impact of ECA Estates developments***

- Summer 2015 saw 2 significant relocations of ECA staff and students with the potential to impact on library use: the majority of Architecture staff and students moved to Minto House and Adam House, and History of Art staff moved to offices in the Hunter Building on the Lauriston Campus.
- Gate readings for the first 11 weeks of Semester 1, including Welcome Week, show a fall this session compared with 2014 (although direct comparison is complicated by the Welcome Week being 1 week later this year). From 14 September to 30 November 2015 there were 26645 visits to the library compared to 28791 from 8 September to 24 November 2014. This 7% fall is unsurprising given the relocation of Architecture staff and students to a different campus.
- While we have noticed increased numbers of History of Art students at the ECA Helpdesk, their needs will also be met by the Art & Architecture and Main libraries, as no subject-specific stock has been transferred between sites as part of the relocations. Also, Architecture teaching is studio-based, meaning students are less likely to leave the local facilities at Chambers Street (including a refurbished and expanded IT studio), whereas History of Art students are less tied to a location and may go where the collections they need are held.
- One of the gates for our Quiet Study Space was out of order for a period at the start of Semester which, based on figures for previous years, may account for several hundred visits. It should also be noted that this is a partial picture, and that the total number of visits over the full academic year increased by 4% from 2012/13 to 2013/14 and by 9% from 2013/14 to 2014/15. A more complete picture will be seen at the end of this session. The partial 2015 figure still represents a 6% increase on the equivalent period in 2013 (25125 visits).
- Daytime headcounts, conducted at 11:30 and 15:00 Monday to Friday in the third week of every month, have actually shown a slight increase on 2014/15 for September and November (with no real change in October), as shown in Table 8. Headcounts have always been relatively low at ECA compared to other site libraries: as most students are allocated studio space throughout their degree they have less need of library study space. This increase may therefore reflect increased use of the library to study by students on non-studio courses such as History of Art, or from other Schools and Colleges within the University.

**Table 8: Average daytime headcounts at ECA Library**

	September week 3		October week 3		November week 3	
	Avg 11:30	Avg 15:00	Avg 11:30	Avg 15:00	Avg 11:30	Avg 15:00
	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri	Mon-Fri
2014/15	39	34.6	36.8	39.8	37.2	43.8
2015/16	43.6	37.2	37	39.4	41.4	45.8

- The overall picture is complex: these figures are possibly indicative of changes in patterns of library use at ECA, but it is too early to draw definite conclusions.

### **Services: Printing support for ECA Library users**

- Printing support continues to be one of the most important aspects of the Helpdesk service at ECA Library, as demonstrated in the analysis of our UniDesk Quick Call statistics elsewhere in this report. In addition to tasks common to all the libraries, ECA students use our Xerox printers for printing large volumes of colour graphic content. This can lead to technical difficulties that can sometimes be complex to resolve, taking up significant amounts of Helpdesk Assistants' time.

Several approaches have been taken to address this:

- Staff development. Prior to the merger in 2011, printing support was provided by ECA IT rather than Library Helpdesk staff. The introduction of Cloud Printing across the libraries in 2012 therefore required the ECA team to undertake a steep learning curve. A consistent focus over the Annual Review cycles since has been to develop the team's knowledge of printing and confidence in troubleshooting through a combination of training sessions, hands-on experience and documentation.
- Self-help. The Library Site Manager drew up a help sheet for the start of Semester 1 2015 to alert students to the most common problems and how to avoid them, e.g. double-sided printing as the default option (ECA students often require single-sided), saving graphics as PDF files, checking paper and scaling options before printing.
- Promoting alternatives. Some issues, such as files taking a very long time to print, are exacerbated by students reaching the technical limitations of the Select Print devices in the library. The Xerox Fiery MFPs in the ECA labs offer more advanced graphics-handling capabilities so we have been making students aware of this along with other Help Services facilities such as uCreate.

### **Collections: Artists Books at ECA Library**

- ECA Library's collection of approximately 1400 Artists Books makes a major contribution to the collections-related work of ECA Helpdesk staff. Ranging from conventional books produced by artists and designers in limited editions, to postcards and pamphlets and items more akin to paper sculpture, these form a kind of special collection, but also a teaching resource so are kept on site for consultation, stored in archival-quality containers (purchased by Library & University Collections).
- Consultations can be individual requests submitted by completing a slip at the Helpdesk or larger group study sessions by arrangement with the Academic Support Librarian. In October 2015 a total of 55 items from the collection were consulted.

- The wide variety of formats and the existence of separate mini-collections within the larger collection poses challenges for filing and retrieval by Helpdesk staff, as items are held in various boxes and cupboards (e.g. fragile or expensive items are kept separately). With the introduction of the Alma Library Management Platform our Helpdesk Supervisor saw an opportunity to assist retrieval and filing by using the item notes fields on Alma to identify where each item is stored. She has introduced this change this Semester after consulting with Metadata colleagues. This is an improvement on the previous use of printed lists to indicate the location.
- Artists Book Residency 2016: book artist Susie Wilson has been chosen as our invited artist for 2016. Susie will explore the collection, curate a display, organise several student workshops and make a new book to add to the collection. This project is jointly funded by Library and University Collections and the ECA School of Art.

## **Helpdesk services: other sites**

### ***Main Library***

- On 23 October a Library Orientation was given for IFP Students. Other Main Library activities are reflected in the reports above, eg Postgraduate Open Day with Helpdesk staff attending the IS stand in Informatics.

### ***Law & Europa Library***

- The Reserve re-shelving experiment is working well, so much so that it is no longer an experiment but is now standard procedure. Students seem quite happy as are Helpdesk staff as it has substantially reduced the shelving load for staff.
- The Helpdesk participated in a controlled Unidesk Quick Call procedure. A report was submitted that outlined the difficulties that staff felt made the system more difficult to use and they submitted suggestions as to how it could be improved.
- Staff have been using the new 3M equipment to start RFID tagging the Reference and Reserve collection.
- The De-duplication project has now started with Helpdesk staff working on the deletion of duplicate titles held in the Law Library and Main Library.
- The Refurbishment programme began on 23<sup>rd</sup> of November, so far there has been very little noise or disruption as the work is in the very early stages.
- The Law School has a website/blog updating students as to progress which can be found on a MyEd channel. They have also produced posters and fliers for display and distribution in the Library.
- Decant to DHT- meetings continue.
- Refurbishment – meetings continue

### ***Moray House Library***

- Work is now complete on the second floor with 23 new study spaces. New chairs have been delivered. Electrical and USB points installed at each study space. Walls and study rooms painted. “Silent study” signage now complete. Study areas are in constant use and the students seem pleased with this new development.
- With the introduction of Talis list management we have now processed around 20 lists. This has led to an increase in new books ordered and now arriving. We have seen an increase in the number of Reserve books being processed which has led to us rearranging some of the Reserve section in order to make space for new stock.
- Mobile shelving on ground floor and in Special Collections room reported as needing to be serviced. The Building Manager arranged for a company to come and assess what parts and work are needed on the shelving. This is being arranged from Library



and Collections budget. The Library Site Manager, Building Manager and the PA to the Director of Library and University Collections have been liaising with contractors. The contractors will be in touch soon with a suitable date on when the work will start.

### ***New College Library***

- The LSM attending meetings of the Funk Project Board 11 November and the New College Library and Computing Committee a week later.
- New Inter-Library Loan procedures were discussed with the LSM on 18 November during a visit by the Document Delivery Supervisor.
- The LSM met with Fire Protection Consultants on 19 November, and with CSE Project Managers concerning CSE visit on 2 February 2016.
- The National Library of Scotland collected the incendiary device for exhibition on 1 December.

### ***Noreen & Kenneth Murray Library***

- Anybooks collected 5 boxes of book withdrawals on 4 November.
- The LSM attended a meeting with the Assistant Collections supervisor and other Library Services Managers on 8 October to discuss Course Reserve.
- Due to staffing pressure a shelving assistant came out on 26 October to do shelving and a general tidy up of the shelves.

### ***Medical/VetMed Libraries***

- The team has continued to review the Talis lists. Between 28 September and 25 November 21 lists were reviewed in MVM totalling 31 hours of work.
- The LSM and a Helpdesk Supervisor updated the opening hours' web pages for library sites, until January 2016.
- The LSM attended Discovery Group meetings, and delivered two 1-to-1 training sessions for NHS staff on literature searching.

### ***Royal Infirmary Library (RIL)***

- The Helpdesk Supervisor attended the IS all staff meeting on 25th November 2015.
- Helpdesk staff continue to work on a new section for the Helpdesk Wiki with guidance and tips on using DiscoverEd.
- The Helpdesk Supervisor continued work on missing items; 180 items have been suppressed or withdrawn.

### ***Western General Hospital Library (WGH)***

- Two network points have been installed. These along with four others are still to be made live.
- Two extra lights have been installed in the library. This has improved the lighting at the service desk.
- Blinds have been fitted to all the library windows.
- A donation of 118 books and 157 bound journals was received from the Neuropathology Department, some of which will be added to stock. Journal de-duplication with the annexe continues. This has resulted in 7.42m of shelf space being cleared.
- Withdrawal of audio/visual material has cleared 3.26m of shelf space.

## The Lady Smith of Kelvin Veterinary Library (Vet)

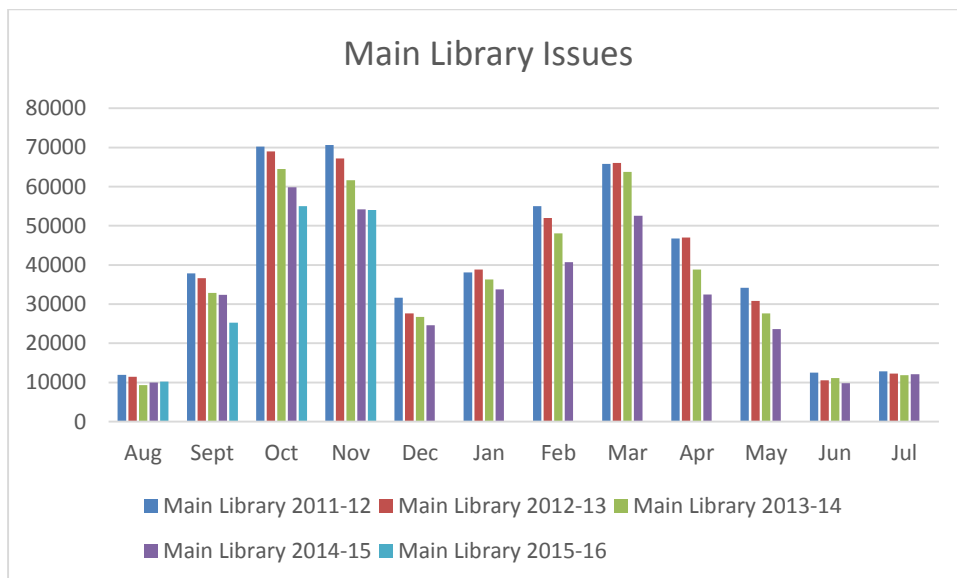
- The AVMA accreditation visit took place in the Vet School during the week starting from 9 to 13 November, with a visit to the library on Monday 9 November.
- The Quiet Study Space was unavailable for students during the AVMA accreditation visit as it was being used for panel meetings.
- The Helpdesk team worked with the Academic Support Librarian preparing for the accreditation visit
- Some of the journals have been moved from Current Journal display onto general shelves with journals, new pamphlet boxes have been ordered and the project of replacing old boxes with pamphlets and journals with new ones has commenced.
- Additional study desks have been added to the Vet Library from the School managed Study Landscape resulting in 8 extra study spaces in the Vet Library.
- The Scottish Agricultural Librarians Group had a tour of the Vet Library on 6 November.

## Performance Indicators

### Circulation 2015/16

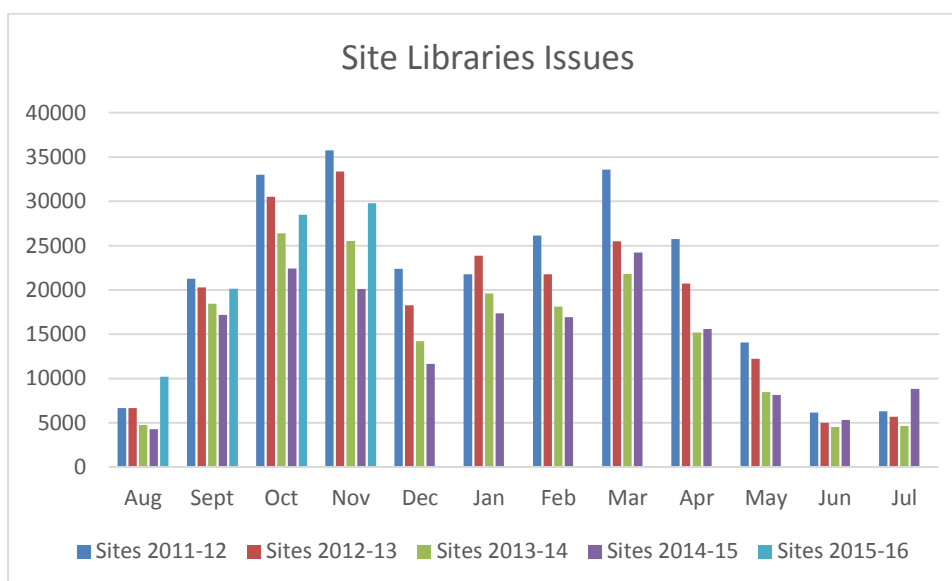
- The circulation data from the Alma library management system has been reviewed by L&UC Information Systems and sample checked by Section staff, allowing a fair degree of confidence in the statistics.
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2015/16 Session compared with the 4 previous Sessions is shown in Figure 1 below.

**Figure 1: Main Library issues 5 year comparison**



- Issues at the Main Library were down significantly in September despite the earlier start of teaching, slightly lower in October but similar in November compared with the same months in 2014. The annual trend is down.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2015/16 Session compared with the 4 previous Sessions is shown in Figure 2 below.

**Figure 2: Site libraries issues 5 year comparison**



- Issues at Sites increased significantly in each month of the current Session compared with 2014. This trend is deserving of further investigation as the increase reverses the trend of previous years.
- 2015/16 circulation figures (issues and returns) are presented in Tables 9 and 10.
- August and November 2015 have been significantly busier for loans than in 2014.

**Table 9: Number of issues**

Number of Issues	2011-12	2012-13	2013-14	2014-15	2015-16
<b>Aug</b>	18566	18161	14036	14285	20426
<b>Sep</b>	59064	57635	51325	49568	45434
<b>Oct</b>	103215	101498	90899	82250	83480
<b>Nov</b>	106327	100602	87182	74283	83794
<b>Dec</b>	53978	45899	40952	36290	
<b>Jan</b>	59854	62678	55947	51096	
<b>Feb</b>	81099	73786	66216	57645	
<b>Mar</b>	99406	91515*	85547	76808	
<b>Apr</b>	72522	67711	53985	48013	
<b>May</b>	48220	43032	36134	31770	
<b>Jun</b>	18705	15573	15667	15118	
<b>Jul</b>	19133	17954	16475	20960	
<b>Annual Total</b>	740089	696044	614365	558086	

**Table 10: Number of returns**

No. of Returns	2011-12	2012-13	2013-14	2014-15	2015-16
Aug	28950	31409	26237	24615	22228
Sep	36971	35544	31826	31073	23762
Oct	81001	81021	71227	66900	55007
Nov	99139	95936	84219	72866	66817
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	
<b>Annual Total</b>	<b>735244</b>	<b>696791</b>	<b>614556</b>	<b>551750</b>	

**Self-issue and self-return 2015-16: All Help Services locations**

- USD KPI #7 for 2015-16 is 90% of library material issued to be borrowed by self-service. The KPI was **not met** in any month this Session. This is a highly surprising result. Assuming integrity of the data, the extraneous factor that is different this Session compared with last is ALMA: the following question will be investigated – has ALMA changed user behaviour or the way staff work leading to more staff mediated issues compared with selfcheck?
- USD KPI #8 for 2015-16 is 80% of library material to be returned by self-service. The KPI **was met** in all months in 2015-16. The trend is upward.

**Table 11: Selfcheck in relation to loans 2015-16 (2014-15 % in blue):**

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	20426	12670	62% (82%)	N	22228	19119	86% (82%)	Y
Sept	45434	36463	80% (87%)	N	23762	21029	89% (85%)	Y
Oct	83480	71989	86% (93%)	N	55007	50840	92% (91%)	Y
Nov	83794	71003	85% (93%)	N	66817	62789	94% (90%)	Y
Dec			90%				88%	Y
Jan			91%				87%	Y
Feb			93%				91%	Y
Mar			94%				90%	Y
Apr			93%				90%	Y
May			92%				91%	Y
June			77%				71%	N
July			58%				74%	N
Total			90%				88%	Y

**Online loan requests: all sites**

- The total number of requests has increased steadily through the Session.
- The ratio of self-requests to requests placed by staff on behalf of users at Helpdesks was 63% in October and 72% in November – the November ratio being similar to that experienced in Voyager last Session.

- See Table 12 below.

**Table 12: 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
<b>Online</b>	288	975	2244	2785			
<b>Staff</b>	240	548	1331	1082			
<b>Total</b>	528	1523	3575	3867			

### **Queue monitoring**

- The Helpdesk has a standard of users waiting no more than 5 minutes to be served. This standard was sample tested at hourly intervals on 11, 12, 13, 16, 17 November.
- Main Library Helpdesk did not meet the standard on 3 occasions (16 November 11:05 and 12:05; 17 November 10:05); Reception did not meet the standard on 6 occasions on 16 November: this can be attributed to volume of users/enquires. All other times monitored the standard was met. All other Helpdesks met the standard.

### **Unidesk Library Helpdesks operator group: standard calls**

- August 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 has declined as the Session has progressed, which is disappointing but otherwise indicators are in step with the trend from 2014. Indeed, percentage of calls open has improved.

**Table 13: Library Helpdesks incident resolution 2015/16 (2014/15 % in brackets)**

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
<b>August</b>	85% (86%)	838 (of 986)	1% (3%)	73% (60%)	86% (81%)	91% (91%)
<b>September</b>	83% (84%)	869 (of 1050)	4% (5%)	60% (65%)	82% (82%)	88% (89%)
<b>October</b>	78% (79%)	727 (of 938)	2% (5%)	55% (63%)	77% (78%)	87% (83%)

- The proportion of Calls by sub-category in September saw Card Services again being the most numerous sub-category (48%), followed by Books (15%) and E-resources (8%). The pattern changes in October, reflecting the nature of student activity: Card Services (28%), followed by Books (20%), Printing Copying and Scanning (10%) and E-resources (9%).
- 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>

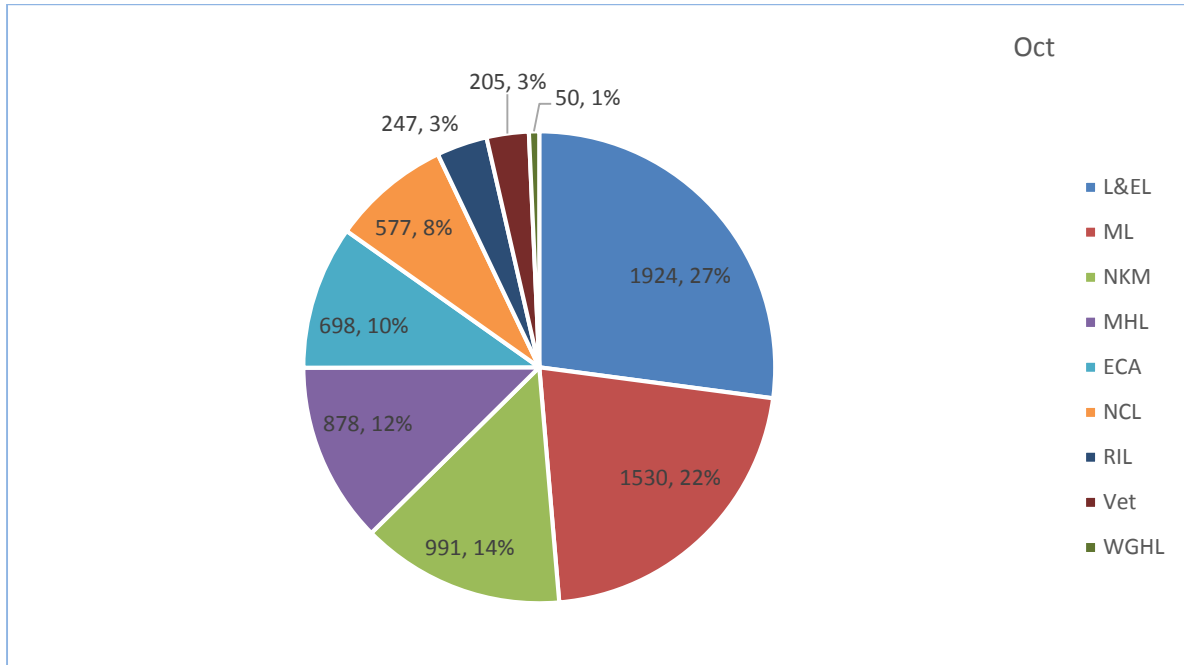
### **Unidesk Quick Call:**

- A total of 7100 quick calls were logged in October, which fell to 4622 in November. The numbers were lower in all sites. Law & Europa Library recorded the most calls

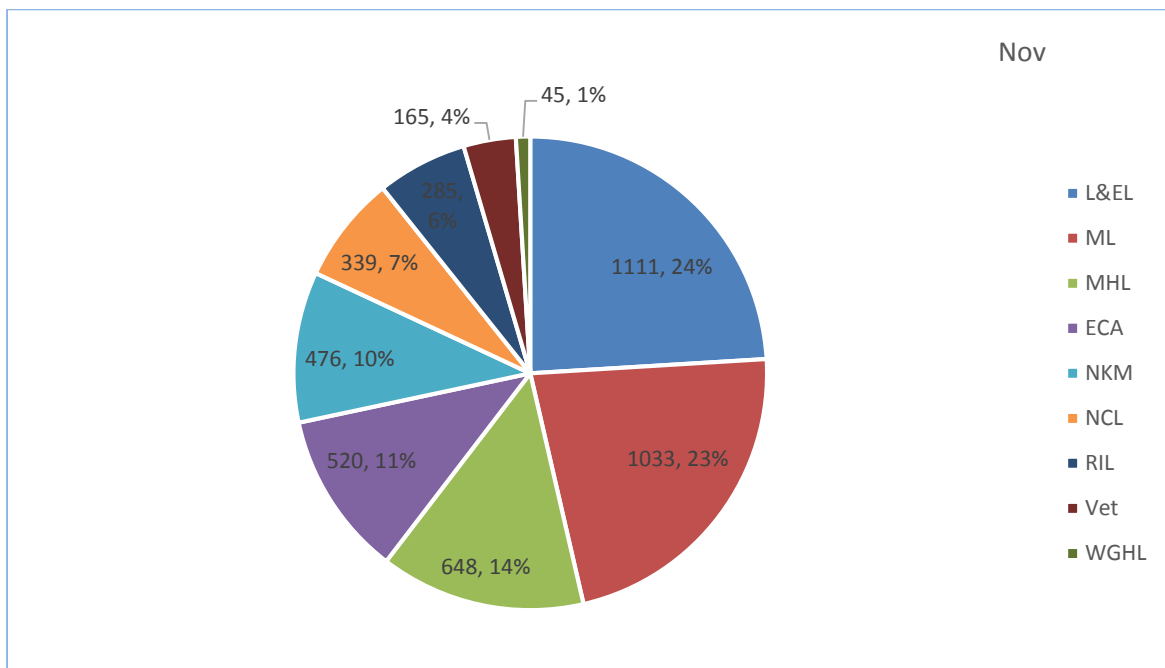
both months, but their share of the total fell slightly in November from 27% to 24%, while that of the Main Library rose by 1% in November. (It is suspected that there was significant under-recording of calls in the ML in both months).

- Figures 3 and 4 show the breakdown of Quick Calls by site:

**Figure 3: Quick Calls by Standard Solution by site October 2015**



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



- Tables 14 and 15 below show the top 10 enquiries during these 2 months.

**Table 14: Top 10 Quick Call standard solutions October 2015**

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	1053	14.8%
2	Circulation enquiries	666	9.4%
3	Circulation: self-issue/return	518	7.3%
4	Finding material	388	5.4%
5	Direction/information	326	4.6%
6	Printing: how do I?	302	4.2%
7	Card: queries	284	4.0%
8	Stationery/equipment loan	275	3.9%
9	Lost property	250	3.5%
10	Access: Day passes or ID check	240	3.4%

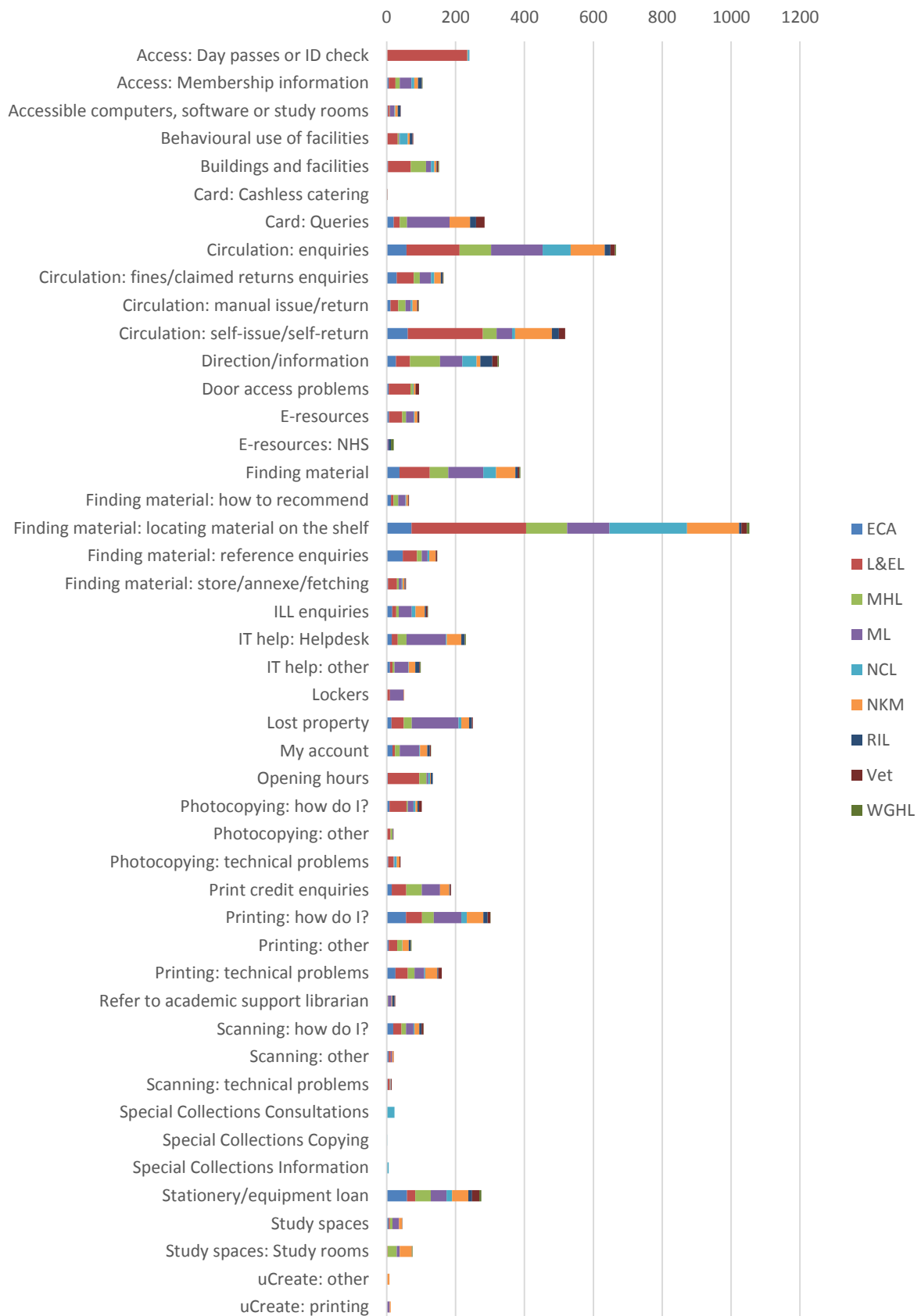
**Table 15: Top 10 Quick Call standard solutions November 2015**

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	662	14.3%
2	Circulation: enquiries	416	9.0%
3	Circulation: self-issue/return	236	5.1%
4	Day passes or ID check	220	4.7%
5	Stationery/equipment loan	216	4.6%
6	Direction/Information	204	4.4%
7	Lost property	203	4.4%
8	Finding material	178	3.8%
9	Printing: technical problems	164	3.5%
10	Printing: how do I?	152	3.3%

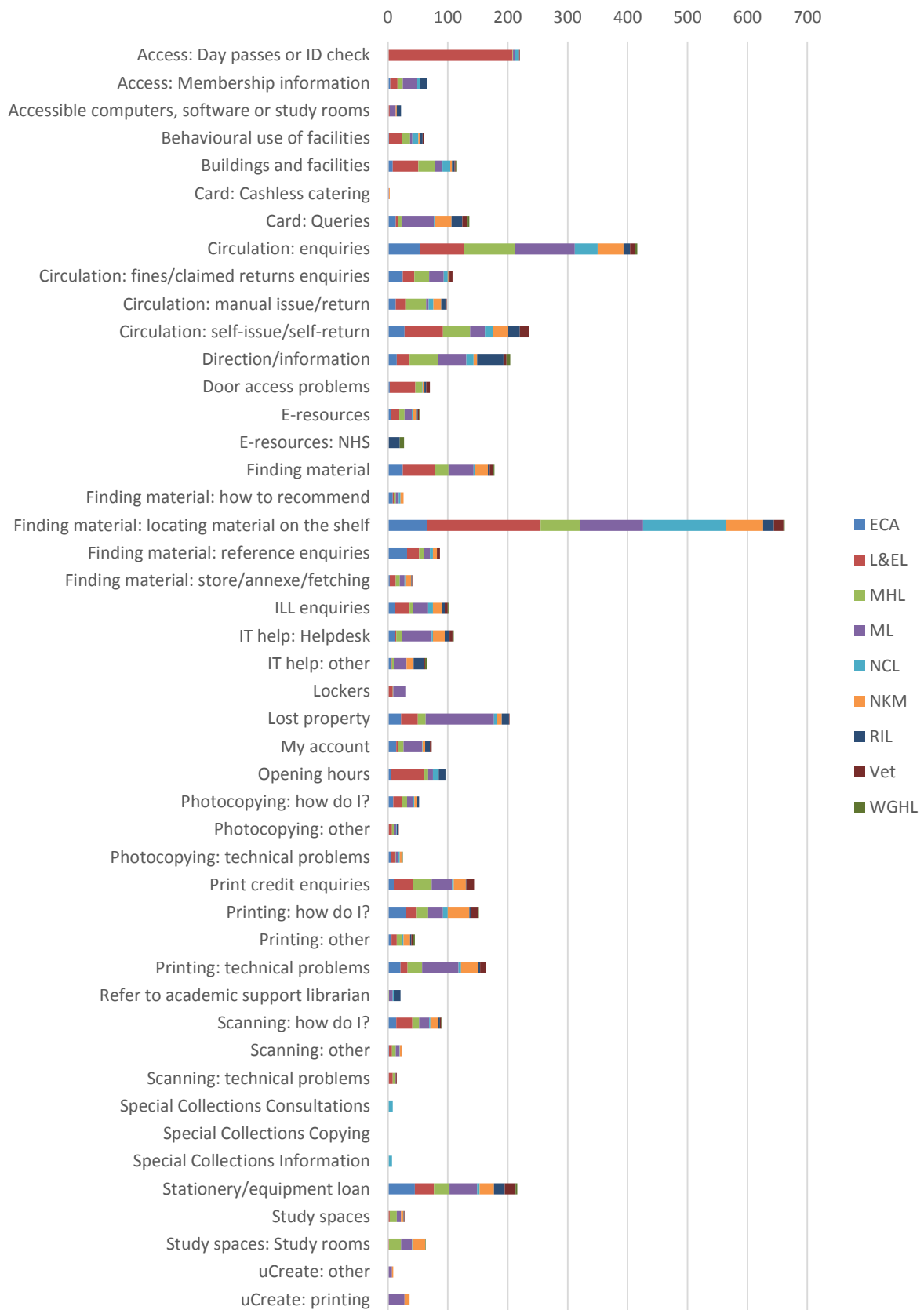
- The pattern remained unchanged for the most frequent enquiries during these 2 months, with the proportion of 'Finding material: locating material on the shelf' calls also remaining fairly constant, falling only slightly from 14.8% to 14.3% of the total. 28% of these were recorded in L&EL, with a further 21% in NCL.
- Circulation enquiries were most frequent in the ML (24%) and MHL (20%). While 'Circulation: self-issue/return' remained in third place, the percentage fell from 7.3% to 5.1%, with L&EL logging 25% and MHL 19%. The overall numbers of calls recorded in all of these areas was significantly lower in November.
- Printing enquiries appear in ninth and tenth places in November with a combined total of 6.8%, which would place them third if recorded together, although the percentage of 'Printing: how do I?..' calls fell from 4.2% to 3.3% from October to November. This would indicate that while users are becoming more familiar with the operation of the printers, technical issues are increasing.
- As in previous months, 'Day passes or ID check' calls are recorded almost exclusively in L&EL, with 208 of the 220 calls occurring here.
- Figures 5 and 6 below show a complete breakdown of the standard solutions for October and November.



## Oct 2015



Nov 2015



**Unidesk Quick Call: focus on Edinburgh College of Art Library**

- 424 quick calls were logged at ECA in September, 3.8% of the total for all Helpdesks. In October it was 698, 9.8% of the overall total and in November it was 520 (11%). This reflects the generally quiet start to the Semester at ECA as new students are more focused on their studio induction than the library, with business picking up dramatically in October as projects are assigned.
- Tables 16-18 show the top 5 quick calls at ECA in September, October and November.

**Table 16: Top 5 Quick Call standard solutions at ECA Library September 2015**

ECA Library: September 2015			
Rank	Standard Solution	No	%
1	Printing: how do I?	48	11.3%
2	Finding material: locating material on the shelf	44	10.4%
3	Circulation: self-issue/self-return	31	7.3%
4	Direction/information	28	6.6%
5	Circulation: enquiries	27	6.4%

**Table 17: Top 5 Quick Call standard solutions at ECA Library October 2015**

ECA Library: October 2015			
Rank	Standard Solution	No	%
1	Finding material: locating material on the shelf	72	10.3%
2	Circulation: self-issue/self-return	61	8.7%
3	Stationery/equipment loan	59	8.4%
4	Circulation: enquiries	58	8.3%
5	Printing: how do I?	56	8%

**Table 18: Top 5 Quick Call standard solutions at ECA Library November 2015**

ECA Library: November 2015			
Rank	Standard Solution	No	%
1	Finding material: locating material on the shelf	66	12.7%
2	Circulation: enquiries	53	10.2%
3	Stationery/equipment loan	45	8.7%
4	Finding material: reference enquiries	32	6.1%
5	Printing: how do I?	30	5.8%

- The tables clearly demonstrate users' changing activities as the Semester progresses and project work is assigned, e.g. an increase in Helpdesk staff demonstrating the use of self-issue/self-return as users borrow more material for their work; greater prominence for direction/information enquiries at the start of Semester; more enquiries about circulation policies and procedures as users want to request items on loan, renew their loans etc. Particularly noteworthy is the dramatic tail-off in the proportion of "Printing: how do I?" enquiries – although it remains in the top 5 at ECA, despite dropping to 10<sup>th</sup> place across all sites.
- As discussed in the previous ECA-focused report in April 2015, a revision of the Quick Call categories at the end of February saw the previous single standard solution "Printing" split into "How do I?", "Technical problems" and "Other". This allows closer consideration of the changing balance of printing enquiries over time.
- Table 21 shows the relative proportion of the different Printing quick calls at ECA from September to November 2015. This shows a pronounced shift from "How do I" enquiries to "Technical problems".

**Table 19: relative proportions of Printing quick calls, September to November**

ECA Library	How do I?	Technical problems	Other	Total
September 2015	48 (72%)	10 (15%)	9 (13%)	67
October 2015	56 (64%)	26 (29%)	6 (7%)	88
November 2015	30 (52%)	21 (37%)	6 (11%)	57

- Despite a significant decline, "How do I?" enquiries still comprise over 50% of Printing quick calls at ECA. Across all sites in November "How do I?" accounted for 152 out of 361 Printing enquiries, or 42%.

- The proportion of “Technical problems” enquiries more than doubled over the period, to 37% of all Printing quick calls at ECA, although this remains lower than the 45% this quick call accounted for across all sites in November.
- To an extent these patterns match expected behaviour, i.e. increased prominence of “Technical problems” as printing volumes increase and users know how to print but encounter device malfunctions. A likely factor specific to ECA is students pushing the limits of what the Select Print devices are capable of, with resulting technical issues, as discussed in the ECA Helpdesk services section of this report. Other aspects are perhaps more unexpected, e.g. the greater prominence of “How do I?” enquiries at ECA in November compared to the other sites. This is probably because ECA students, having mastered the printing basics, continue to need advice on more advanced tasks such as booklet printing, scaling documents up or down etc. It is worth monitoring whether the downward trend continues or if such enquiries reach a plateau.
- Overall the data illustrate that splitting Printing into several quick calls does allow for a more helpful and illuminating analysis.

**Barry Croucher 02 December 2015**