Help Services

Service Report for 1st December 2016 to 31st January 2017

Exceptional Service Activities

- The Help Services Section report for this period focuses on the Moray House Library site activities.

Opening Hours

- Opening hours of library helpdesks reduced on 21 December coincident with the last day of the examinations.
- The Main Library building opened 07:30-17:00 on 23 December: 07:30-02:30 opening resumed on 4 January 2017.
- On 23 December 3 site libraries closed early afternoon by arrangement with Schools: ECA, New College, and the CMVM libraries.
- The Main Library building opened on 28 and 29 December 09:00-17:00 with the Helpdesk having a skeleton staffing responding to queries but not offering an advertised service. There were 53 enquiries on 28th, 5 received by telephone, and 32 on 29th, 2 by telephone.
- Winter opening hours operated for most sites until 16 January when teaching resumed; however, the Main Library, Moray House Library and Law Library Helpdesks resumed full Semester opening hours on 9 January in keeping with precedent. The Main Library Helpdesk opened exceptionally on Sunday 8 January 12:00-17:00 in order to provide a continuous service from 4 January.
- There was a significant deviation from advertised opening hours at the Noreen and Kenneth Murray Library on 23 and 29 January due to a local district power outage affecting the King's Buildings campus: the library closed at 16:30 instead of 23:00 on 23rd and at 17:15 instead of 19:00 on 29th.

Exam study space

- In keeping with previous years, the DHT Hub teaching rooms were booked for revision from 3 to 18 December.
- Peak usage was recorded on 6 December at over 100, indicating the value of this additional space.
- The teaching rooms on the Main Library 1st Floor and the Research Suite in the Centre for Research Collections, Main Library, were open to students for revision.
- An interactive map promoting all the ISG managed spaces was published on the study spaces website ed.ac.uk/is/study-space, posters were displayed, and information circulated through the usual channels, including EUSA.
- Access restrictions were applied to limit access by Reference users to the Main Library and Law Library.

Customer Service Excellence Award

- During December, finalising the CSE evidence submission took priority over changes to any of our procedures. 19 different sections of evidence relating to the 5 core sections of CSE accreditation were finalised. The 5 core sections are; Customer Insight, Our Culture, Information & Access, Delivery and Timeliness & Quality.
- Staff continued to contribute to examples of compliments they have received from our users, and also suggested changes that could help. The evidence was finally submitted to our Assessor on 7 December for the second of 3 assessments in our rolling programme of assessments. The programme for Assessment day on 2 February is also being finalised, including a visit to Murray Library.
- Subsequently, the assessment was successful and more information about the results will be published in the next Section report.

Social Media:

Twitter – Main Library

- 2016 was a fantastic year for the Main Library Twitter team. At the start of 2016, we set the goal of 2000 followers by January 2017 and we achieved that figure: as of 31 January we have 2,025 followers.
- Since December 2015, the twitter account has gained 589 followers. During 2016, the team contributed wonderful ideas and suggestions for development. 2017 should be an equally successful year.
- In December, as it was the exam period, the team tweeted about the new study spaces in the Main Library Lower Ground Floor, bookable group study rooms, online exam papers, open access computing availability and other related content. In the later part of December, the team concentrated on holiday opening hours. There was of course, a picture of our Christmas tree. The team also tweeted a daily "Christmas Countdown" advent tweet and these received a high number of likes, retweets and some new followers.
- In January, the team tweeted welcomes to new and returning students. They also tweeted guidance for new students regarding DiscoverEd, e-resources and other Library resources. The team also promoted Academic Book Week events and commemorated Burns night and Holocaust Memorial Day.

Top Tweets

- Top tweet for December 2016 was: *"If you are trying to find a study space, look out for the purple t-shirts! Student helpers will be at Main Library to help find study space".* This was retweeted 7 times, liked 4 times, received 2 profile clicks and was seen by 1, 717 users on Twitter.
- Top tweet for January 2017 was: *"Looking to develop a new skill in 2017, learn online at your own pace with http://www.lynda.com (UoE staff/students login)"* This was retweeted 3 times, liked 2 times, received 1 profile click, and was seen by 1, 259 users on Twitter.

Table 1: Twitter Statistics for December 2016 and January 2017

Period	1-31 December	1-31 January
Original Tweets	62	39
Retweets	67	42
New followers	30	48
Mentions	39	23
Likes	82	75
Link clicks	118	64
Profile visits	3,504	3,045
Impressions	35,800	27,600

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.)

Likes = Number of times our original tweets have been liked 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

Twitter – Library and Museum

- As of 31 January we have 1,452 followers.
- The weeks covered by the Helpdesk teams were 19-25 December and 23-29 January.
- In December, the team focused on Christmas related tweets. The team included useful tweets such as new online resources and Holiday opening/closing hours. Other tweets included marking the shortest day of the year and wishing students a happy "Christmas Eve" Eve. The team also had a debate with the National Library of Scotland twitter team over the best Christmas film. We won the debate with "Muppet Christmas Carol".
- In January, the team promoted Academic Book Week events and made users aware of the VRS system upgrade.

Top Tweets

- Top tweet for December 2016 was: *"#Christmas has arrived @EdUniMainLib!"*. This was retweeted 12 times, liked 29 times, received 2 link clicks, 5 profile clicks and was seen by 3, 744 users on Twitter.
- Top tweet for January 2017 was: *"The Library has organised 3 events for Academic Book Week this month…"*. This was retweeted 7 times, liked 3 times, received 5 link clicks, 1 profile click and was seen by 2, 001 users on Twitter.

Table 2: Twitter Statistics for December 2016 and January 2017

Period	1-31 December	1-31 January
Original Tweets	38	30
Retweets	63	44
New followers	44	59
Mentions	26	32
Likes	64	27
Link clicks	79	62
Profile visits	2,373	2,400
Impressions	25,400	22,800

Facebook

- As of 31 January we have 708 page likes.
- The weeks covered by the Helpdesk teams were 19-25 December and 23-29 January.
- In the month of December, the team posted information about student recommended reading at New College Library, Christmas opening hours, new book stock for History students and Christmas music streaming via Music databases. On Christmas day, we also scheduled posts with holiday greetings and a reminder of the holiday opening hours.
- In January, the team posted about SCONUL, Academic Book Week events and the upgrade to the VRS system.

Top posts

- Top Facebook post for December 2016 was: ***"We've got some fantastic student internships available again! If you're interested in working with us and our collections, check out our opportunities listed on the University of Edinburgh Careers Service page…"*** This post reached 1, 673 users on Facebook and received 10 likes and 4 shares.
- Top Facebook post for January 2017 was: ***"Happy New Year! The libraries are open again and full opening details are at…"*** This post reached 604 users on Facebook, received 7 likes and 1 share.

Table 3: Facebook Statistics for December 2016 and January 2017

Period	1-31 December	1-31 January
Current Likes	694	706
New Likes	39	12
Post Reach	7,438	5,560
Engagement	601	260

Current Likes = Number of likes our Facebook page has received
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.

Instagram

- After discussion with the Social Media team and The Main Library Helpdesk Team Manager, we agreed to run a 3 month trial of posting to Instagram. @EdUniLibraries official launched on Friday 25 November.
- As of 31st January we have 78 followers.
- During the month of December we uploaded pictures relating to "fun" topics. Pictures included Library Christmas trees, book displays and our Instagram cat Basil.
- January moved towards promoting library services and included pictures featuring student cards and the CRC Mineral exhibition. Unfortunately, due to staff illness and other duties, the team could only manage four posts. For the coming months, we have planned a timetable and prepared a schedule and should be able to post at least 20 pictures in February.

Top posts

- Top Instagram post for December 2016 was: ***"That's how we roll"*** [Video of Main Library book sorting machine]**.** This post received 32 likes and 1 comment.
- Top Instagram post for January 2017 was: ***"Horsing around at Moray House Library"*** [Picture outside Moray House Library of a horse and rider wearing 18th century costume]. This post received 19 likes.

Table 4: Instagram statistics December 2016 and January 2017

Period	1-31 December	1-31 January
New Followers	32	29
Posts	8	4
Likes	125	48
Comments	5	1

New Followers= Number of new users who follow our Instagram page.
Posts= Number of posts we have created on our Instagram page.
Likes = Number of times an Instagram user has commented on one of our posts.
Comments= Number of times an Instagram user has commented on one of our posts.

Section staffing

Student Helpers

- 11 student helpers were recruited to assist Main Library users find study spaces during the revision/exam period.
- The period of employment was from 3-14 December working Monday-Sunday 09:00-16:30. Helpers worked 2 per shift with one Helper 'Roving' and the other remaining in the Foyer beside the map of study spaces.
- 4 student helpers assisted with the Disability Computing Support exam support.

Section services

Card Services

- Card Services ran the January Start Card Collection Event on 11 to 13 January 2017. Cards were printed in December 2016 in preparation for the event; this is shown in the spike in new cards made for students in Table 5.
- The business of collection was assumed into the Main Library Helpdesk – almost 500 cards were collected by students at the Helpdesk.
- As a consequence of the LMP006 project, the Helpdesk had the facility to create photos using a webcam; this proved useful for producing cards on demand for arriving students that had not submitted an online photo, and also proved to be a good pilot test before the project went live.
- Table 5 summarises Card Services' first card issue for this Session.

Table 5: Number of first cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	326	200	9435	9961
September	258	173	2679	3110
October	251	153	271	675
November	183	93	168	444
December	96	74	767	937
January	176	118	570	864
February				
March				
April				
May				
June				
July				
Session Total				

- Table 6 summarises Card Services' replacement card issue for this Session.

Table 6: Number of replacement cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	209	62	491	762
September	309	81	3534	3924
October	260	122	907	1289
November	246	63	665	974
December	161	72	375	608
January	284	91	692	1067
February				
March				
April				
May				
June				
July				
Session Total				

- The production of yellow Library member cards commenced on 26 January at all Helpdesks. This involves a new business process arising out of LMP006 project. 5 communities are affected: Alumni, Reference Library users, External fee paying borrowers, NHS Lothian staff, SCONUL Access. By the end of January 111 Reference cards and 155 borrower cards were made. Since the service is bedding in well, communication to existing users to upgrade their cardboard cards to smartcards is being issued to generate more activity. This will be reported on more fully in the next Section report.

Online Print Credit

- The usage data shows that the number of transactions and value of Online Print Credit (OPC) continues to decline in the 4 months, reversing the trend of the first 2 months of the Session.
- System performance was very satisfactory in December and January, with the exception of an incident on 10 January caused by the planned power outage at Appleton Tower data centre, which interrupted the OPC service.

Disability Computing Support (DCS) for Students

- DCS supported 22 exams during the winter exam diet (Dec 8 – 22). Support for all exams was performed by student helpers with DCS senior staff providing daily duty manager support.
- Adobe Digital Editions free e-Book reader has been rolled out to all Accessible PCs. This was instigated when it was discovered (via a support call) that some Library e-Books can only be read using the Adobe DE application.
- Flowcharts for managing print and e-Resources requests have now been signed off by USD and Student Disability Service (SDS) colleagues. These will be used by Help Services, Helpline and SDS colleagues when responding to such requests in future. The flowcharts will also feed into a short life working group set up by SDS.

Disability Computing Support for Staff

- As of 31 January, 5 Staff DCS calls were open in Unidesk.

uCreate: software usage

Table 7: Number of uses 2015/16

Month	Aug	Sep	Oct	Nov	Dec	Jan
Photoshop CS6 / CC	60	*19	*126	454	**69	**65
Illustrator CS6 / CC	10	*n/a	*n/a	*n/a	**0	**n/a
InDesign CS6 / CC	6	*n/a	*n/a	53	**11	**7
Premiere Pro CS6 / CC	4	*n/a	*n/a	36	**9	**11
Acrobat Pro 10 / DC	208	*n/a	*n/a	1763	1988	893
Data-stream 5 Advance	0	0	10	11	0	22

* The uCreate Adobe CC suite was upgraded during Oct/Sep. This resulted in the software metering stats being unavailable during these months while new versions of the applications were deployed and the new metering rules set up.
** The uCreate Adobe CC suite was upgraded to CC2017 in early December. This resulted in full software metering stats being unavailable during Dec/Jan while new versions of the applications were deployed and the new metering rules set up. Full metering was re-established from January 24.

- It had been noted that Adobe usage stats were falling up until October but, even taking into account version upgrades and statistical monitoring gaps, it can be seen that usage began to rise again from November 2016

uCreate: poster printing

Table 8: Number of posters printed

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
uCreate ML - PLAIN												
2016/ 17	66	152	122	336	146	50						
2015 / 16	111	123	90	234	110	42	193	297	158	192	78	54
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48
uCreate ML – GLOSSY												
2016/ 17	24	41	49	114	41	11						
2015 / 16	33	28	N/A	90	99	25	56	82	61	46	29	9
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	N/A
uCreate KB – PLAIN												
2016/ 17	4	17	28	33	9	5						
2015 / 16	6	17	8	29	13	6	46	40	21	15	11	8
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14
uCreate KB – GLOSSY												
2016/ 17	22	8	26	14	9	2						
2015 / 16	14	12	3	9	5	4	32	15	11	7	5	1
2013 / 14	3	2	2	7	8	1	1	10	12	9	5	10

- Poster printing rose at both the Main Library and KB Murray Library over November/December. This was due to an increase in class projects supported during these months, particularly in November at the Main Library.

uCreate: other

- As noted in the Software usage statistics table, Adobe Creative Cloud 2017 was rolled out to all uCreate PCs and iMacs in early December. Testing revealed a few snags which were quickly resolved and all applications in the suite are available and working. uCreate staff now liaise with and take their lead from the ECA IT support team in regard to updating Adobe CC in the labs, as well as in the relevant training rooms and Helpdesk workroom. The creation of a University wide Adobe Users Group is currently under discussion, with the aim of maintaining version consistency and hardware specification standards as far as possible across the board.

Helpdesk services sites

Moray House Library (MHL)

Estates and Buildings work:

- As of mid-January 2017, the library painting is now complete. This includes the staff area which had suffered from water damage from a flood within the building in June.
- A new automatic mechanism on the library entrance within Dalhousie Land was installed mid-December. Since the installation there have been fewer complaints and it is much easier for students to enter and exit the building, especially after daytime hours.
- The Help Services Section Head has had a discussion with MHL Library Services Manager and staff about the improvement of signage around the library site. Although new signage was installed in April 2016 on the exterior of the building, there is an agreement that the library is still not very visible from St John Street and from within the central campus quad. There may also need to be some kind of dialogue with the campus manager and estates for the improvement of signage across the whole campus in order to try to reduce the number of "lost" users.
- Visit from estates at the end of January to investigate a part of the study area which is very dimly lit at the end on the mezzanine. Estates and buildings staff have also suggested changing some of the light fixtures throughout the library to improve the quality and efficiency of the lighting. An assessment will be made by estates within the next month in February 2017.

Collections management:

- Monograph weeding: from summer 2016 we have been undergoing book weeding and have been especially concentrating on the Reserve section. Over the past 5 years the housekeeping side of Reserve has been neglected with many reading lists still on Reserve which are not taught anymore. Due to the increase in the number of courses and with the increase use of Talis by academic staff, whereby many copies are bought automatically for a reading list, it has been essential to do a thorough weed to free up more space for higher use books. The Helpdesk Supervisor and the afternoon Helpdesk Assistant have been working on this project.

Enquiries:

- As usual Moray House Library Helpdesk deals with a large volumes of enquiries at the beginning of the academic year. The nature and subject of these enquiries can be

attributed to the pattern of study of the education students as well as the different nature of the courses and assessment, which is more coursework based rather than exam based.
- As the intake of the Holyrood campus increases with other schools also using the campus and with other factors such as the nearby new student accommodation, there has been a sharp increase in enquiries over the past year.
- Analysis of Quick Call data is included in the appropriate section below.

Conclusion

- Moving forward for the year ahead the main areas which need consideration to improve the service at Moray House Library are as follows:
  - o Improvement in signage, both within the library and outwith the library
  - o Continuing collections management including monograph weeding and Reserve section housekeeping. This is essential to free up some more space for new stock within the library.
  - o Reaching out to Moray House students through social media.
  - o Creating a more comfortable study environment with future estates works such as the changing in lighting, and new blinds to be fitted.

College of Medicine and Veterinary Medicine (CMVM) Libraries

- Two of the Helpdesk Supervisors have helped to publish the new library registration web form embedded within the 'Joining the library' webpages, relating to LMP006 project.
- Staff at WGHL and RIL helped out with Main Library Inter Library Loan (ILL) borrowing requests at the beginning of January.
- The Team Manager attended a meeting with CMVM ASLs at the Medical Education Centre at the Western General Hospital on 7 December and also attended a CMVM Learning and Technology advisory sub-group meeting at Royal Infirmary on 20 January.

Western General Hospital Library (WGH)

- The ASL visited on 7 December and identified older material, some to be withdrawn and the rest to be put into the store.
- Anybooks uplifted 25 boxes of withdrawn books on 14 December.

The Lady Smith of Kelvin Veterinary Library (Vet)

- Vet library staff have continued working on the general book collection list to perform the annual stock check.
- The Vet library has accepted the donation of 69 books from the Moredun Research Institute Library book collection of 11,000 items. A member of staff from L&UC has been working at the Vet Library creating bibliographic records for the donated books during the week 16-20 January.
- Vet Library staff have carried out the book processing of the donated items.

Royal Infirmary Library (RIL)

- The Helpdesk Supervisor continues to arrange access to IT systems for new Helpdesk site staff and updated site library opening hours webpages.
- The Helpdesk Supervisor and a member of Helpdesk staff continue to cover weekly Unidesk and Online Print Credit support slots.
- They also helped out with Murray Library ILLs when staff there were absent, and worked on the Library Annexe journal holdings list for CMVM ASLs.

ECA Library

- As mentioned in the previous report, since the beginning of Semester 2 half of the 2nd floor Quiet Study Space has been given over to Film student studio space. Temporary screens are separating the 2 spaces at present and Film students are now using the desks in their half. The space has been quiet with no complaints from library users so far. Longer-term a more permanent arrangement to separate the spaces should be put in place e.g. sliding screens. New furniture has been ordered and should be installed in February, along with new floor boxes and desktop power. This will allow for 27 study spaces in the remaining library area by making more efficient use of space. This means that we will see a reduction of only 13 study compared to the previous configuration.
- ECA Helpdesk Assistants have been checking non-core subject areas in our General Lending collection such as History and Geography for duplicated holdings in the Main Library and elsewhere, with a view to making space for the expansion of congested areas such as Photography and Fashion.
- The Helpdesk Supervisor along with a member of staff have started submitted some claims on the LibNet system from the new serials supplier.

Law Library

- There have unfortunately still been problems relating to the level of heating in the Library. There was no heating on Floors 1-3 immediately after the return from the Christmas break. This was due to a fault in the heating system which has now been addressed, the situation is being monitored.
- The automatic front doors to DHT were replaced on 28/29 January 2017. The faulty doors had been causing problems not only with out of hours access for academic staff but also contributing to the low temperature in the building. Unfortunately the new doors also appear to be having problems.
- Some of the problems with the Computer Room G.04 have been addressed with 7 machines being relocated onto desks within the Library. It had been hoped to move more machines, however there were not enough active ports. This has made some improvement in work space provision in the room.

Main Library

- Two Helpdesk Supervisors met with Printing Services to get an overview of their services; this helps with our understanding for library leaflet printing (eg library guides) which is a significant amount of work undertaken annually.
- A Helpdesk Supervisor was heavily involved in the rollout of LMP006 project into service.
- The Team Manager met the Acting Section Manager for LTSTS on 30 January to review the operation of equipment loans from the Helpdesk.

New College Library (NCL)

- We are delighted the New College Library has been granted the following funding from Small Capital Works budgets, and will be available from August:
  - Wall heater for the photocopy room which currently has no heating.
  - A complete refit of NCL staffroom.
  - Stack I will get motion sensor lighting as that is the most used by students and staff.
  - Skylights will be cleaned.
- We are also delighted that we been granted funding from the Head of Special Collections and Centre for Research Collectionsto clean one collection in stack III. We hope this will be used as a model for other cleaning projects. The Library

Services Manager, Help Services Team Manager and Academic Support Librarian will work together to take this forward.

- A survey was carried out for installing environmental monitoring equipment in stack II and III. We have the costings and are moving forward with this.
- Our 'digital daybook' for NCL Special Collections which goes along a similar line to the CRC 'digital daybook' is now up and running. It's proving very useful as we use it for tracking of items that have also gone over to CRC. NCL have also introduced a registration process for Special Collections which again runs along the line that CRC take. A Helpdesk Assistant has been taking the lead on this and has given everyone at the desk training on how to use it.

Noreen & Kenneth Murray Library

- Power cuts on 23 and 29 January caused the library to be evacuated and closed early. Although power was restored to the building within a few hours after each outage, on the first occasion PCs in the workroom, library office, accessible study rooms and 4 quick use PCs were out of action until 15:45 the following day.
- Four quick use PCs and one Discover Ed PC have been changed so that they are now standard open access lab machines. These changes will be monitored.
- All group study and accessible study rooms were redecorated at the beginning of January, finishing the work before the start of Semester 2.
- Helpdesk staff have begun working on the task of identifying the appropriate school of the authors of theses which have been added to ERA, and updating spreadsheets accordingly, a piece of work requested by one of the Academic Support Librarians.

## Performance Indicators

Circulation 2016/17

- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 1 below.

Figure 1: Main Library issues 5 year comparison
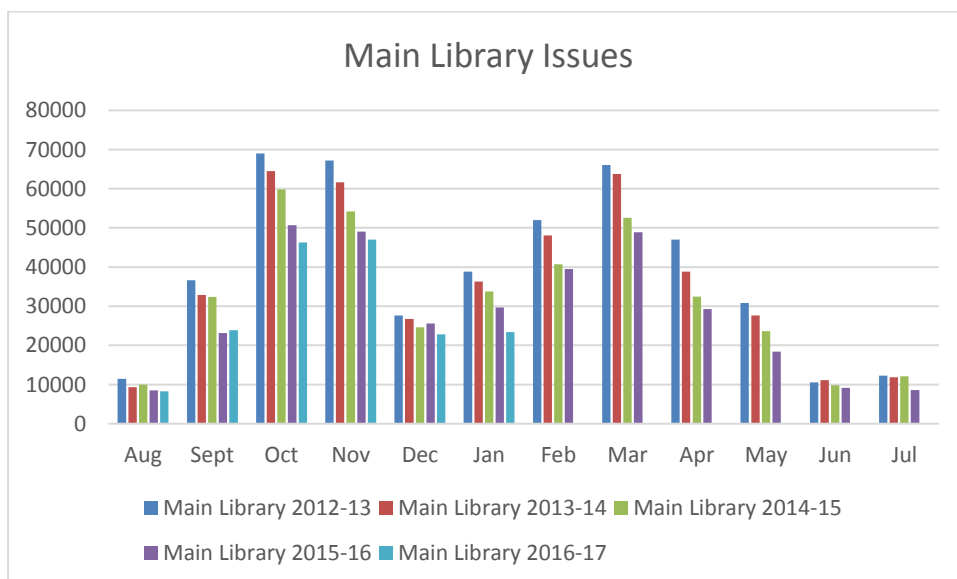
- Issues at the Main Library in November, December 2016 and January 2017 continued the general downward trend evident in October's figures.
- At Site Libraries the trend of declining loans year on year continues.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 5 year comparison
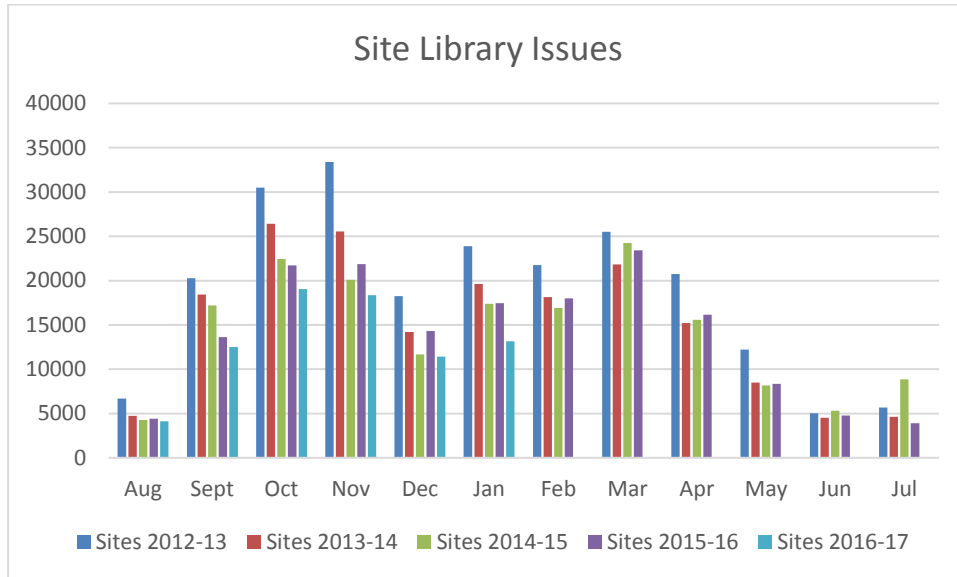
- 2016/17 circulation figures (issues and returns) are presented in Tables 9 and 10.

Table 9: Number of issues

Number of Issues	2012-13	2013-14	2014-15	2015-16	2016-17
Aug	18161	14036	14285	12942	12382
Sep	57635	51325	49568	36748	36381
Oct	101498	90899	82250	72368	65329
Nov	100602	87182	74283	70957	65384
Dec	45899	40952	36290	39893	34241
Jan	62678	55947	51096	47110	36545
Feb	73786	66216	57645	57470	
Mar	91515*	85547	76808	72321	
Apr	67711	53985	48013	45442	
May	43032	36134	31770	26739	
Jun	15573	15667	15118	13922	
Jul	17954	16475	20960	12444	
Annual Total	696044	614365	558086	508356	

Table 10: Number of returns

No. of Returns	2012-13	2013-14	2014-15	2015-16	2016-17
Aug	28950	31409	26237	24615	21556
Sep	36971	35544	31826	31073	22380
Oct	81001	81021	71227	66900	50479
Nov	99139	95936	84219	72866	60434
Dec	74768	64341	56748	50316	45607
Jan	52649	54200	48133	44025	31593
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 2016-17: All Help Services locations

- USD KPI #7 for 2016-17 is 90% of library material issued to be borrowed by self-service. The KPI **was met** in November, December 2016 and January 2017 and showed an increase in December compared with the same month in 2015.
- USD KPI #8 for 2016-17 is 90% of library material to be returned by self-service. The KPI **was met** in November, December 2016 and January 2017 and showed an increase in November and December compared with the same months in 2015.

Table 11: Selfcheck in relation to loans 2016-17 (2015-16 % in bue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12382	11005	88% (88%)	N	21556	19578	91% (82%)	Y
Sept	36381	34125	94% (93%)	Y	22380	20304	91% (88%)	Y
Oct	65329	62365	95% (95%)	Y	50479	48046	95% (95%)	Y
Nov	65384	62871	96% (96%)	Y	60434	57891	96% (95%)	Y
Dec	34241	32751	96% (93%)	Y	45607	43500	95% (94%)	Y
Jan	36545	34496	94% (94%)	Y	31593	29363	93% (93%)	Y
Feb			(95%)				(95%)	
Mar			(96%)				(95%)	
Apr			(95%)				(95%)	
May			(93%)				(90%)	
June			(89%)				(87%)	
July			(89%)				(90%)	
Total			(94%)				(93%)	

- See Appendix 1 for a detailed review of selfcheck usage for the Moray House Library.

Unidesk Library Helpdesks operator group: standard calls

- The Library Helpdesks operator group was final resolver of 507 calls in November, 359 in December 2016 and 513 in January 2017.
- The target for percentage resolved in 1 day (target 60%) was not met in December (53%) and January (54%); the target for percentage resolved in 3 days (75%) was not met in December (72%); the target for 7 days (80%) were met in each case every month. This would suggest that the unavailability of operators during the December and January closed periods was responsible for the disappointing resolution rates.
- Of these calls, more service requests were resolved than incidents.

The group also handled 165 calls in November, 98 in December 2016 and 198 in January 2017.

Table 12: Library Helpdesks final resolver and/or handled calls by Subcategory 2016/17

| Category	Subcategory	November	December	January
Core services & systems	Card Services	177	160	206
Library	Library Resources Plus	166	134	196
Library	Discovery	135	49	132
Advice & Consultancy	Help & Support	78	56	92
Core services & systems	Personal Print, Copy, Scan	59	13	26
Learning & teaching	Course Reading	12	13	17
Library	Study Spaces	2	4	7
Rest		43	28	35

- Card calls continue to be the most numerous, followed by the Library subcategories relating to identifying, finding and requesting books. The high incidence of print, copy, scan seen at start of Session has now receded considerably.
- 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 In January there was one negative comment from a PGR student regarding his/her card but the issue was resolved by the time the comment was made.

Unidesk Quick Calls recorded by sites in January 2017

- Due to the timing of this report a detailed analysis for January 2017 is not yet available. 2861 enquiries were recorded for the month. Figure 1 shows the breakdown of total enquiries by site. Moray House Library recorded the most enquiries (578), ahead of the Law Library (493), ECA Library (376) and the Main Library (356). These rankings were largely due to a marked decrease in enquiries recorded at the Law and Main libraries compared to January 2016, when they recorded 823 and 861 enquiries respectively. Also Moray House Library's Semester

hours started a week earlier than most sites, on 9 January, and the library was busy that month. A more detailed analysis of Quick Calls for the month will be included in the next section report.

Figure 3: Quick Calls by Standard Solution by site Jan 2017

Figure 3: Quick Calls by Standard Solution by site Jan 2017
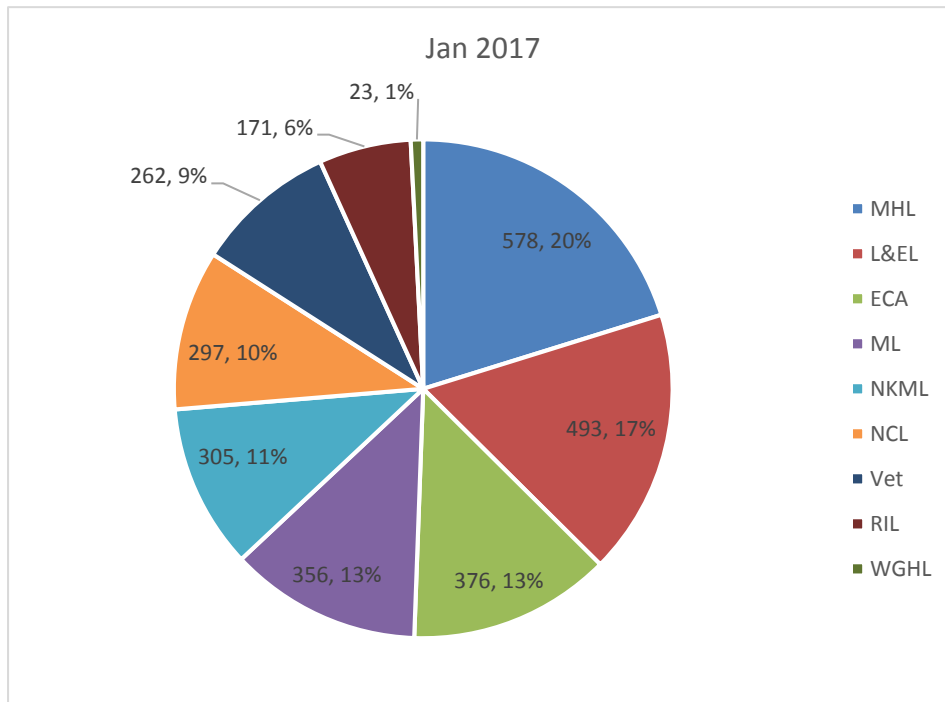
Unidesk Quick Calls recorded by sites in November and December 2016

- A total of 4347 Quick Calls were recorded across all sites in November and 2263 in December, a fall of 48% month on month.
- Figures 4 and 5 illustrate the context of this dramatic fall in Quick Call totals from November to December. As would be expected, while November saw a regular pattern of weekday peaks and relatively quiet weekends, enquiries tailed off considerably throughout December - although the last week of Semester saw the most significant decline with 274 enquiries recorded across all sites from 19th - 23rd compared to 684 from 12th - 18th.

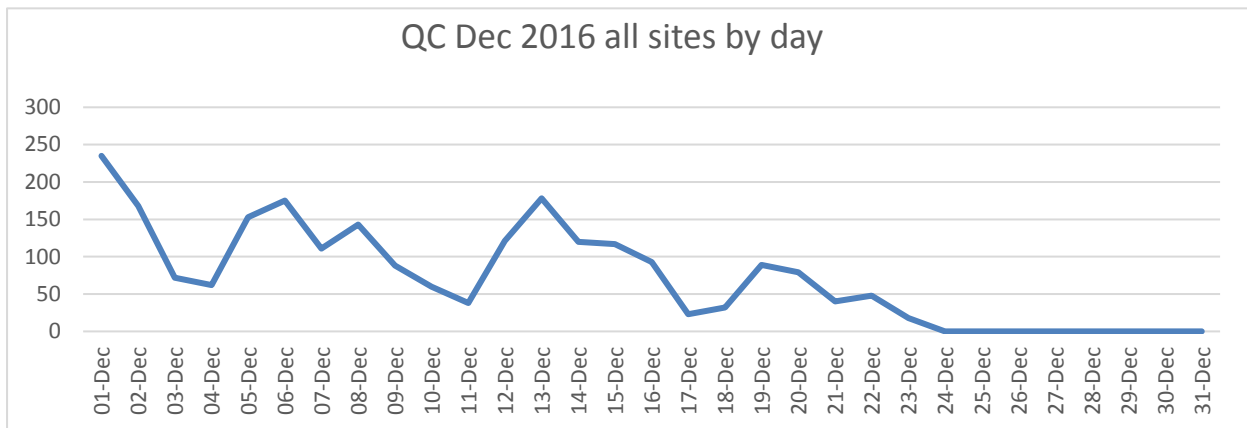*Figure 4: Quick Calls for all sites by day Nov 2016*
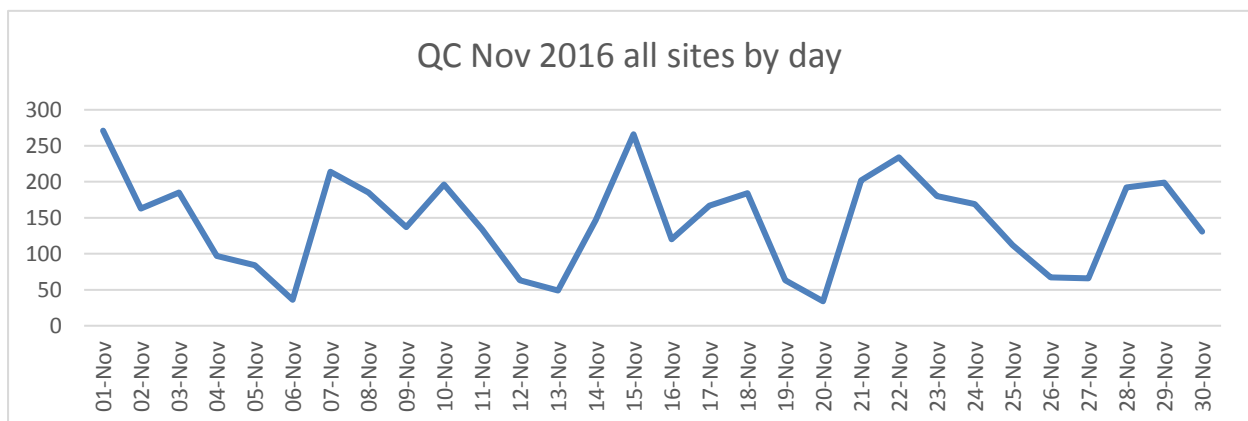
Figure 5: Quick Calls for all sites by day Dec 2016

- Figures 6 and 7 illustrate that, while all libraries saw a decrease in enquiries in December, some saw greater decreases than others, e.g. ECA Library recorded fewer than half as many enquiries in December compared to November, whereas the Law Library, Moray House Library and New College Library remained relatively busier and increased their share of the total as a result.
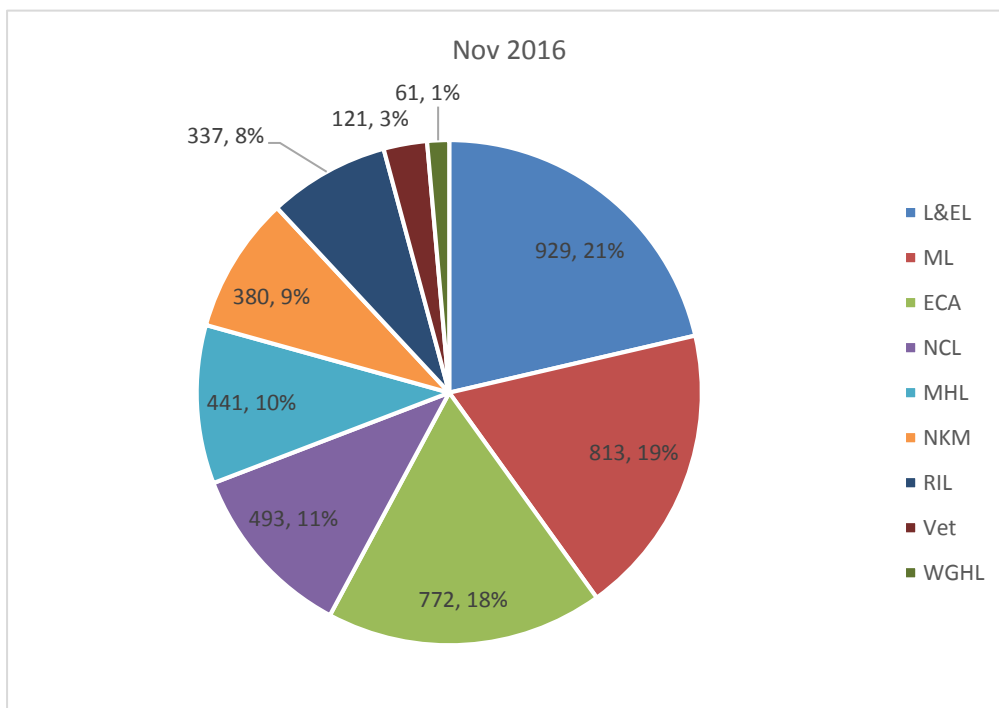
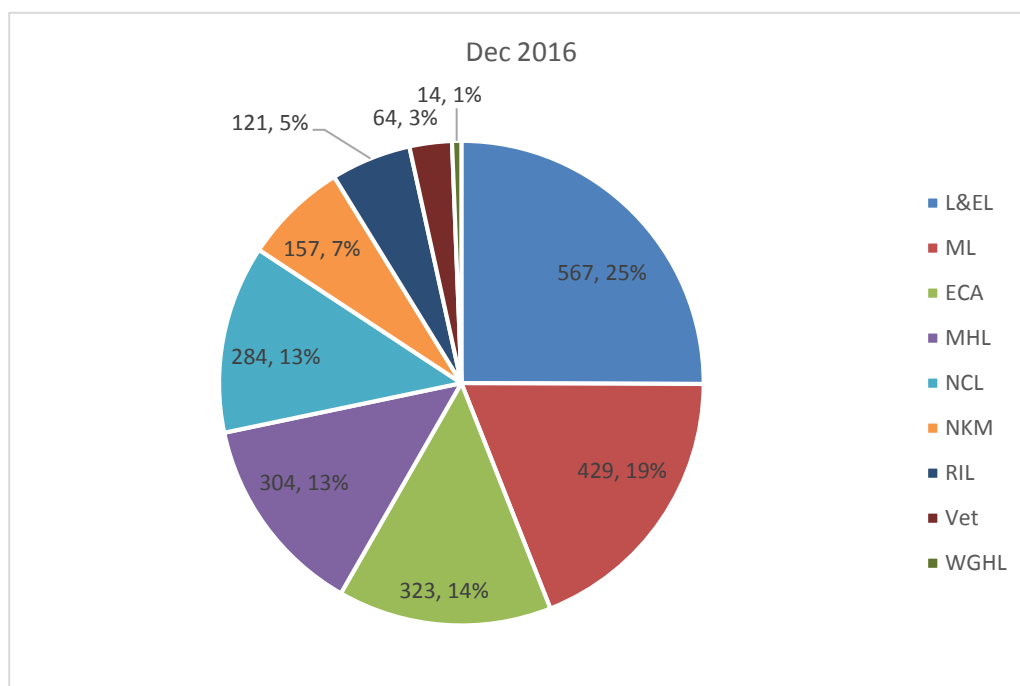*Figure 6: Quick Calls by Standard Solution by site November 2016*

Figure 7: Quick Calls by Standard Solution by site December 2016

Dec 2016

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

- Tables 13 and 14 indicate that the most common enquiries remained largely unchanged despite the overall fall in numbers. As would be expected, card queries continued to decline, with only 86 recorded in December compared to 187 in November. Opening hours enquires increased in relative prominence (as would be expected given the approaching vacation) despite the same number being recorded both months.

Table 13: Top 10 Quick Call standard solutions Nov 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	481	11.1%
2	Circulation: enquiries	395	9.1%
3	Direction/information	289	6.6%
4	Access: Day passes or ID check	217	5.0%
5	Circulation: self-issue/self-return	213	4.9%
6	Stationery/equipment loan	205	4.7%
7	Card: Queries	187	4.3%
8	Finding material	181	4.2%
9	Circulation: manual issue/return	163	3.7%
10	Lost property	162	3.7%

Table 14: Top 10 Quick Call standard solutions Dec 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	271	12.0%
2	Circulation: enquiries	228	10.1%
3	Direction/information	143	6.3%
4	Circulation: self-issue/self-return	127	5.6%
5	Access: Day passes or ID check	125	5.5%
6	Stationery/equipment loan	114	5.0%
7	Finding material	94	4.2%
8	Opening hours	93	4.1%
9	Lost property	87	3.8%
10	Card: Queries	86	3.8%

Figures 8 and 9 show a complete breakdown of enquiries by standard solution for November and December.

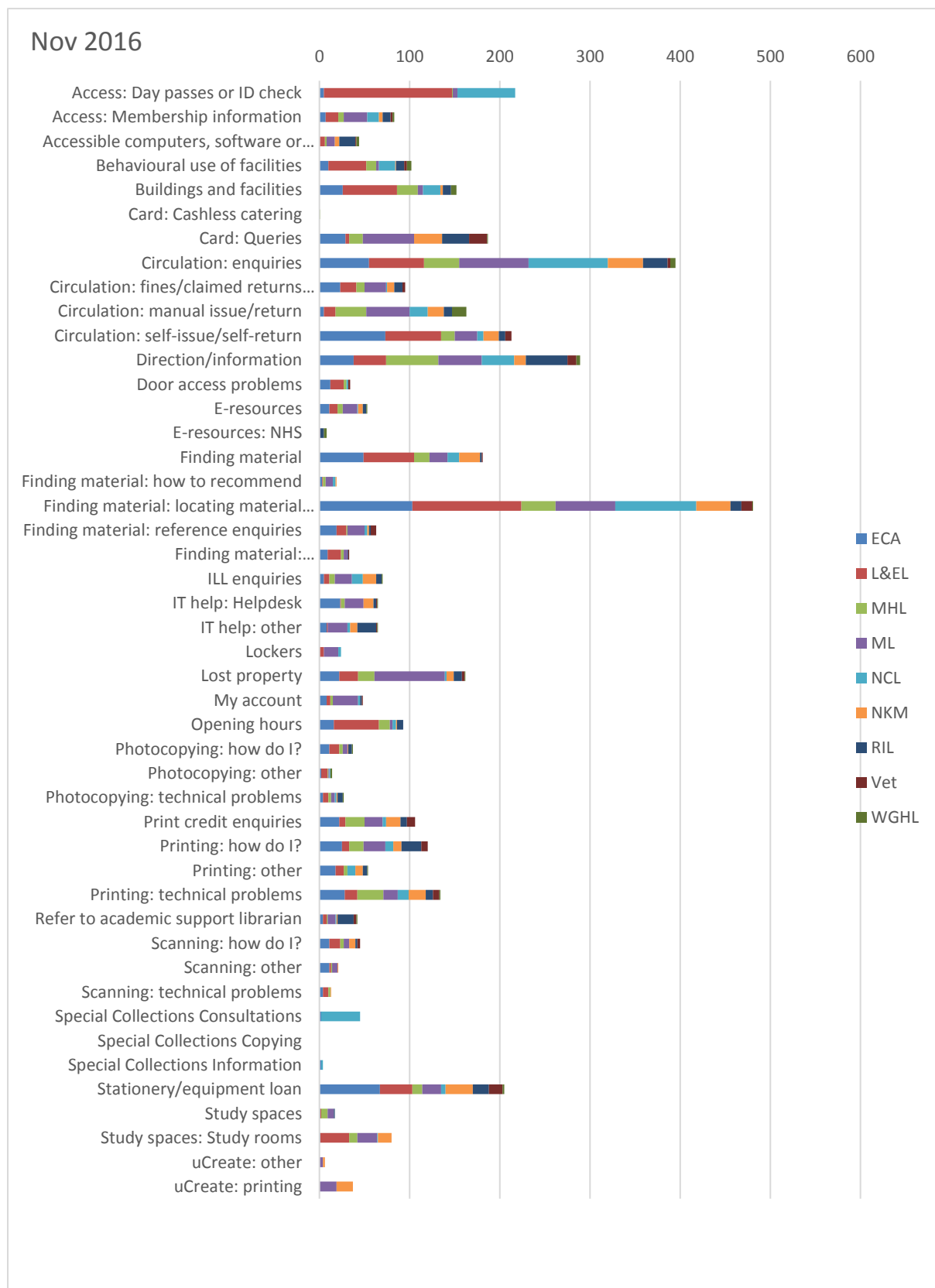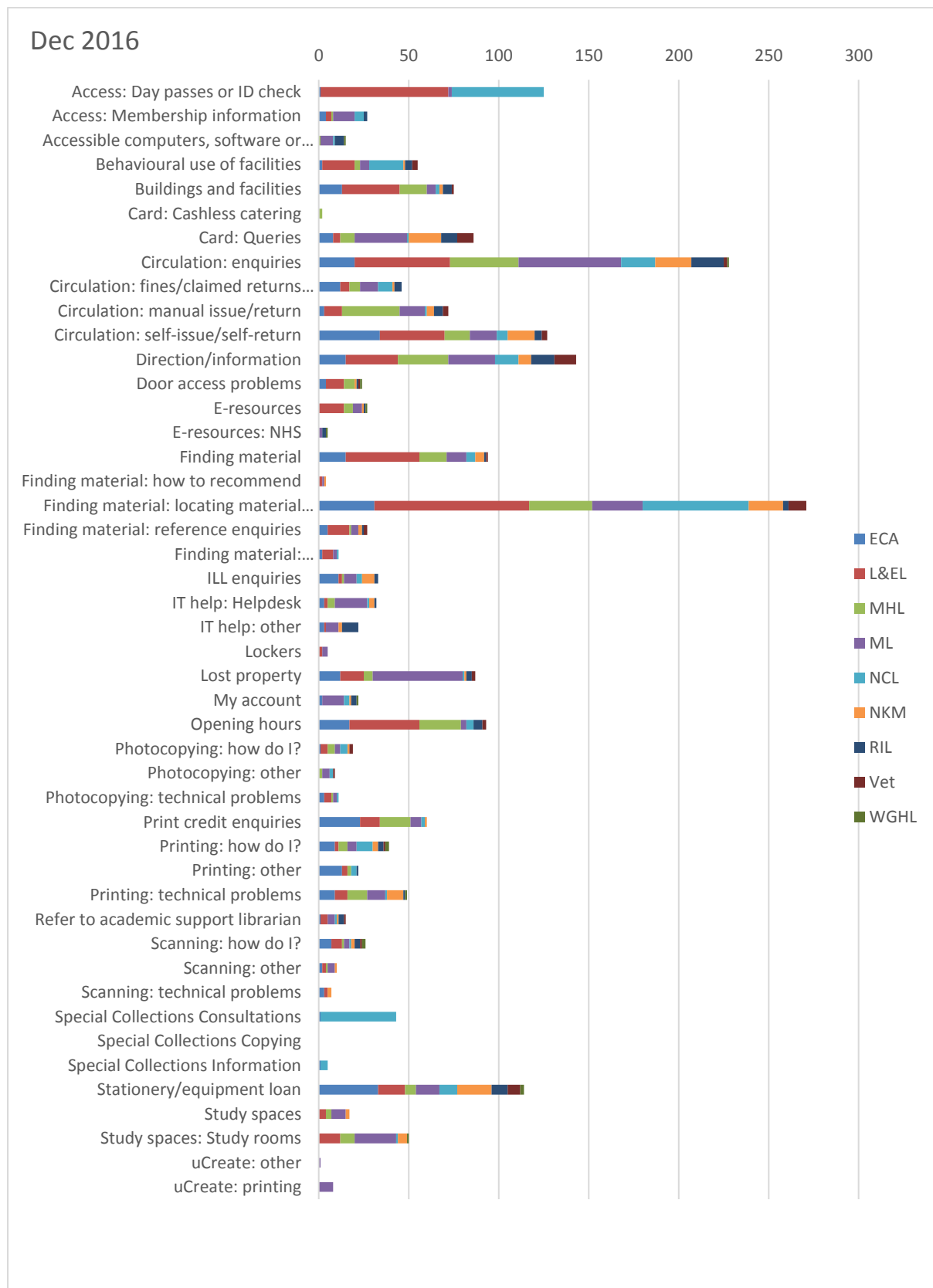**Figure 8: Complete breakdown of enquiries by Standard Solution in November**

Nov 2016

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

Access: Day passes or ID check
Access: Membership information
Accessible computers, software or…
Behavioural use of facilities
Buildings and facilities
Card: Cashless catering
Card: Queries
Circulation: enquiries
Circulation: fines/claimed returns…
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…
Finding material: reference enquiries
Finding material:…
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, Vet, WGHL

Figure 9: Complete breakdown of enquiries by Standard Solution in December

Focus on Quick Calls recorded by Moray House Library

- In 2016 MHL recorded 5766 enquiries, compared to 4718 in 2015: an increase of 22%. Most months in 2016 saw an increase on 2015 except for January, October and November.
- Throughout this semester we have a steady flow of postgraduates and also students needing help with their accounts as they come back from placement in the spring. As per usual, the summer period quietens down, but this year the increase could be due to the fact that the new student accommodation close to Moray House houses mainly postgraduates whom stay on for a slightly longer period.
- The dip in enquiries last year during October and November may be due to the fact that staffing levels were low, both during the day due to staff illness and leave, and in the evenings as the previous evening position was not filled until mid-November. With less members of staff around and with busy periods near exam time this could be the cause of some enquiries being overlooked. It has taken a while to train three student Helpdesk Assistants and it may have taken a while for them to learn all the new procedures. This may explain the slight decrease in registering Quickcall statistics.
- The total number of Quick Calls between November 2016 and January 2017 are as follows:
  - o Total Quick Calls for November 2016 = 441
  - o Total for December 2016 = 304
  - o Total for January 2017 = 578 – the most for any library this month.
- Tables 15, 16 and 17 show the top 10 enquiries recorded by Quick Call in November, December 2016 and January 2017.

Table 15: Top 10 Quick Call standard solutions Nov 2016: Moray House Library

Rank	Standard Solution	No	% of total
1	Direction/information	58	13.2%
2	Circulation: enquiries	39	8.8%
3	Finding material: locating material on the shelf	38	8.6%
4	Circulation: manual issue/return	34	7.7%
5	Printing: technical problems	29	6.6%
6	Buildings and facilities	23	5.2%
7	Print credit enquiries	21	4.8%
8	Lost property	18	4.1%
9	Finding material	17	3.9%
10	Printing: how do I?	16	3.6%

Table 16: Top 10 Quick Call standard solutions Dec 2016: Moray House Library

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	38	12.5%
2	Finding material: locating material on the shelf	35	11.5%
3	Circulation: manual issue/return	32	10.5%
4	Direction/information	28	9.2%
5	Opening hours	23	7.6%
6	Print credit enquiries	17	5.6%
7	Buildings and facilities	15	4.9%
8	Finding material	15	4.9%
9	Circulation: self-issue/self-return	14	4.6%
10	Printing: technical problems	11	3.6%

Table 17: Top 10 Quick Call standard solutions Jan 2017: Moray House Library

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	59	10.2%
2	Finding material: locating material on the shelf	56	9.7%
3	Direction/information	49	8.5%
4	Circulation: manual issue/return	47	8.1%
5	Finding material	26	4.5%
6	Buildings and facilities	24	4.2%
7	Printing: technical problems	22	3.8%
8	Study spaces: Study rooms	20	3.5%
9	Circulation: self-issue/self-return	19	3.3%
10	Print credit enquiries	18	3.1%

- In November 2016, Direction/information was the top enquiry; this is a common enquiry compared to other sites. It has been commented before by many students and visitors that there is not enough signage or directional aids to distinguish the buildings around campus. It has been discussed with management that perhaps some more signage to make the library more prominent. Many courses, seminars, and evening classes are held for external users who are unfamiliar with the campus. Better signage would also improve this situation.
- Manual issue/return was prominent in November and December 2016 and the number increased in January 2017. This may be due to the fact that students are consistently using the self-issue machine in the Reserve section to take out books from the general section. The library services manager and Helpdesk supervisor are reviewing signage to try to prevent this from happening. Also some students who may have been on placement and forgotten how to use the self-service machines. From anecdotal evidence there are a few students who did not attend induction, or have never used the library and due to the run up to exams and coursework deadlines have only just began to use the library.
- Circulation enquiries have increased in January 2017 as we are asked about how to renew books before going on placement. The Library Services Manager is looking at catching these students before they go on placement. Perhaps by advertising through social media.
- Circulation enquiries slightly more common than finding material: locating material on the shelf. At this stage in the academic year the majority of students are now familiar with finding books. Again the circulation enquiries includes advice on renewing books, fines etc.
- Study spaces: Study rooms entered the top 10 in January 2017 with 20 enquiries, compared to 8 in December and 9 in November – so more than double. This could be because many students are beginning to do project work for the start of semester. There has also been some issues with web timetabling being unavailable and a few members of Helpdesk staff have commented that the students are unsure of the booking the study rooms as it is listed under Dalhousie Land. This is something the Library Services Manager will discuss in the future with staff who run the timetabling function.
- There was a slight drop in buildings and facilities enquiries. The main contribution to this category is calls about problems with the library door. A new automatic door was installed in mid-December. There were initial problems with this but they seemed to have settled down causing a decrease in the stats for this.
- Fewer printing problems were recorded in December as most students' projects and assignments are completed. There was an increase again in January. This may be due to postgraduates submitting dissertations and final assignments.

Barry Croucher 13 February 2017

Appendix 1: Moray House Library: self-service transactions, semester 1 2013-2016 inclusive

This report looks at transactions carried out during Semester for 2015 and 2016.

The Semester has been taken as the official University semester, plus the weeks in mid-September, in early January and mid-May to mid-June when Moray House Library opened late in the evenings and at weekends. Overall this covers Semester 2 2014/15, Semester 1 2015/16, Semester 2 2015/16, and Semester 1 2016/17.

The majority of the analysis is based on self-service statistics extracted from the 3M Command Centre. Additional data, including Helpdesk-mediated issues and returns, has been extracted from reports generated from Voyager and Alma.

Figure 1 SELF-SERVICE TRANSACTIONS AND HELPDESK-MEDIATED TRANSACTIONS DURING SEMESTER 2015 AND 2016, MORAY HOUSE LIBRARY
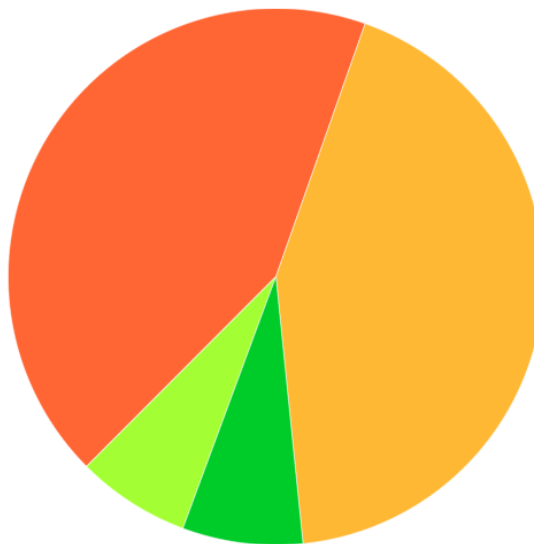
Figure 2 PROPORTION OF TRANSACTIONS SELF-SERVICE OR HELPDESK-MEDIATED, SEMESTERS 1 AND 2 2015 AND 2016, MORAY HOUSE LIBRARY

■ Self-service transactions   ■ Helpdesk transactions
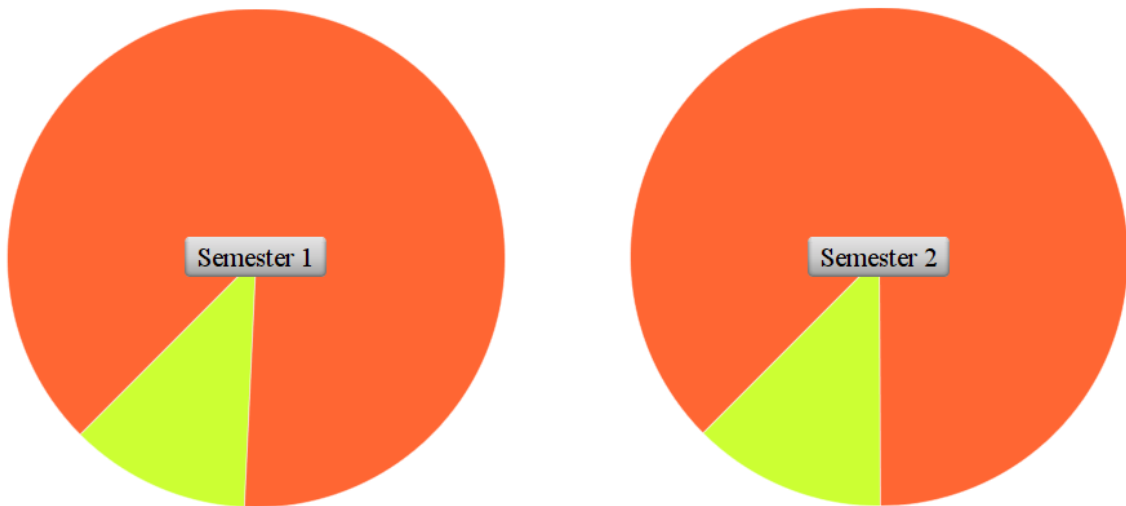
- The proportion of transactions conducted at the helpdesk has fallen overall; in January 2015 74% of transactions were self-service, compared to 92% in December 2016.

- Self-issue accounted for 85% of all issues in January 2015, 92% in January 2016, and 91% in December 2016.

- Self-return accounted for 63% of all returns in January 2015, 93% in January 2016, and 93% in December 2016.

- Over the four semesters under consideration, self-service transactions were lowest in September – an average of 82% of all transactions in September were self-service as opposed to helpdesk-mediated, compared with an overall average of 88%.

Figure 3 ALL SELF-SERVICE TRANSACTIONS DURING SEMESTER 2015 AND 2016, MORAY HOUSE LIBRARY
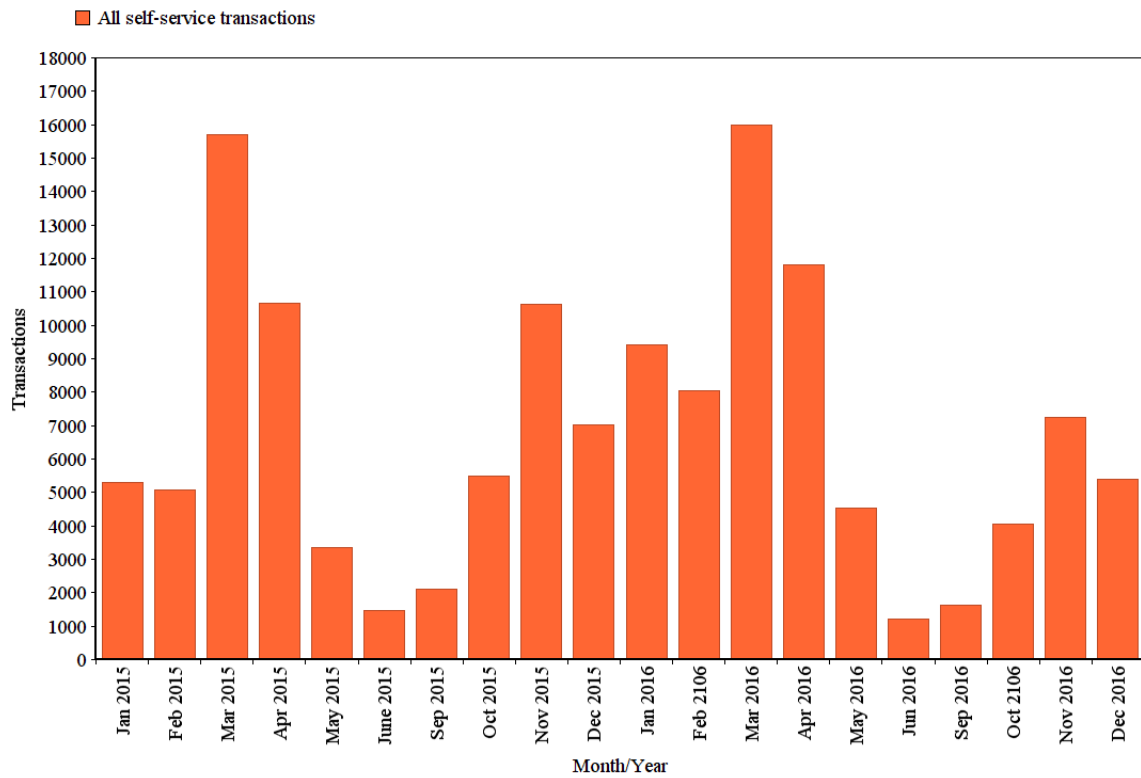
Figure 4 SELF-ISSUE AND SELF-RETURN DURING SEMESTER, 2015 AND 2016, MORAY HOUSE LIBRARY
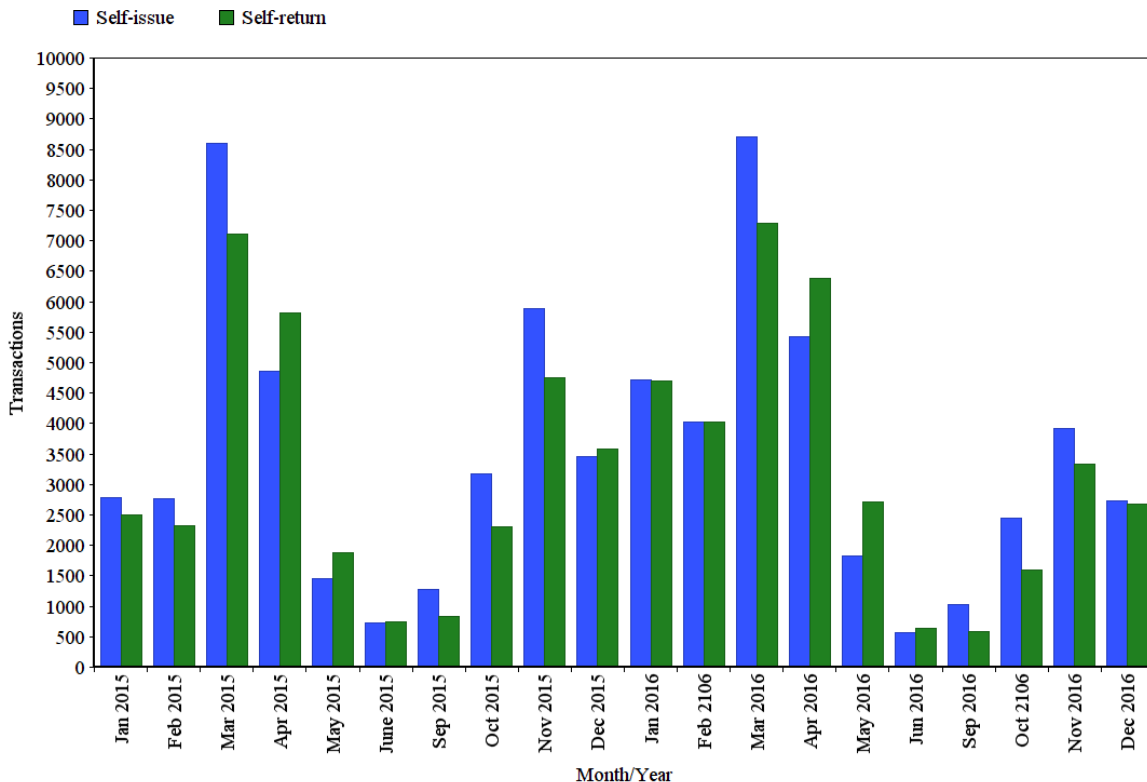
Figure 5 ALL SELF-SERVICE TRANSACTIONS BY SEMESTER, 2015 AND 2016, MORAY HOUSE LIBRARY
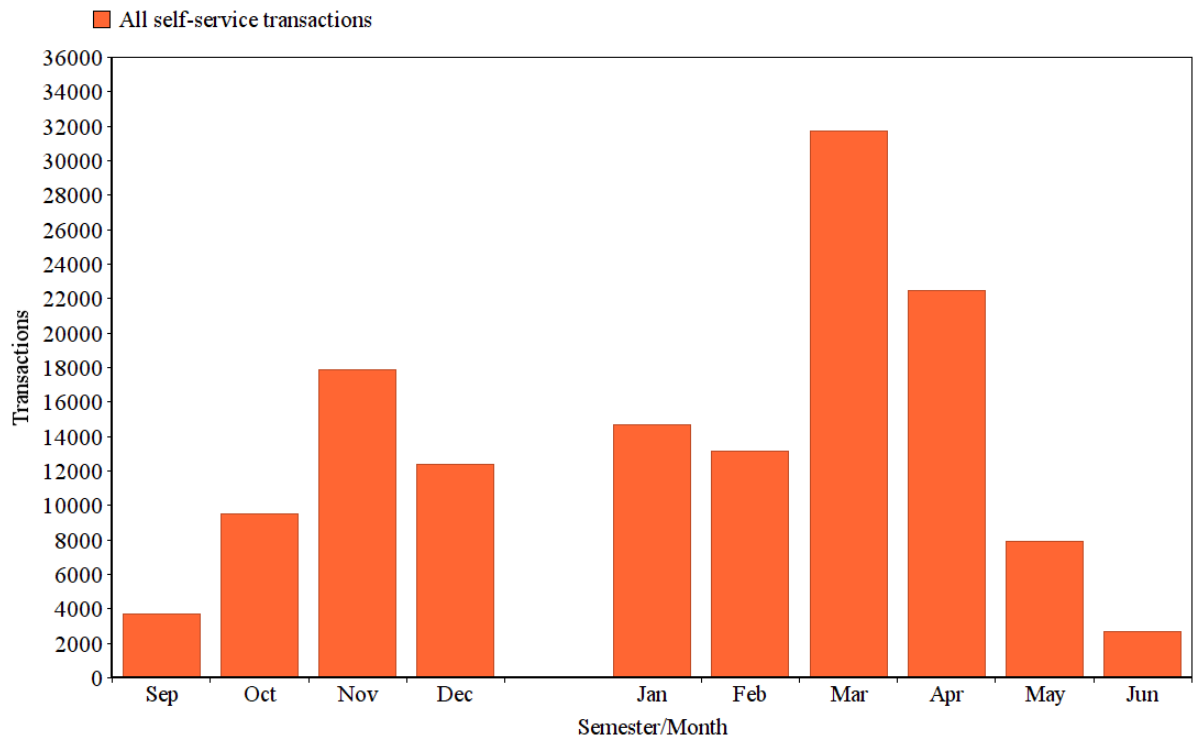

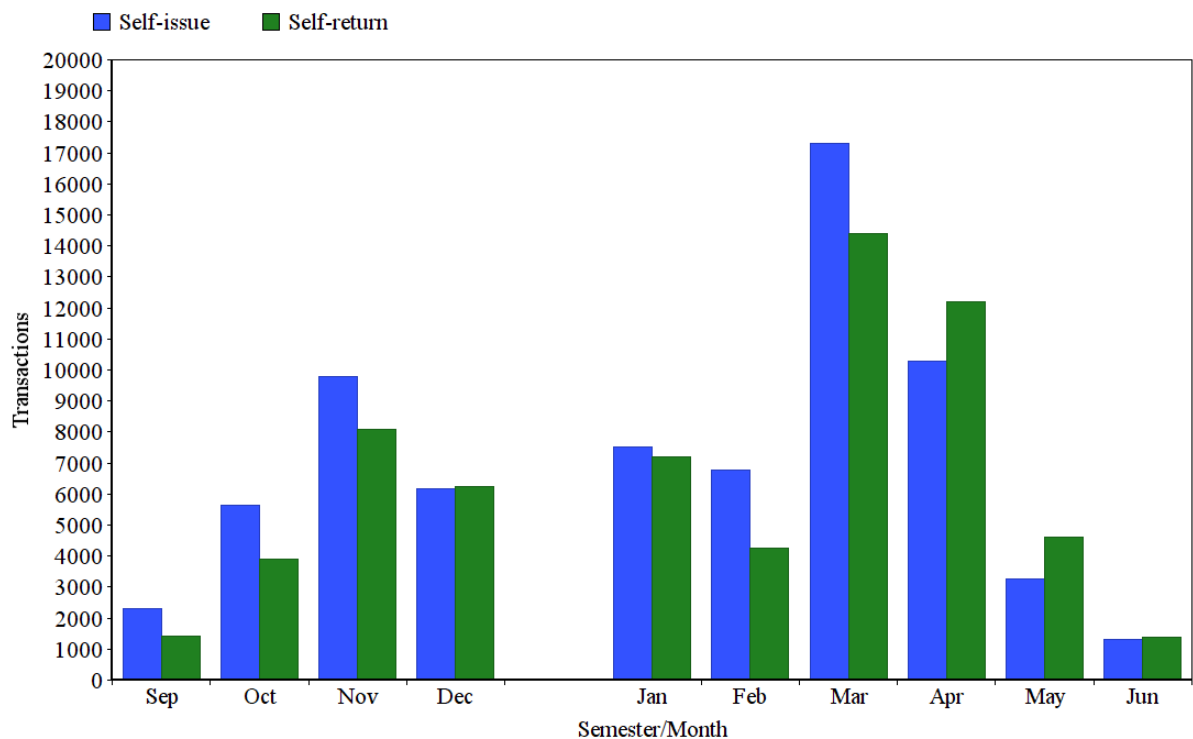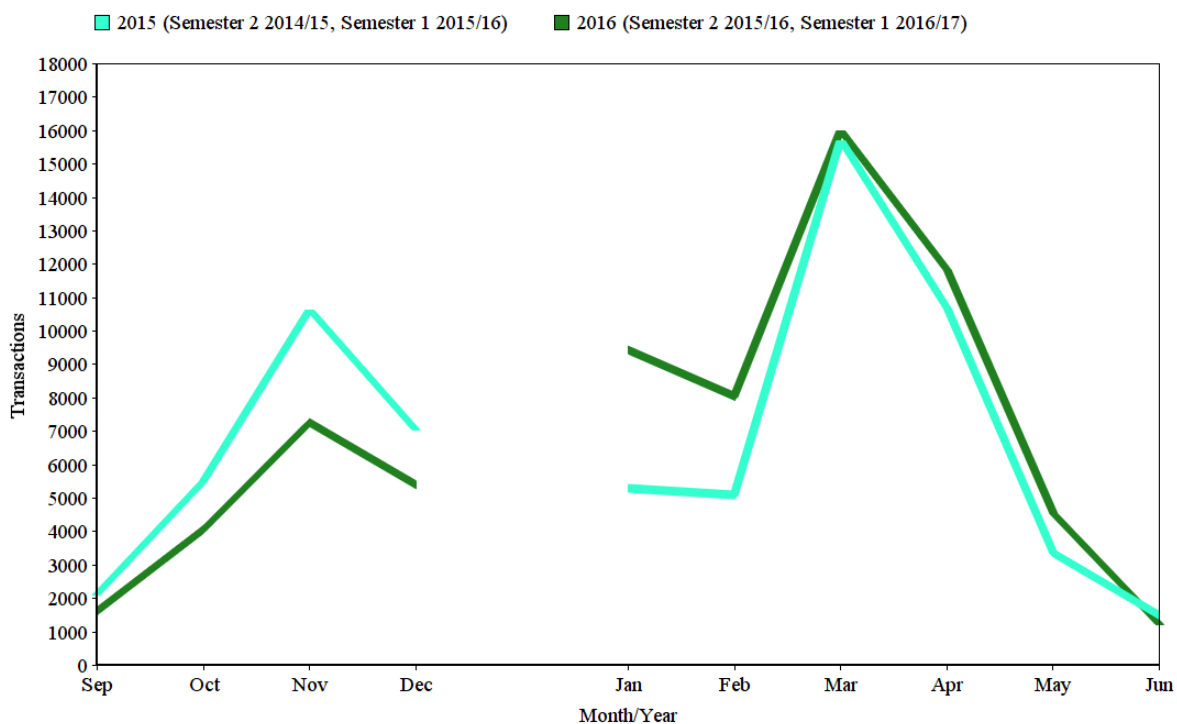**Figure 6 SELF-ISSUE AND SELF-RETURN BY SEMESTER, 2015 AND 2016, MORAY HOUSE LIBRARY**

**Figure 7 COMPARISON OF SELF-SERVICE TRANSACTIONS BY SEMESTER, 2015 AND 2016, MORAY HOUSE LIBRARY**

- A total of 136174 self-service transactions took place during the semesters in 2015 and 2016; this comprised 70378 self-issues (52%) and 65796 self-returns (48%).

- There was an increase of 3.7% in self-service transactions in 2016 over 2015.

- 32% of transactions took place in Semester 1 (18% self-issues, 14% self-returns) and 68% in Semester 2 (34% self-issues, 34% self-returns).

- In both 2015 and 2016, self-service transactions peaked in March/April, accounting for 40% of transactions over the four semesters (39% in 2015 and 40% in 2016); there was a secondary peak in November, accounting for a further 13% of self-service transactions (16% in 2015 and 10% in 2016).

Figure 8 BUSIEST DAY, SHOWING SELF-ISSUES AND SELF-RETURNS BY TIME, MORAY HOUSE LIBRARY
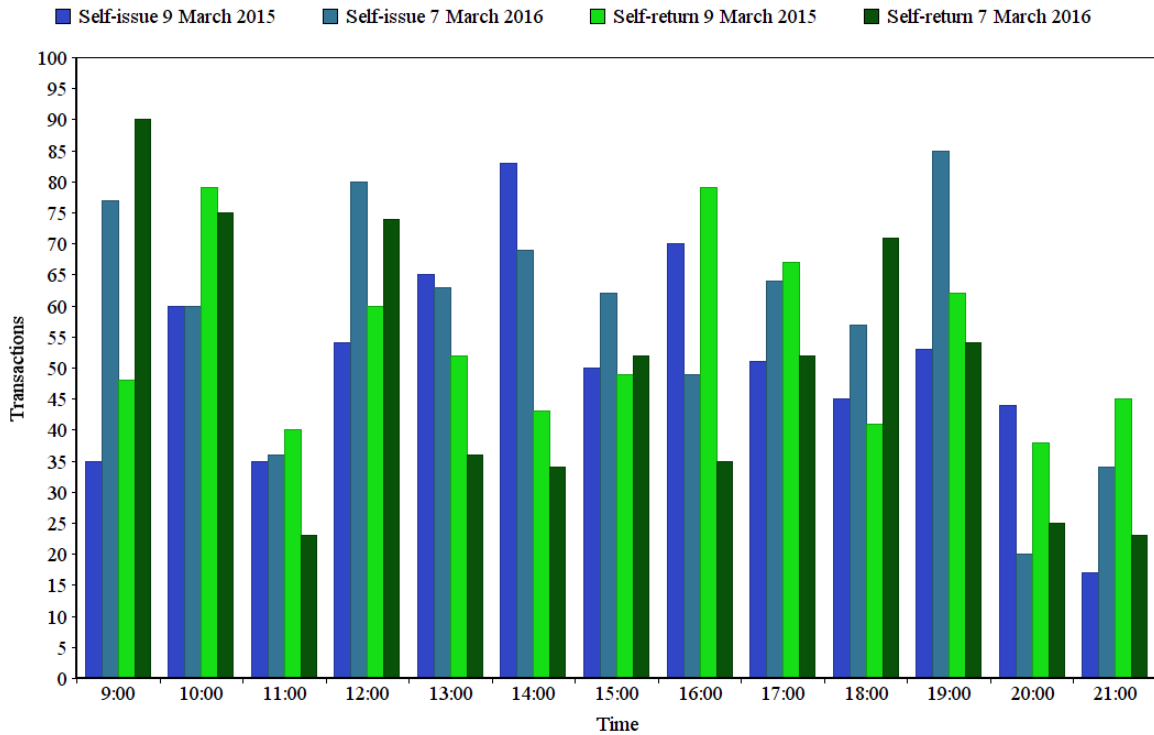
- The busiest single day in both 2015 and 2016 was at the beginning of March (Monday 9 March 2015 and Monday 7 March 2016).

- 18% and 17% of all self-service transactions on 9 March 2015 and 7 March 2016 respectively were conducted between 12:00 and 14:00

- On both days, over a third of self-service transactions took place after 17:00.

Figure 9 ALL TRANSACTIONS CONDUCTED DURING WEEKS WITH EXTENDED OPENING HOURS, 2015 AND 2016, MORAY HOUSE LIBRARY
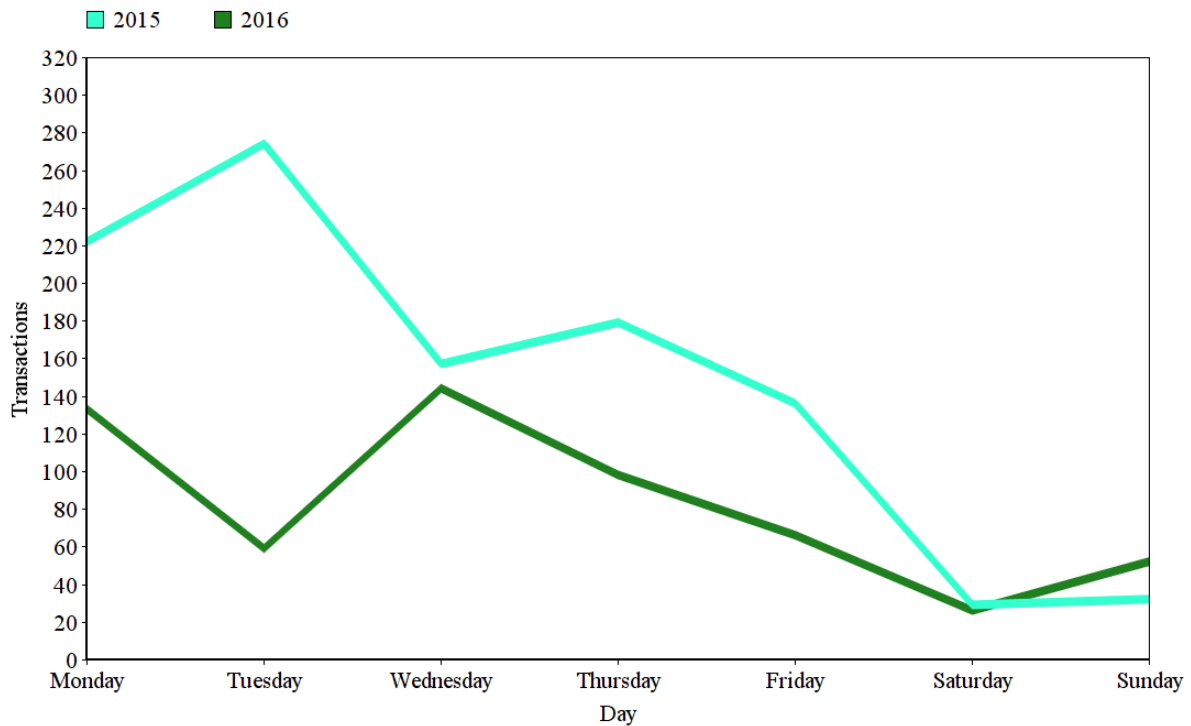
- Moray House Library operated extended opening hours on a total of 67 days over the period in question - 28 in semester 2 2014/15, 7 days in semester 1 2015/16, 25 in semester 2 2015/16, and 7 in semester 1 2016/17.

- On the 39 days for which a daily breakdown of all transactions is available (covering the extension to semester 1 2015/16, semester 2 2015/16, and semester 1 2016/17)

  - an average of 196 items were issued/returned each day, 90% being self-service transactions

  - 9% of all transactions were carried out at the weekend.

- The 7 day extension at the beginning of Semester 1 shows a 47% decrease in transactions, 2015 to 2016.