Help Services

Service Report for 1st April to 31st May 2017

Exceptional Service Activities

Opening Hours

- The Law Library remained open to 19:00 (not 17:00) on 5 Sundays during the revision/exam period: 23, 30 April; 7, 14, 21 May.
- With the exception of Moray House Library and the Lady Smith of Kelvin Veterinary Library, site libraries that offer weekend and/or evening opening during Semester time reverted to their summer opening hours on 27 May.

Exam Study facilities

- Provision was made for additional study spaces in the Central Area, in keeping with previous years.
- Main Library teaching rooms on Floor 1 (1:07, 1:09; 1:10; 1:11) were left unlocked and open for study from 07:30 on 8 April to 23:59 on 26 May.
- The Centre for Research Collections 6th Floor Research Suite was open for revision purposes from 17 April to 17 May inclusive.
- The Main Library building remained open 24/7 throughout the reporting period, but additional floors 2-5 were open after midnight and throughout the early hours, from 22 April to 14 May inclusive.
- The David Hume Tower HUB teaching rooms on the Lower Ground Floor (LG.06*, LG.07, LG.08, LG.09, LG.10 and LG.11) were made available for study 08:30-22:00 from 17 April to 19 May inclusive. (*LG.06 weekdays only.)
- The Law Library offered extended opening on Sundays as noted above.
- An interactive study spaces map with this information was published at www.ed.ac.uk/is/study-spaces and posters displayed.
- Reference Library Members were restricted from gaining access to the Main Library and Law Library 05:30-17:30 17 April to 14 May inclusive.

Exam Study usage: 24/7 Main Library

- 24/7 Main Library building opening commenced on 22 March, and by the second week of operation beginning 27 March there was already high use: indeed, headcount statistics show it to be generally the busiest week of the 10 weeks of operation through to 28 May. Peak average headcounts were recorded in this week at 02:30 (175); 03:30 (112); 04:30 (92); and 05:30 (72); also the early hours of Thursday 6 April saw peak daily headcounts from 00:30 through to 05:30 – 498 at 00:30; 361 at 01:30; 254 at 02:30; 173 at 03:30; 150 at 04:30; 109 at 05:30 – and this is symptomatic of the academic demands on students towards the end of Semester 2.
- Headcounts declined in the last week of teaching (week beginning 3 April). The first week of the Spring Teaching Vacation (week beginning 10 April) saw predictably low use, but numbers picked up in the second week of Vacation (week beginning 17 April).
- The trend of increasing use continued in Revision Week beginning 24 April with average headcounts higher at 00:30 (418) and at 01:30 (262) than in any other week.

The first week of exams (week beginning 1 May) was slightly less busy than in Revision Week but saw most use at 07:30 (95) than in any other week.

- Use declined but was still strong in the second week of exams, beginning 8 May, but in the penultimate week of exams beginning 15 May, use tailed off dramatically and resembled the pattern for the first week of the Spring Teaching Vacation. Use was extremely low in the final week of exams beginning 22 May.
- See Figure 1 below for details of usage week by week:

Figure 1: Average hourly headcount 00:30 through to 07:30, 20 March to 28 May 2017
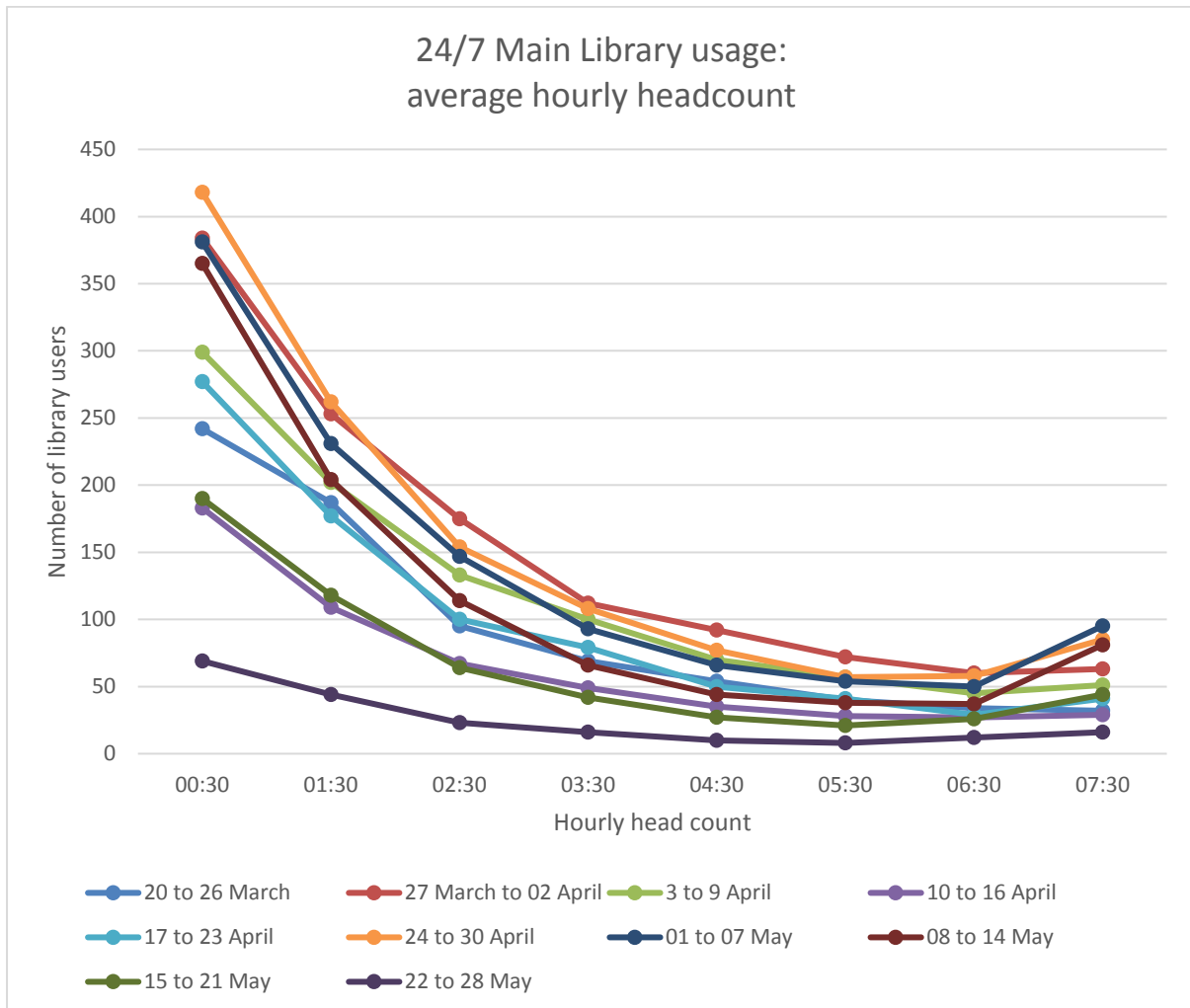

- Feedback prior to 22 April has been generally very positive, although there has been some dissatisfaction with the vending machines, and the supplier is now resupplying more regularly and has fixed a fault with one machine.
- Also, prior to 22 April there were several requests for access to book collections on the upper floors.

Exam Study Usage: DHT Hub

- Six teaching rooms on the Lower Ground Floor of the DHT (DHT Hub) - L.06, 07, 08, 09, 10, 11 - were left open and unlocked and available for student use 08:30-22:00 from Monday 17 April (with the exception of L.06 closed weekends).
- It is difficult to estimate the capacity of the 6 rooms given they are designed for teaching not study. Capacity was estimated at 200, but use for study is less than that, perhaps 150 maximum.
- Headcounts were taken at 10:00, 12:00 and 14:00 and show that the space was valuable to the students. There were 11 occasions when the headcount was in the 50s, 7 times in the 60s, once in the 70s, 7 times in the 80s and 5 times in the 90s; twice the headcount exceeded 100 with the peak headcount of 116 recorded at 12:00 on 1 May. All of these students would have had to found other, possibly less conducive, study space without these rooms being available and well set up for study.
- Looking in more detail at patterns of use based on headcounts in Revision Week (24-30 April), peak use that week occurred on Sunday 30 April (the day before exams commenced) – 84 users at 12:00 and 91 at 14:00 - even with L.06 being closed as usual at weekends (due to access issues).
- But the rooms really became popular in week one of exams, especially Monday, Tuesday, Wednesday and Sunday of that week. Peak headcount was 116 at 12:00 on 1 May.

Figure 2: DHT Hub teaching rooms headcount data in Revision week 24-30 April and week one of exams 1-7 May 2017
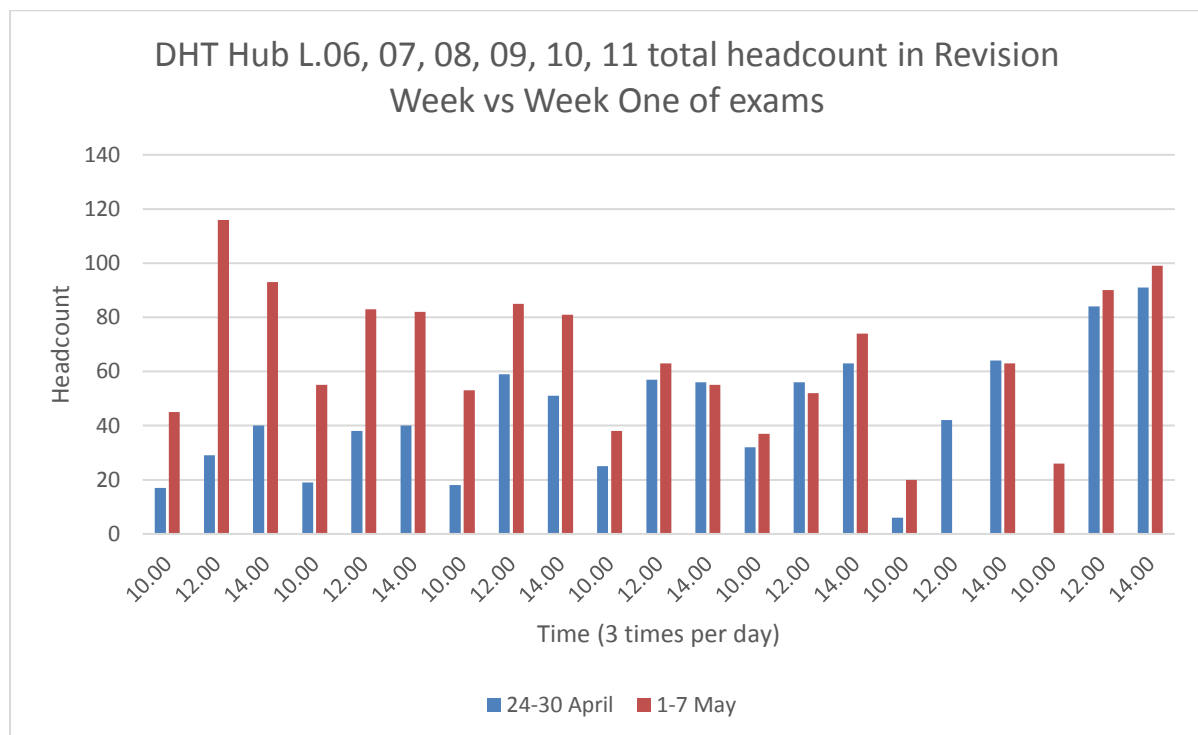
- Room L.07, with its PC enabled group study pods, was by far the most heavily used room, regularly attracting more than 25 students in week one of exams.

Figure 3: DHT Hub teaching rooms headcount data in week one of exams 1-7 May 2017

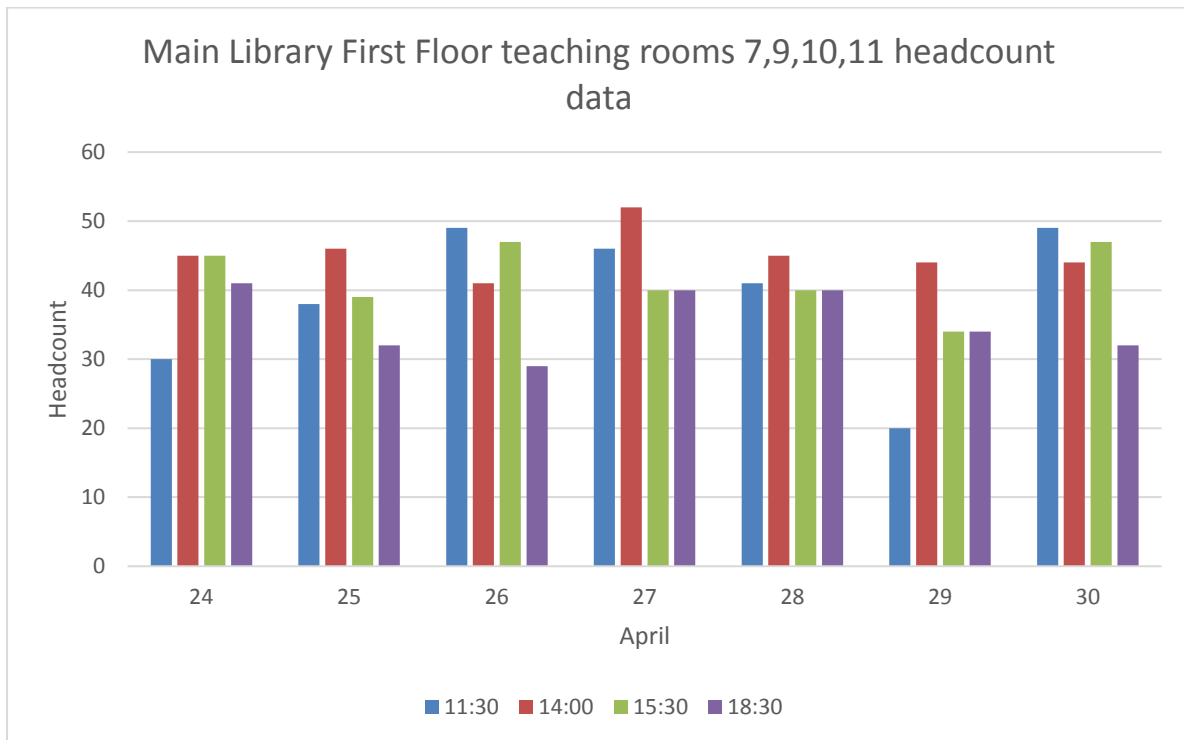DHT Hub L.07 (Group pods) headcount in Revision Week vs Week One of exams
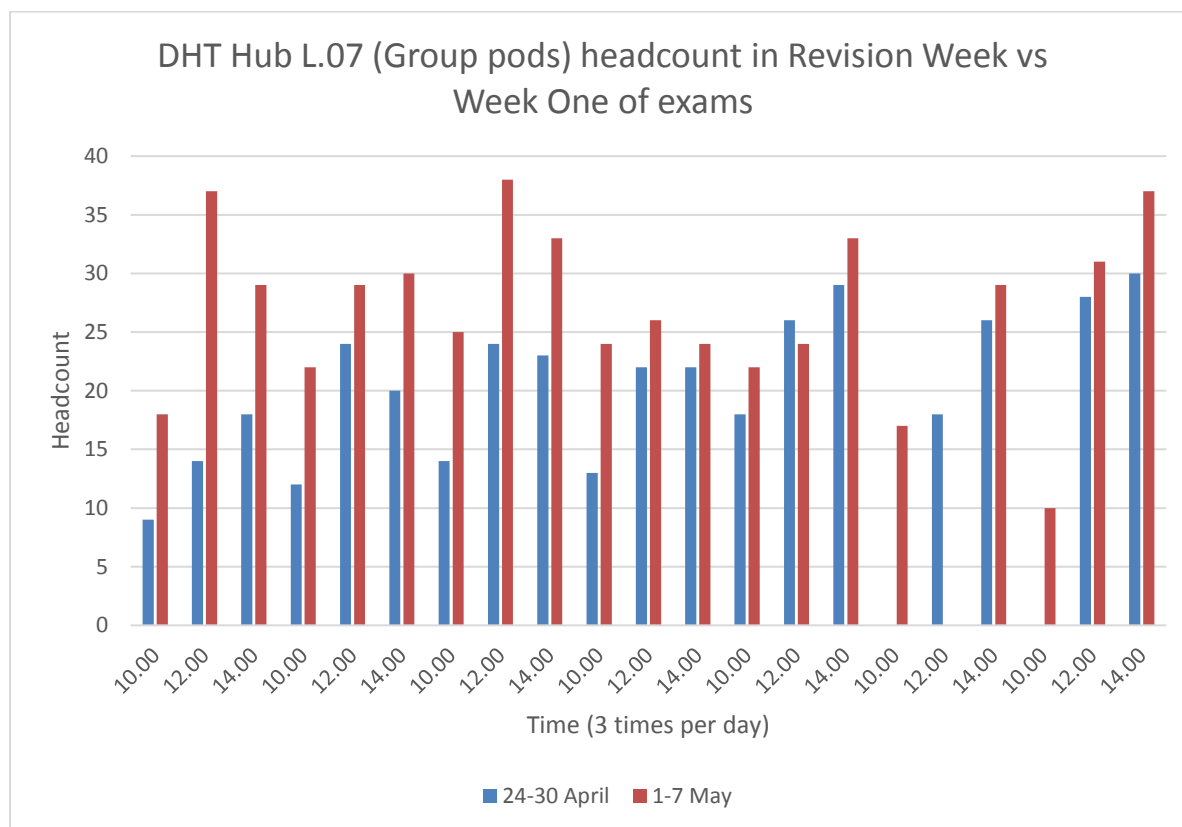
- The DHT rooms have been booked for the 2017/18 Session:
  - Saturday 2 Dec to Monday 18 Dec 2017 inclusive (note: Monday 18 Dec to be used by Estates for resetting the rooms)
  - Saturday 21 Apr to Monday 21 May 2018 inclusive (note: Monday 21 May to be used by Estates for resetting the rooms)

Exam Study Usage: Main Library Teaching Rooms

- Four teaching rooms on the First Floor of the Main Library – 1.07, 1.08, 1.09, 1.11 - were left open and unlocked and available for student use 24/7 from Saturday 8 April.
- It is difficult to estimate the capacity of the 4 rooms given they are designed for teaching not study. Capacity as teaching rooms is about 79, but use for study is less than that, perhaps 55-60 maximum.
- Headcounts show relatively little use of the 4 rooms up to and including Sunday 23 April (ie the end of Spring Teaching vacation) during daytime hours, the highest total headcount during this period was 23 (headcounts taken at 11:30, 14:00, 15:30 and 18:30).
- During Revision week (24 to 30 April) use more than doubled across the day and regularly reached or exceeded 40, with a peak of 52 at 14:00 on 27 April.

Figure 4: Main Library 1st Floor teaching rooms headcount data in Revision week 24-30 April 2017

Main Library First Floor teaching rooms 7,9,10,11 headcount data

Legend: 11:30, 14:00, 15:30, 18:30. X-axis: April (24–30). Y-axis: Headcount (0–60).

- During week one of exams (1 to 7 May) headcounts show a similar pattern of high use. Monday 1 May saw peak occupancy of 52 at 11:30, with this day and the weekend days 6 and 7 May especially busy.

Figure 5: Main Library 1st Floor teaching rooms headcount data in week one of exams 1-7 May 2017

Main Library First Floor teaching rooms 7,9,10,11 headcount data

Legend: 11:30, 14:00, 15:30, 18:30. X-axis: May (1–7). Y-axis: Headcount (0–60).
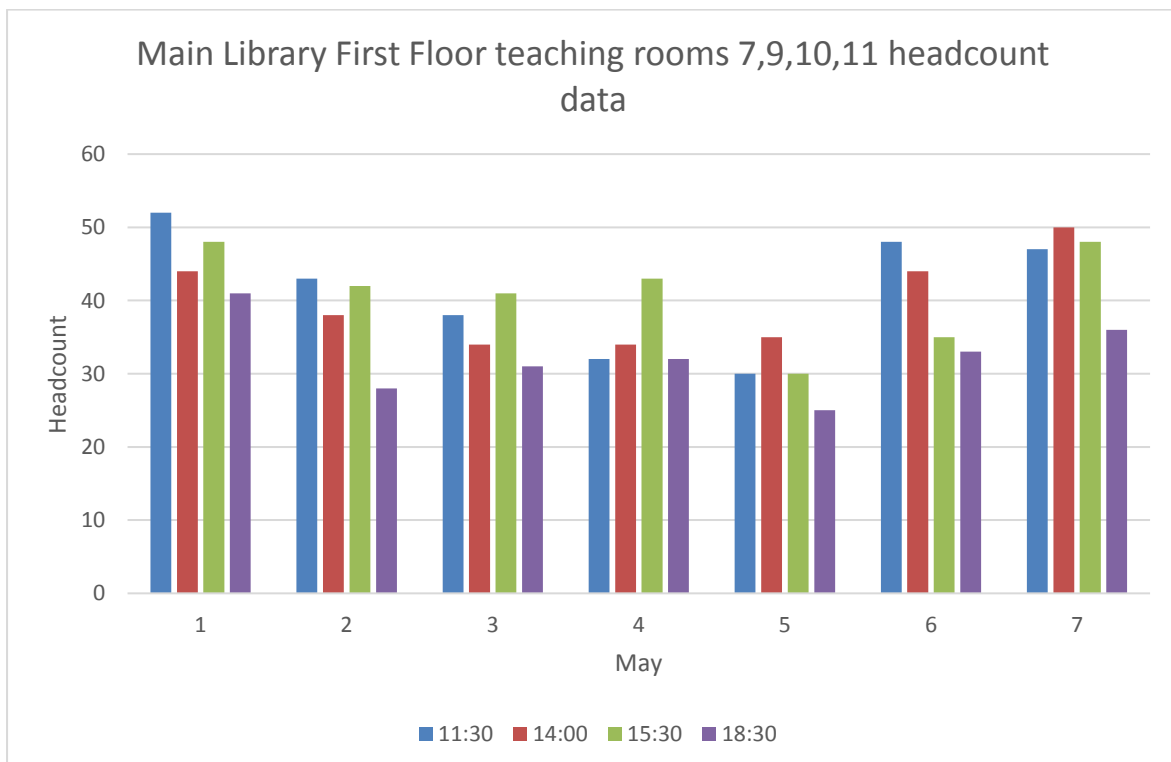
- There was a similar pattern of use the following week 8-14 May, with a peak headcount of 58 at 14:00 on 8 May, and this continued until Tuesday 16 May. Thereafter use fell considerably.

Figure 6: Main Library 1st Floor teaching rooms headcount data in week one of exams 8-14 May 2017

Main Library First Floor teaching rooms 7,9,10,11 headcount data
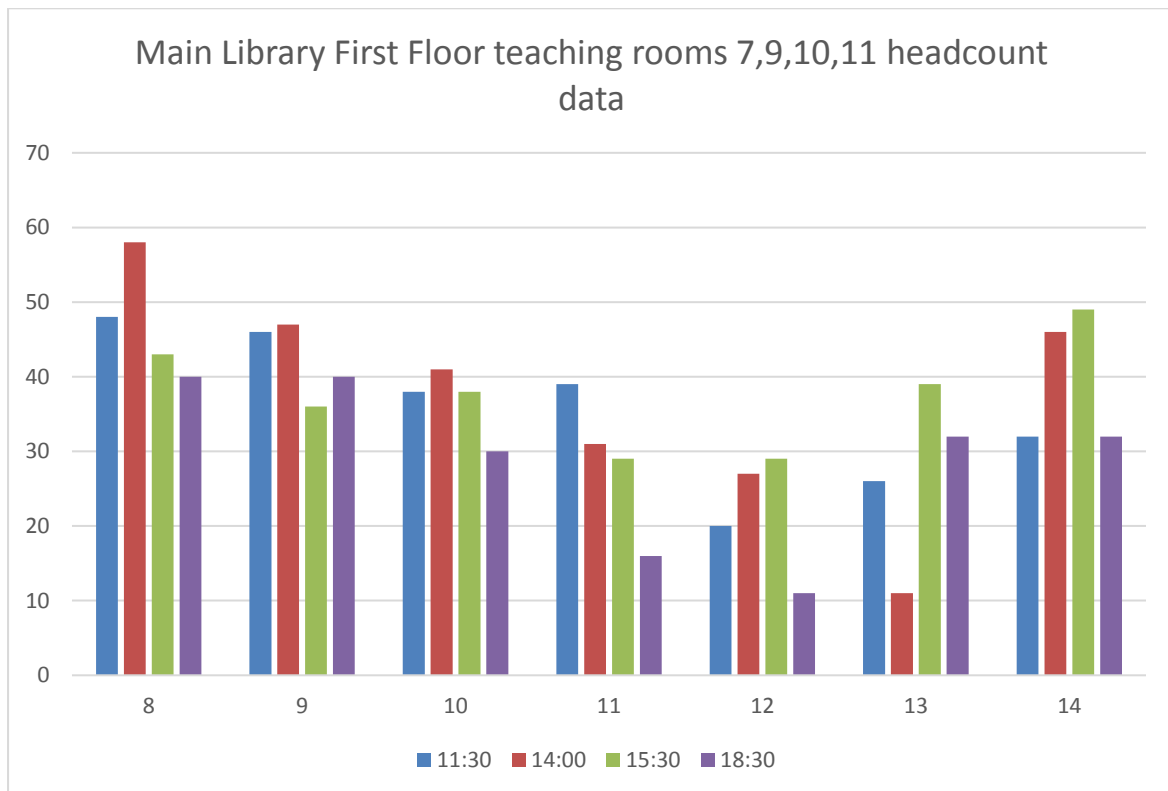
Exam Study Usage: Restriction on Library Members with Reference Access

- As in previous years, access restrictions were put in place at both the Main Library and the Law Library between Monday 17 April and Sunday 14 May 2017 inclusive.
- Library access for reference users and those who would normally be admitted via the One Day Visitors Pass (Main Library) was restricted. The vast majority of reference users are members of the public and undergraduate SCONUL users. These users were not admitted to these libraries prior to 17:30 during the restricted period.
- Borrowing card holders were still allowed entrance. Reference users who were using services within the Main Library, such as the Centre for Research Collections (CRC) and Careers, were also still permitted to enter.
- Visitors not registered for membership coming to the library to make use of the CRC and Careers at the Main Library were still granted access through the One-Day Visitor Pass. Alumni without library membership were also still admitted this way.

Exam Study Usage: Main Library Reserving Spaces Monitoring

- Due to continued feedback the Main Library decided to run a Desk Reserving monitoring exercise during the main revision/exam period with the assistance of library student helpers. This would be achieved through the placement of flyers on desks where possessions were noted to be 'reserving' a space in the Main Library at the expense of other students. The main aim of monitoring this behaviour was to collect statistics, raise awareness and gather feedback about our methods.
- We approached EUSA to produce the marketing materials for this initiative. It was agreed with EUSA that the students would respond positively to a student-led initiative. In fact the flyers were created in-house by the Main Library Helpdesk Team.
- The monitoring period ran from Thursday 27 April to Sunday 12 May inclusive, carried out by our student helpers.
- A floor was chosen at random each day during this campaign. At 30 minute intervals the students utilised 2 flyers to identify 'reserved' desks. The first flyer (placed on first walkround) was a 'yellow card' and that identified a reserved desk. The second flyer was a 'red card' that was counted and informs the statistics gathered.
- There was a total of 647 reserved spaces counted across the full period (1 floor per day).
- The peak reserved spaces times were between 13:00 and 14:00. Lunch breaks would certainly account for the high volume in this time period.
- As you would expect due to the pressure of the exam diet, the issue was at its most prevalent in the last few days of April/first days of May.
- The second and third floors were those where most reserved spaces were counted.
- We received notice that a Facebook group had been set up 'shaming' the actions of students reserving spaces: https://www.facebook.com/Edinburgh-University-Library-Space-Reserving-Shaming-448298238852862/ The library monitored this page to ensure no boundaries were being crossed – a picture of one of our flyers received 89 'likes' and garnered positive comments.
- The campaign was also positively noted in the Student newspaper https://thetab.com/uk/edinburgh/2017/05/04/edinburgh-reveals-new-library-space-monitoring-technology-34098
- We received some negative comments (written on the flyers themselves or via Unidesk) mostly about the unfair placement of the flyers. The timing of placement of flyers is important. A broader marketing campaign (posters, social media, EUSA involvement) would also help here.
- The next step will be to engage on this topic and wider issues of preferred behaviours with the new EUSA sabbatical officers.

Pop-Up IT Support Desk Pilot

- The pilot project to run an improved I.T. Mobile device clinic service in the Main Library is now complete (27 March until 19 May). The Pop-Up I.T. Support service provided a face to face, no appointment required, I.T. support.
- The desk was staffed by 2 Student I.T. Assistants (out of a pool of 12) and 2 full time I.T. Staff from USD Operational Services User Support.
- Hours of operation were 12:00-18:00 Monday-Friday with a 20:00 late closing on Wednesdays.
- Over the 8 weeks 792 Quick Calls were logged and 387 Bristol Surveys from customers have been completed with incredibly positive feedback:
    - 88.4% rated the service very good
    - 11.1% rated the service as good
    - 0.6% rated the service poor or very poor.

- Helpdesk Staff Survey has reported 100% satisfaction rate with the services offered by the pilot and meeting their requirements and expectations.
- 100% of the Student IT Assistants agree that they have gained new skills and valuable experience. (based on 9 responses out of 12)
- 100% of the Student IT Assistants felt they received enough support from the full time staff on order to work to the best of their ability.
- Given the success of the service, and need to continue to provide I.T. support this summer, rather than reinstating the Mobile Device Clinics on Floor 2 of the Main Library, the I.T. Pop Up service will continue operating the same hours and staffed by Operational Services User Support.

Customer Service Excellence Award

- During spring 2017, as part of CSE, we have been progressing some ideas from our Continuous Improvement Group. These include;
  - Highlighting the circulation procedures involving Reserve books
  - Placing holds for users who have requested purchase through RAB scheme
  - A room for students' Skype interviews
  - It has been suggested highlighting the link to the online Fine Appeal form from the ALMA generated fine email, so it is hoped to pursue this further.
- There is a collective need to improve training material for new staff via our wiki. We now have a wiki team who will take forward training materials via the Helpdesk wiki for all sites. Training was organised for site representatives in April and May with the help of a Helpdesk Supervisor and a member of staff from the Digital Skills team in LTW. This is a big project involving many staff so likely to take several months.
- A meeting was also organised by the CSE representative with other local institutions' CSE representatives in St. Andrews University on 9 May. This was a very useful sharing of experiences, and helps organisations just starting the CSE process. As well as that, there was general agreement that all institutions would take part in the October Quality Survey, which means we can benchmark our quality against our peers in East Scotland. The CSE representative is organising the survey, ensuring that all partners follow the same process with the same questions. It is worth noting that the CSE representative for Queen Margaret University Library, shared the quality questions we used in our survey with other QMU departments involved in the CSE process as 'ideal' assessments of a 'Quality Service'.
- A meeting was held on 26 April with the SALCTG (Scottish Academic Libraries Co-operative Training Group) in Glasgow Caledonian University Library. This was to organise a mini-conference on 'De-mystifying Mystery shopping' to be held at National Library of Scotland on 4 December. The CSE representative is to give a presentation on how students have helped us 'mystery shop' with respect to the Google Glass experiment we did in 2015, which gave us a useful insight into the personal experiences of students trying to navigate our process.
- Short presentations on Help Services' CSE experience are being included in the 'Managing Quality Service' training sessions. This allows us to share what we have achieved since 2014 with other areas of the University just now considering adopting the CSE standard.
- The next assessment by the external Assessor is due on 1 February 2018.

Social Media:

Twitter – Main Library

- As of 31 May, we have 2,173 followers.
- In April, the Twitter team tweeted raise awareness of the fines event to raise money for The Reading Agency and the lead up to the exam period. The tweets promoted online past papers, the restricted access dates and changes to floor closing times.
- In May, the team followed a pre-planned schedule to cover the exam period. Tweets included extra study space, extended opening hours, open computer access and much more.

Top Tweets

- Top tweet for April 2017 was: *"Finetastic! All library fines paid at Helpdesk not inc online) between 24-8 April will be donated to @readingagency #spreadtheword"* This was retweeted 7 times, liked 6 times, received 27 profile clicks, and was seen by 1,536 users on Twitter.
- Top tweet for May 2017 was: *"Internet Archive Book Images boasts 600 million scanned library book pages! Discover them here:…"* This was retweeted 5 times, liked 3 times, received 1 profile click, 4 link clicks and was seen by 3,323 users on Twitter.

Table 2: Twitter Statistics for April and May 2017

Period	1-30 April	1-31 May
Original Tweets	59	27
Retweets	60	75
New followers	26	22
Mentions	24	14
Likes	88	114
Link clicks	127	101
Profile visits	4,111	1,421
Impressions	36,900	41,200

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 May we have 1,592 followers.
- The weeks covered by the Helpdesk teams were 17-24 April, 8-15 May and 29 May-6 June.
- We did a week building up to Shakespeare Day on the 24 April, with all things Shakespeare themed.
- In May, we concentrated on offering posts on de-stressing/coping with exams and relaxation ideas. Then, at the end of May, we wanted to do something more fun for the end of exams, so members of the team got involved with #Bookface. Bookface

involves strategically lining up your face or another body part alongside a book cover that features a matching body part so that there appears a melding of life and art!

Top Tweets

- Top tweet for April 2017 was: ***"All fines paid at one of our Library Helpdesks during the week of 24-28 April will be donated to The Reading Agency – enjoy #WorldBookNight".*** This was retweeted 9 times, liked 4 times, received 0 link clicks, 1 profile click and was seen by 1,827 users on Twitter.
- Top tweet for May 2017 was: ***"Born #OTD 1859 Arthur Conan Doyle. You can read his medical dissertation online at https://www.era.lib.ed.ac.uk/handle/1842/418 or view the original @CRC_EdUni pic.twitter.com/tOgwFmyDzf"***
- This was retweeted 26 times, liked 19 times, received 5 link clicks, 3 profile clicks and was seen by 5,077 users on Twitter.

Table 3: Twitter Statistics for April and May 2017

Period	1-30 April	1-31 May
Original Tweets	35	15
Retweets	39	73
New followers	34	32
Mentions	23	1
Likes	45	94
Link clicks	72	64
Profile visits	2,461	989
Impressions	22,470	25,002

Facebook

- As of 31 May we have 770 page likes.
- The weeks covered by the Helpdesk teams were 17-24 April, 8-15 May and 29 May-6 June.
- We did a week building up to Shakespeare Day on the 24 April, with all things Shakespeare themed.
- In May, we concentrated on offering posts on de-stressing/coping with exams and relaxation ideas. Then, towards the end of May, we were promoting summer library events and exhibitions, and using the library services over the summer for all our users.

Top posts

- Top Facebook post for April 2017 was: ***"Now existing as high quality e-readers are the plays Love's Labours Lost (1st Quarto Edition 1598) and Romeo and Juliet (2nd Quarto Edition 1599), both of which are used as part of the collaborative project concerning Shakespeare's printed quartos, The Shakespeare Quarto Archive (http://www.quartos.org/index.html). Their place in the Special Collections in the University of Edinburgh Library is invaluable."*** This post reached 703 users on Facebook and received 16 likes and 19 shares.
- Top Facebook post for May 2017 was: ***"Arthur Conan Doyle was born #OnThisDay in 1859. A graduate of the University of Edinburgh, it was during his time here that he was taught by Dr. Joseph Bell who became an inspiration for Sherlock Holmes. The Centre for Research Collections, University of Edinburgh hold Conan Doyle's medical dissertation but you can also read the***

original online via our Edinburgh Research Archive (ERA) --> https://www.era.lib.ed.ac.uk/handle/1842/418 ." This post reached 625 users on Facebook, received 10 likes and 11 shares.

Table 4: Facebook Statistics for April and May 2017

Period	1-30 April	1-31 May
Current Likes	757	770
New Likes	13	13
Post Reach	8,521	5,506
Engagement	275	333

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

- As of 31st May we have 155 followers.
- During April, the team struggled with finding time to post on Instagram. It became obvious that the team would need to grow. The team only managed to do 7 posts in 4 weeks and this has been reflected in the stats. The team did posted items that has an exam-related focus.
- In May a member of staff from ECA Library joined the Instagram team. She will be posting weekly and concentrate her posts on ECA-related content. With this staffing addition, the team managed to double the number and variety of posts. We posted about Collections, opening hours and Star Wars 40th Anniversary.

Top posts

- Top Instagram post for April 2017 was: *"The purple warriors are back! Look out for the student helpers to help you with study space enquiries"* [Image of student helpers in purple t-shirts]. This post received 19 likes.
- Top Instagram post for May 2017 was: *"A massive thank you to the IS staff and student IT Assistants for their hard work on the Pop-up IT Helpdesk. The trial has ended but it is hoped the desk will come back next semester. We hope you had a chance to speak to the very knowledgeable folks at the desk"* [Image of Helpline staff and student I.T Assistants standing at the Pop-up IT Helpdesk]. This post received 26 likes.

Table 5: Instagram statistics April and May 2017

Period	1-30 April	1-31 May
New Followers	18	25
Posts	7	16
Likes	98	225
Comments	0	4

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.

Student Helpers

- Student helpers were employed to assist students find study spaces in the Main Library and DHT Hub during the revision and exam period, from Friday 21 April to Sunday 14 May 2017, and assisted with reserving spaces monitoring.
- The 2 student helpers working at the Murray Library finished during the first week in April.
- 12 Student IT Assistants helped to both staff the Pop-Up IT Support Desk and to provide exam support until 19 May.

Section services

Card Services

- Two outstanding issues from the LMP006 project have been resolved
- 435 Reference Library Member cards and 545 Borrower cards have been created in April and May. This means a total of 1325 Reference and 1913 Borrower cards have been made since the new membership cards were introduced on 26 January. A small number of cards have been replaced.
- Table 6 summarises Card Services' first card issue for this Session.

Table 6: Number of first cards produced 2016/17

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	326	200	9435	N/A	N/A	9961
September	258	173	2679	N/A	N/A	3110
October	251	153	271	N/A	N/A	675
November	183	93	168	N/A	N/A	444
December	96	74	767	N/A	N/A	937
January	176	118	570	N/A	N/A	864
February	136	121	97	N/A	N/A	354
March	167	188	124	890	1368*	2737
April	138	212	99	273	301	1023
May	153	377	280	162	244	1216
June						
July						
Session Total						

Total from 26 January to 31 March 2017

- The Virtual Card Team met on 13 April. At the meeting it was agreed to begin the first card issue event on Saturday 9 September in order to assist arriving students, rather than on the Sunday of Arrival Weekend.
- Table 7 summarises Card Services' replacement card issue for this Session.

Table 7: Number of replacement cards produced 2016/17

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	209	62	491	N/A	N/A	762
September	309	81	3534	N/A	N/A	3924
October	260	122	907	N/A	N/A	1289
November	246	63	665	N/A	N/A	974
December	161	72	375	N/A	N/A	608
January	284	91	692	N/A	N/A	1067
February	204	95	483	N/A	N/A	782
March	225	79	597	N/A	N/A	901
April	163	42	415	4	8	632
May	198	36	467	2	11	714
June						
July						
Session Total						

- Also at the Virtual Card Team meeting on 13 April it was agreed to extend training and documentation to support Card Helpdesks resolve basic card production/printer faults and to report/escalate other faults of this type to a functional operator in Unidesk. To this end, a functional operator called Virtual Card USD has been created in the IS US Library Helpdesks operator group, with email alerts sent to team members.

Online Print Credit

- The usage data shows that the number of transactions and value of Online Print Credit (OPC) continues to decline this Session.
- Usage in April 2017 was similar to the corresponding month in 2016, but much higher in May 2017 relative to 2016; the reason for this sharp increase is not immediately apparent.

Online Print Credit: Performance

- System performance was satisfactory in April and May with no major incidents.
- A service review meeting with Applications Production management took place on 25 April to review the previous quarter.
- At this meeting, a new way of reporting service availability became apparent using Applications system monitoring at http://reports.is.ed.ac.uk/alerts/Service_status.cfmThe service review meeting with Applications Production management on 25 April also looked ahead to future requirements.

Disability Computing Support (DCS) for Students

Student exams

- 12 Student IT Assistants supported 36 student exams, a total of 157.5 exam support hours. 1 exam was supported by a DCS staff member.
- All equipment was prepared and tested prior to the exams. No technical issues occurred.
- Student IT Assistants required support over the phone on a few occasions, mainly seeking information.

- IT advice and support was provided to Registry, Schools and individuals about exam questions and technical issues.
- DCS is to discuss support of non-Registry organised exams that may still count as degree exam support.
- There is much room for improvement for communication between Registry and SDS and IT Services Lead.

Accessible PCs and Windows 10

- A survey of disability software affected by the Windows 10 managed desktops is complete, and compatible software for Windows 10 has been purchased.
- One accessibility room visualiser has been repaired.
- New exam laptops have been purchased.
- Memory upgrades have arrived and accessibility machines will be upgraded over summer.
- Three new accessibility machines ordered and will replace old machines over the summer.
- Adobe CC software suite will be rolled out to all accessibility machines due to Windows 10 compatibility and to offer similar services on offer in uCreate labs.

uCreate: software usage

Table 8: Number of uses 2016/17

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

Month	Feb	Mar	Apr	May	Jun	Jul
Photoshop CS6 / CC	411	324	441			
Illustrator CS6 / CC	201	235	153			
InDesign CS6 / CC	63	122	176			
Premiere Pro CS6 / CC	67	94	70			
Acrobat Pro 10 / DC	2120	2543	2624			
Data-stream 5 Advance	49	85	26			

* The uCreate Adobe CC suite was upgraded to CC2015.XX during Oct/Sep. This resulted in full 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.

- The rapid rise from a severe dip in the use of Adobe applications continues with some applications being accessed even more during this period than at the same time in previous years.

uCreate: poster printing

Table 9: 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	229	315	152			
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	44	77	64			
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	68	60	17			
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	13	8	12			
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

- The bulk of poster printing still occurring in the Main Library. Poster projects at the King's Buildings have increased KB-Plain usage. KB-Glossy is underused.

uCreate: other

- The glossy poster plotter at KB Murray Library has been successfully repaired.
- A proposal for the KB centre uCreate equipment move is currently being prepared.
- A uCreate Windows 10 compatibility audit is complete.
- Adobe license renewal numbers have been sent to Software Services.

Helpdesk services: focus on ECA Library

ECA space project: impact on Library study spaces

- ECA is undertaking a major reallocation of space throughout the Lauriston campus this summer, in order to provide much-needed additional studio facilities for students. As part of this, the School-managed computer suite known as "Q Digital" is to be relocated from the Hunter Building to the 2nd floor of Evolution House. This has required the library to vacate the area of study space previously occupied on this

floor. An alternative location on the 3rd floor proposed by ECA management posed too many operational problems in terms of monitoring use of the space, movement and security of stock, and opening and closing of the library; therefore the Library Services Manager (LSM) made a counter-proposal to ECA involving consolidating the library space within its 2 main floors and reconfiguring the study space layout to make more efficient use of the space available.

- While reducing the library perimeter in this way may seem counterintuitive at a time of ever-increasing demand for study space, there are a number of benefits to the plan:
    - The previous 2nd floor space had to close each year for all of May and part of June to be used for the Degree Show, leading to a reduction in study spaces at peak exam time. The extra study spaces within the ground and 1st floors will not be affected in this way as the space is solely managed by the library.
    - The library being given permanent and sole use of a store room in Evolution House ground floor containing 312 shelves of rolling stacks will offer significant flexibility in moving additional collections into storage in future if required, giving the potential to significantly reconfigure the ground floor study space.
    - Opening and closing the library, and maintaining stock security, will be greatly eased by simplifying the library perimeter.
- The LSM and the IS Facilities Buildings Manager have been evaluating proposed layouts provided by ECA, with some revisions required to the initial proposals. Meanwhile, preparations have continued for the necessary stock moves: the ground floor store has been emptied of School material and deduplication work has identified sufficient numbers of books for withdrawal to make the necessary adjustments to shelving on the ground floor. The Helpdesk Supervisor will supervise the moving of some small, infrequently used collections such as maps to the store and withdrawing and moving stock on the ground floor by mid-July. The furniture moves and electrical works involved are relatively minor, so completion by August is realistic.

Collections management activities

- Collections management projects in recent months have largely focused on making space to allow the removal of 2 bays of shelving at the start of the Library of Congress sequence, to be replaced by study desks as part of the aforementioned summer project. Helpdesk staff have been reviewing the lending history of books in non-core subject areas for ECA (Classes A to L) and checking for duplicate copies at other UoE libraries of items that have not been borrowed from ECA in the past 5 years. Even this conservative approach has identified sufficient material for disposal to allow the study space required. From March to May a total of 356 items were withdrawn, with more to be done in June.

Student staff

- Along with the Law Library and Moray House Library, ECA saw the first Student Experience appointments of Helpdesk Assistants in September 2016. These 3 contracts ended in late May, with exit interviews being conducted with the postholders prior to this. These interviews provided a mixture of positive and constructive feedback which highlighted the need to review and simplify the induction and training programme for the next intake of student staff.

Social media (Instagram)

- ECA Library Helpdesk staff joined the rota for the @EdUniLibraries Instagram account in May, posting site-specific content on Thursdays. Due to its emphasis on images and video, Instagram is an ideal social media channel for promoting ECA

Library's services and collections. For example, we will be able to highlight some of the unusual and attractive books in our collection and publicise library exhibits and displays.

Helpdesk services: other sites

Law Library

- Along with the ECA Library and Moray House Library, Law saw the first Student Experience appointments of Helpdesk Assistants in September 2016. These 6 contracts ended in late May, with exit interviews being conducted with the postholders prior to this.
- Some of the chairs that were purchased as part of the Refurbishment in 2008 have suffered over the years and there has been a spate of broken chairs. The Furniture Office managed to replace 25 chairs very quickly and the remaining chairs are being monitored.
- On Sunday 9 April there was a planned interruption to the water supply in order to carry out essential maintenance work. It was not necessary to close the library as there were sufficient services running in the Basement of DHT.

Law Reclassification project

- The LSM attended a Law Library Refurbishment meeting on 6 April at Argyle House, and Re-classification meetings on 26 April and 1 May – these were held in place of the monthly Refurbishment meetings.
- The work on the files for the conversion of Law Library material to Library of Congress has now been completed and returned.
- Work has been carried out on tidying up problems that have been highlighted in some records and the re-labelling project starts on 5 June.
- In order to make space to move the collection around the Law Reports are being moved temporarily to the Main Library Store. Other moves are taking place within the collection to make space to enable us to re-arrange the collection over two floors of the library.
- There has also been stock work carried out in the Law Library and some items that are more relevant to the Main Library have been moved over there.
- Staffing for the re-classification work has been put in place with staff from the Main Library and 1 member of Law Library staff.

Main Library

- A Helpdesk Supervisor played the leading role in setting up the 'backend' of the new tills at the Main Library Helpdesk, Murray Library, CRC and St. Cecilia's Hall. Another HD Supervisor is providing support in the ongoing administration.
- The new till came into service at the Main Library on 31 May. The existing chip and PIN readers are in use, but may be replaced with integrated readers.
- Collection of monies for World Book Night (23 April) took place across sites 24-28 April, with the Main Library receiving the most money: a total of £1561.01 was collected, for donation to The Reading Agency https://readingagency.org.uk/adults/quick-guides/world-book-night-1/ Online fines were not included. As usual users were able to opt out of the donation if they wished.
- Preparations are underway for the provision of a self-service laptop loan service.
- College of AHSS post-offer visits to the Main Library on 29 March and 5 April resulted in 241 visitors receiving tours and 279 enquires at the welcome desk.

College of Medicine and Veterinary Medicine (CMVM) Libraries:-

Western General Hospital Library (WGH)

- The disabled ramp at the fire exit was replaced at the end of April.
- Health management Library staff visited WGHL on 20 April. The Health management Library is also situated at the Western General Hospital.
- An electric adjustable-height desk was installed on 30 May.

The Lady Smith of Kelvin Veterinary Library (Vet)

- Vet library staff have been working on identifying missing books before passing the list to the Academic Support Librarian.
- A stock check discovered that a number of books showed the wrong location in Alma, Vet library instead of Library Annexe. A list will be sent to the Annexe to update the location information.
- A Dutch Veterinary History Association group visited the Vet School and library on 10 May.
- A member of staff from the Metadata Services team visited on 26 May to catalogue some books which had been bought as shelf-ready for the Vet library.
- Two electric adjustable-height desks were delivered on 30 May and will be operational as soon as suitable power points have been provided.

Royal Infirmary Library (RIL)

- Fiona Martin updated site opening hours' webpages.
- There was a network outage on 17 May which affected all Helpdesk systems and services. It appeared to be caused by large amounts of data being backed up to Network Attached Storage (NAS) and lasted for most of the afternoon. Users were able to connect to wifi on their own devices.
- An adjustable, sit/stand desk was installed on 30 May (height adjustable from low level to standing height).

Moray House Library

- A Helpdesk Assistant has joined the Social Media team and has had training on Instagram and is posting every Friday.
- The library received a donation of children's books in Gaelic from the School of Education. A display was created in the Library to highlight these.
- For the time being, cataloguing of the Moray House Special Collections material and the last of our children's Dewey collection has finished.
- A new leaflet display stand has been purchased: the leaflets are displayed more effectively and the Helpdesk is much tidier.
- Access to Moray House Library on 23 May between 9 and 5 was through the swipe access door at the rear of the building via the Quad for everyone. The door permissions were changed to allow students access. The front door was closed off for works. Signage was displayed so students/visitors knew where to go to get in.

Estates issues

- 6 May - New swipe door fitted at the rear of the building which gives access to staff via the quad.
- 13 May – the automatic door to the library was fitted with a push button to replace the motion sensor which was causing the door to open constantly. There are some issues to be resolved with the times of operation of the internal push button.

- 23 May – slate roof repaired closing off access to the library via the front of the building for several hours. Alternative access had to be arranged at short notice via the rear entrance.
- 31 May - The LSM and Helpdesk Supervisor met with the IS Facilities Building Manager and a member of Estates staff to discuss a planned programme of small capital work to improve the physical environment of Moray House Library to be carried out by Estates over the summer, including improvements in lighting and noise dampening.

New College Library (NCL)

- A Helpdesk Assistant contributed a blog post to the 'New College Librarian' blog on 16 May.
- A Helpdesk Assistant attended her first Social Media Group on 24 May.
- NCL took receipt of a standing height table on 10 April.
- The LSM has been involved in testing and improving the new Primo UI (DiscoverEd) during April/May.
- Library Mapping project: the Library Digital Development Manager reported that New College has all been mapped but still requires work to complete the linking to DiscoverEd.
- We welcomed the General Assembly of the Church of Scotland to New College between Saturday 20 and Friday 26 May. Several important dignitaries including Princess Anne attended the Assembly and because of the Manchester bombing on Monday there was a heightened police presence.

Estates issues

- Due work to in the vennel to New College quad to make it more accessible, this entrance was closed from Saturday 8 to Sunday 30 April. Readers accessed the library through the staff entrance which required a servitor to be there at all times. There were quite a few implications that needed to be considered because of this, not least the emergency exits from stack II to the quad. We decided to close stack II and in case of emergency readers would exit the way they had entered the library, which made things simple. The assembly point was just across the road. We operated a collection service from stack II.
- A heater and new lights were fitted in the photocopy/print room on 1 May.
- Work was carried out to repair the damp in the archive room, stack II & III in April and May. The drain located in the quad was cleaned on 8 May. Further repairs to the drain in the quad and a downpipe at the rear of the building are still to be done.

Collections

- The 3 interns started on 24 April and have made great strides in scoping and cleaning the X collection.
- The de-duplicated hymnology collection was listed.

Noreen & Kenneth Murray Library

- There was a network outage on 9 May caused by work on vlan, which lasted around 90 minutes.
- Helpdesk staff undertook book ordering and resource lists projects for the Engineering Academic Support Librarian (ASL) and continued work on the task of identifying the appropriate school of the authors of theses which have been added to ERA.

- Pest control netting was installed on 4th floor windows on 17 May to prevent pigeons entering the building
- A new till was installed on 30 May and the Helpdesk staff were trained in its use on both 30 and 31 May.

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 7 below.

Figure 7: Main Library issues 5 year comparison
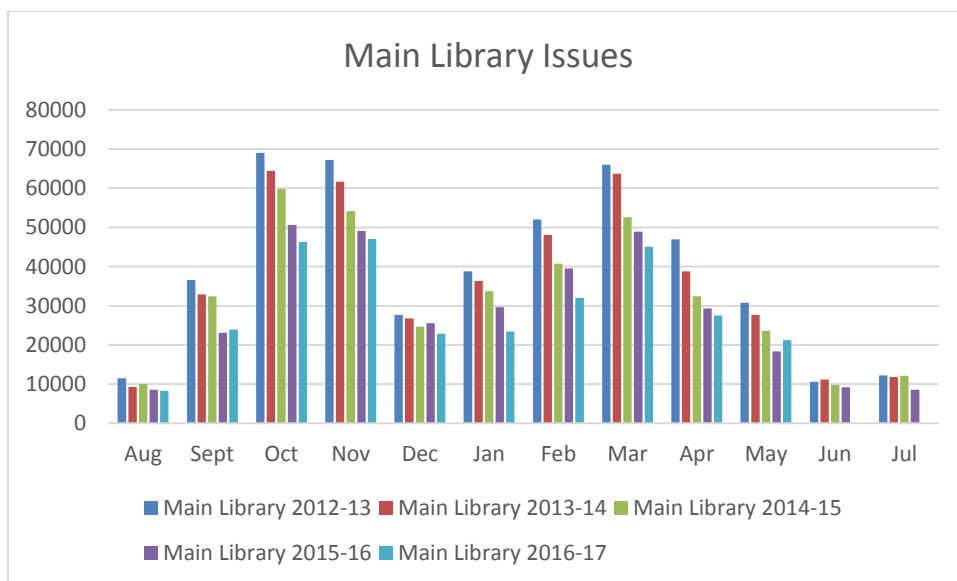
- Issues at the Main Library in April 2017 continued the general downward trend, but increased in May 2017.
- At Site Libraries the trend of declining loans year on year continued in April 2017 but also saw a small rise in May 2017.
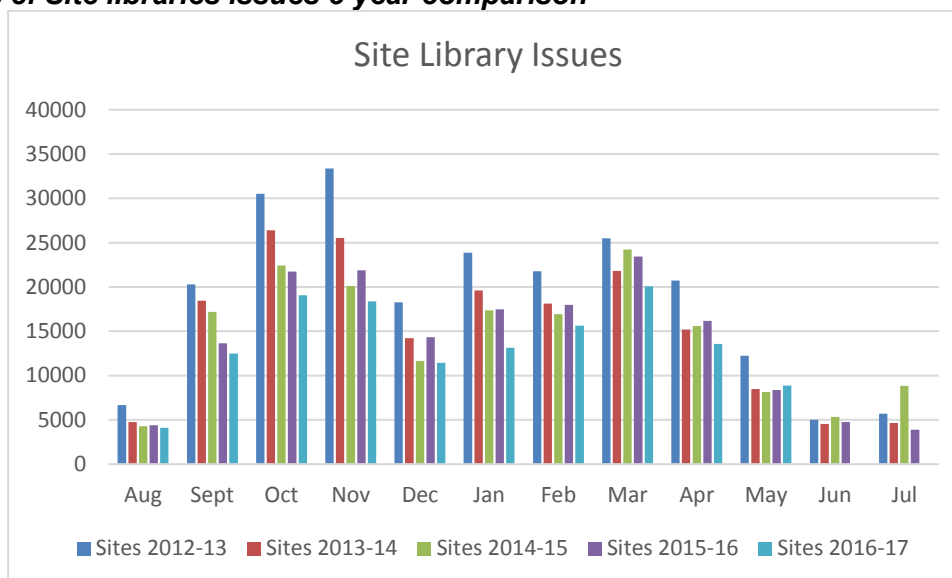- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 8 below.

Figure 8: Site libraries issues 5 year comparison

Site Library Issues

- 2016/17 circulation figures (issues and returns) are presented in Tables 10 and 11.

Table 10: 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	47607
Mar	91515*	85547	76808	72321	65145
Apr	67711	53985	48013	45442	41103
May	43032	36134	31770	26739	30106
Jun	15573	15667	15118	13922	
Jul	17954	16475	20960	12444	
Annual Total	696044	614365	558086	508356	

Table 11: 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	39314
Mar	98267	91474*	86317	77607	62717
Apr	87115	81729	67279	59017	50199
May	65997	60466	49224	43345	39491
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 April and May 2017 and showed an increase in both months compared with 2016.
- USD KPI #8 for 2016-17 is 90% of library material to be returned by self-service. The KPI **was met** in April and May 2017; April was consistent with the previous month (95%) but May showed a decrease (94%) but was well above the same month in 2016 (90%).

Table 12: 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	47607	45022	95% (95%)	Y	39314	36726	93% (95%)	Y
Mar	65145	62396	97% (96%)	Y	62717	59656	95% (95%)	Y
Apr	41103	39399	96% (95%)	Y	50199	47857	95% (95%)	Y
May	30106	28546	95% (93%)	Y	39491	37184	94% (90%)	Y
June			(89%)				(87%)	
July			(89%)				(90%)	
Total			(94%)				(93%)	

- For an in-depth analysis of Self-check statistics for ECA Library, see *Appendix 1 – ECA Library: Summer vacation 2014/15 – end of Semester 2 2016/17.*

Unidesk Library Helpdesks operator group: standard calls

- The Library Helpdesks operator group was final resolver of 541 calls in March 2017, up from 510 in February, but fell to 484 in April: the number of calls resolved was higher in both months compared with 2016.
- The target for percentage resolved in 1 day (target 60%) was not met in March (59%); the target for percentage resolved in 3 days (75%) was met (77%); as was the target for 7 days: target 80%, resolved 88%.
- April saw an improvement in resolution time: 65% were resolved in 1 day; 82% in 3 days; 90% in 7 days.
- Of these calls, more service requests were resolved than incidents in March (238 and 303 respectively) but in April more incidents (247) than service requests (237) were resolved.

Table 13: Library Helpdesks final resolver and/or handled calls by Subcategory

Category	Subcategory	March	April
Core services & systems	Card Services	163	123
Library	Library Get It (formerly Resources Plus)	190	176
Library	Library Find It (formerly Discovery)	160	145
Advice & Consultancy	Help & Support	90	113
Core services & systems	Personal Print, Copy, Scan	48	34
Infrastructure	Supported Desktop	12	7
Learning & teaching	Reading Lists (formerly Course Reading)	6	4
Rest		45	23

- Library Get It was the most numerous sub-category in March and April with Card calls second most numerous in March and Library Find It second in April. Help and Support was at its highest level this Session (113).
- 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 Calls recorded by sites in April-May 2017

- After a peak in March of 4121 Quick Calls, the figures for April and May fell back to 2651 and 2291 respectively. This is lower than the totals for January and February. While the most- and least- busy sites remained the same as most months, New College Library was the third most-busy site in both April and May. In April this was mostly due to a high number of Direction/information enquiries at this site (89, 37% of the total for all sites); whereas in May the increase was more evenly spread across a range of enquiries. The high number of directional enquiries at New College in April was due to temporary alternative access arrangements being put in place due to building works.
- For an in-depth analysis of Quick Calls at ECA Library, see *Appendix 2: Quick Calls – ECA Library focus*.

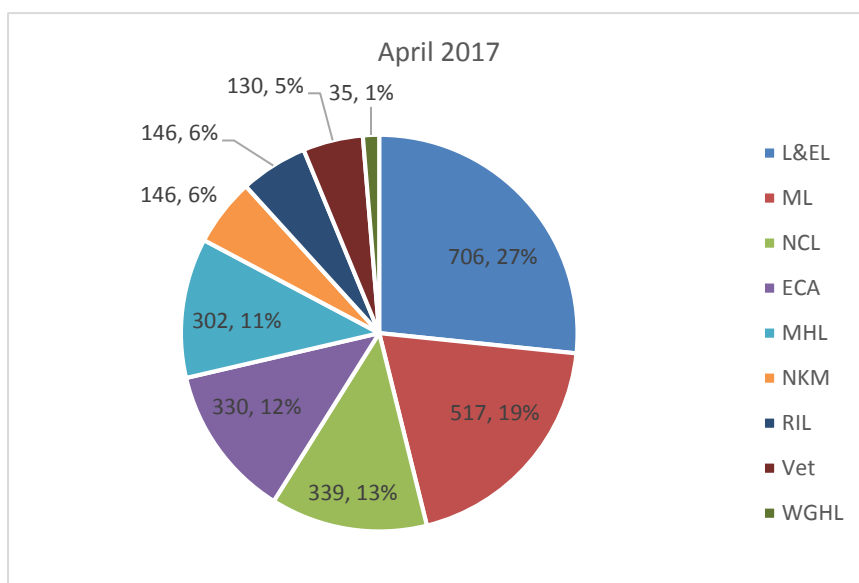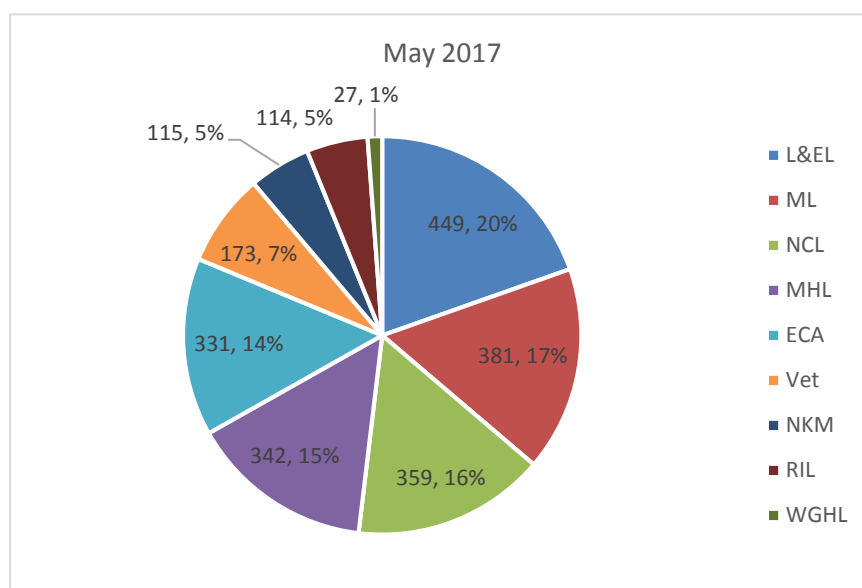*Figure 9: Quick Calls by Standard Solution by site April 2017*

April 2017

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

706, 27%
517, 19%
339, 13%
330, 12%
302, 11%
146, 6%
146, 6%
130, 5%
35, 1%

Figure 10: Quick Calls by Standard Solution by site May 2017

May 2017

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

449, 20%
381, 17%
359, 16%
342, 15%
331, 14%
173, 7%
115, 5%
114, 5%
27, 1%

Top 10 Quick Calls in April and May

- Tables 14 and 15 show the top 10 enquiries for April and May respectively. These mostly reflect changes expected as the Semester draws to a close, eg opening hours, requests for assistance locating material on the shelf dropping off in May.
- Card queries continued to account for a higher share than previously: 5.4% in April 2017 compared to 4.1% in April 2016; 6.4% in May 2017 compared to 4.0% in May 2016.
- Unusually, Direction/information enquiries were the most common Quick Call in May. ECA, Law, Moray House, New College and Vet Libraries each recorded more than double the number of such enquiries recorded compared to May 2016.

Table 14: Top 10 Quick Call standard solutions April 2017: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	260	9.8%
2	Direction/information	242	9.1%
3	Circulation: enquiries	238	9.0%
4	Card: Queries	140	5.3%
5	Stationery/equipment loan	140	5.3%
6	Finding material	115	4.3%
7	Buildings and facilities	109	4.1%
8	Access: Day passes or ID check	101	3.8%
9	Opening hours	94	3.5%
10	Lost property	93	3.5%

Table 15: Top 10 Quick Call standard solutions May 2017: all sites

Rank	Standard Solution	No	% of total
1	Direction/information	210	9.2%
2	Circulation: enquiries	199	8.7%
3	Stationery/equipment loan	157	6.8%
4	Card: Queries	147	6.4%
5	Finding material: locating material on the shelf	133	5.8%
6	Buildings and facilities	112	4.9%
7	Lost property	99	4.3%
8	Finding material	94	4.1%
9	Opening hours	91	4.0%
10	Circulation: manual issue/return	90	3.9%

- Figures 11 and 12 show a complete breakdown of enquiries by standard solution for April and May.

Figure 11: Complete breakdown of enquiries by Standard Solution in April

April 2017

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

Figure 12: Complete breakdown of enquiries by Standard Solution in May

May 2017

Categories (top to bottom):
- 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

Barry Croucher 13 June 2017

Appendix 1: ECA Library: Summer vacation 2014/15-end of Semester 2 2016/17

Looking at circulation for the two year period from the start of the summer vacation 2014/15 to the end of Semester 2 2016/17, using transaction figures extracted from Alma and self-service transaction figures obtained from the 3M Command Centre.

Note:

- material issued/returned with a 6 week loan period has been excluded since this relates to Inter Library Loan items.

- throughout, transaction figures for the summer vacations and the spring teaching breaks are expressed as a weekly average.

Figure 1 TOTAL TRANSACTIONS (Helpdesk and Self-service), summer vacation 2014/15 - end of Semester 2 2016/17
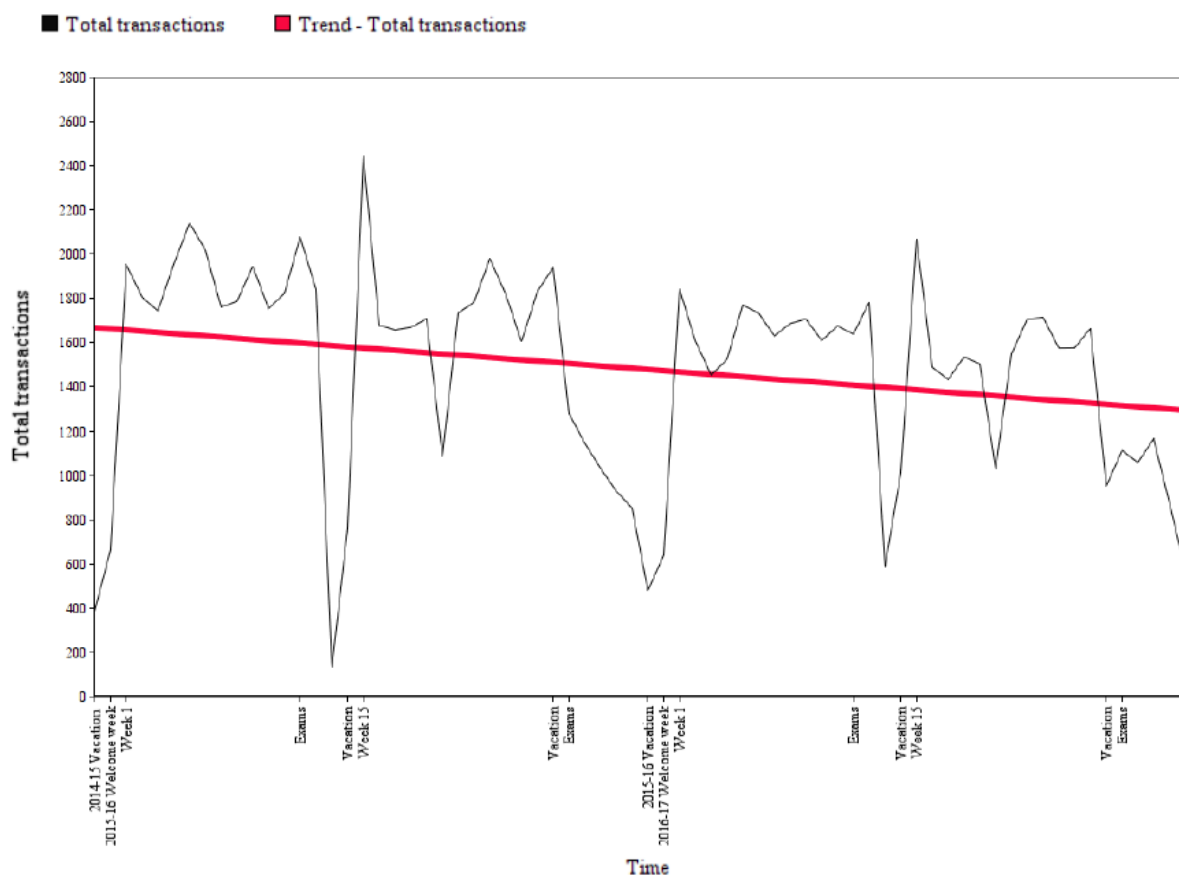
Figure 2 TRANSACTIONS BY HELPDESK AND SELF-SERVICE, summer vacation 2014/15 - end of Semester 2 2016/17
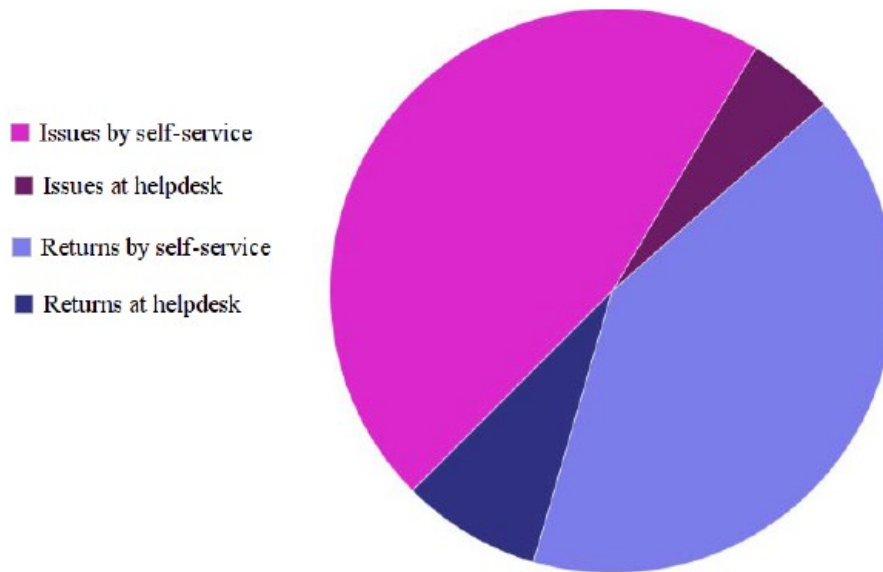
Considering all transactions (Helpdesk and Self-service)

- in the year from the beginning of the summer vacation 2014/15 to the end of Semester 2 2015/16 the total number of transactions was 60531; from the beginning of the summer vacation 2015/16 to the end of Semester 2 2016/17 the total number of transactions was 56681. This shows a decrease in transactions of just over 6%.

- overall, 52% of all transactions were issues and 48% were returns.

- in both 12 month periods, self-service transactions accounted for 87% of all transactions, comprising 86% of issues and 85% of returns.

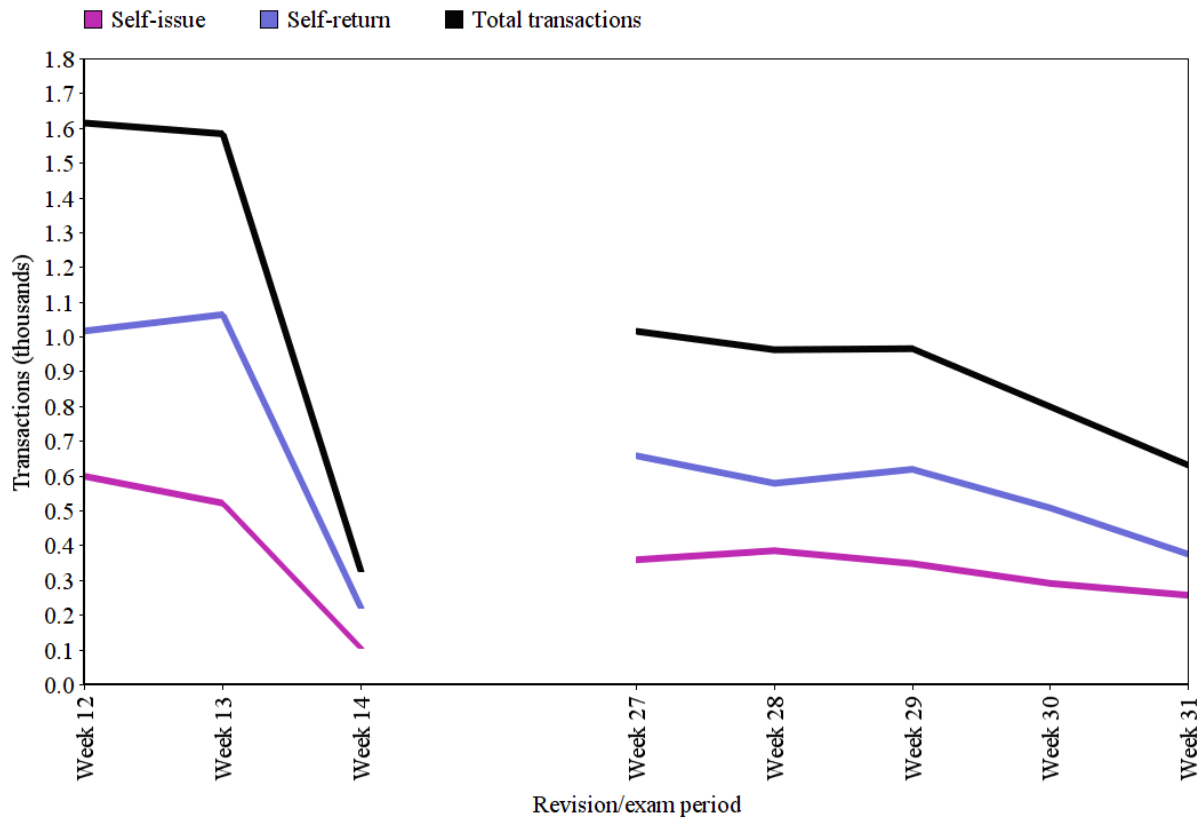## Figure 3 SELF-SERVICE TRANSACTIONS, summer vacation 2014/15 - end of Semester 2 2016/17
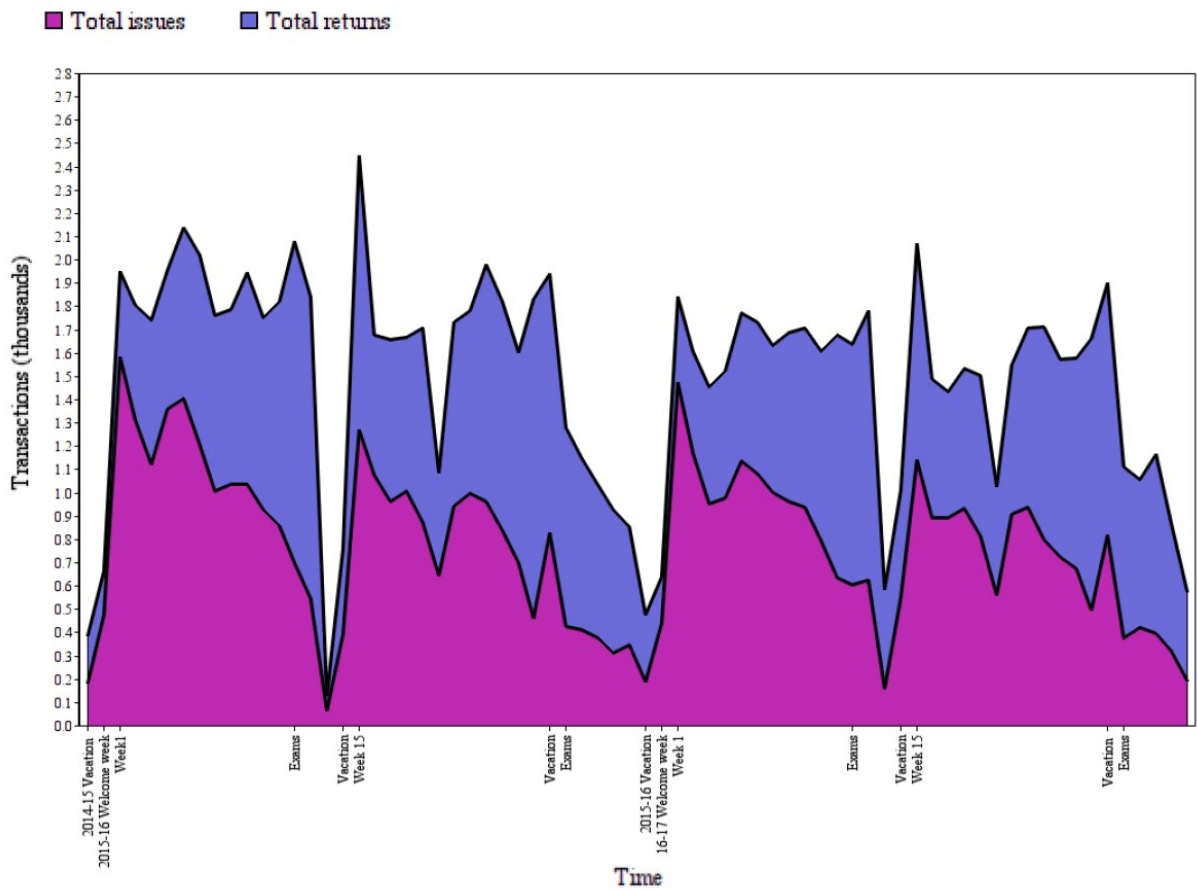
Figure 4 SELF-SERVICE TRANSACTIONS, summer vacation 2014/15 - end of Semester 2 2016/17
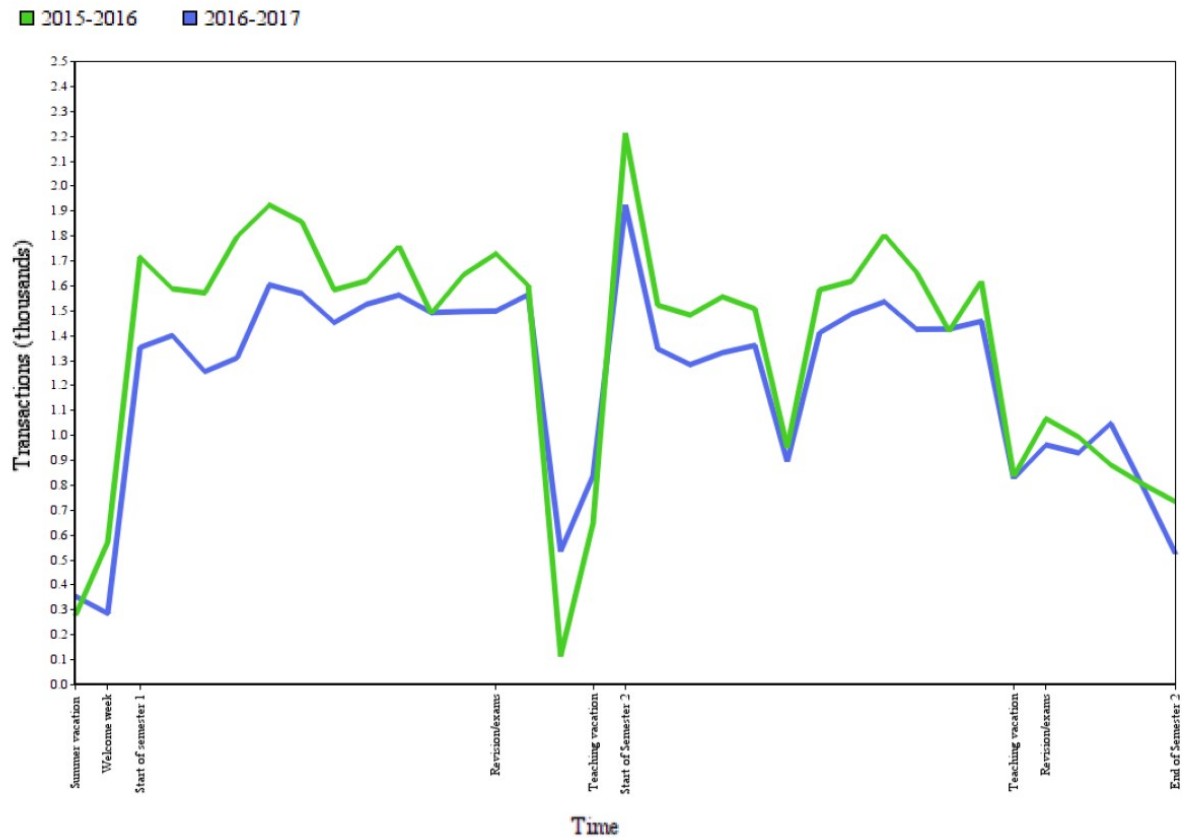
- total self-service transactions were 52729 in the first 12 months of the period and 49235 in the second 12 months – a decrease of 6.63%.

- self-service transactions account for 86.6% of all transactions (87.1% in the first 12 months and 86.2% in the second 12 months).

- overall, self-issues account for 53% of all self-service transactions (55% in the first 12 months and 51% in the second 12 months).

- the pattern of self-service transactions is very similar over the two years, although the earlier period (2015-16) shows a greater range.

- 85% of self-service transactions took place in Semesters 1 and 2, 41% in Semester 1 and 44% in Semester 2.

- the average number of self-service transactions each week in Semester 1 was 1892, and 1311 in Semester 2. The first week of Semester 2 (Week 15) had the greatest number of self-service transactions in both 2015-16 and 2016-17 – an average of 2069 (1133 self-issues and 936 self-returns). During Semesters 1 and 2, the week showing the lowest self-service transactions was Innovative Learning Week/Flexible Learning Week - an average of 923 (549 self-issues and 374 self-returns).
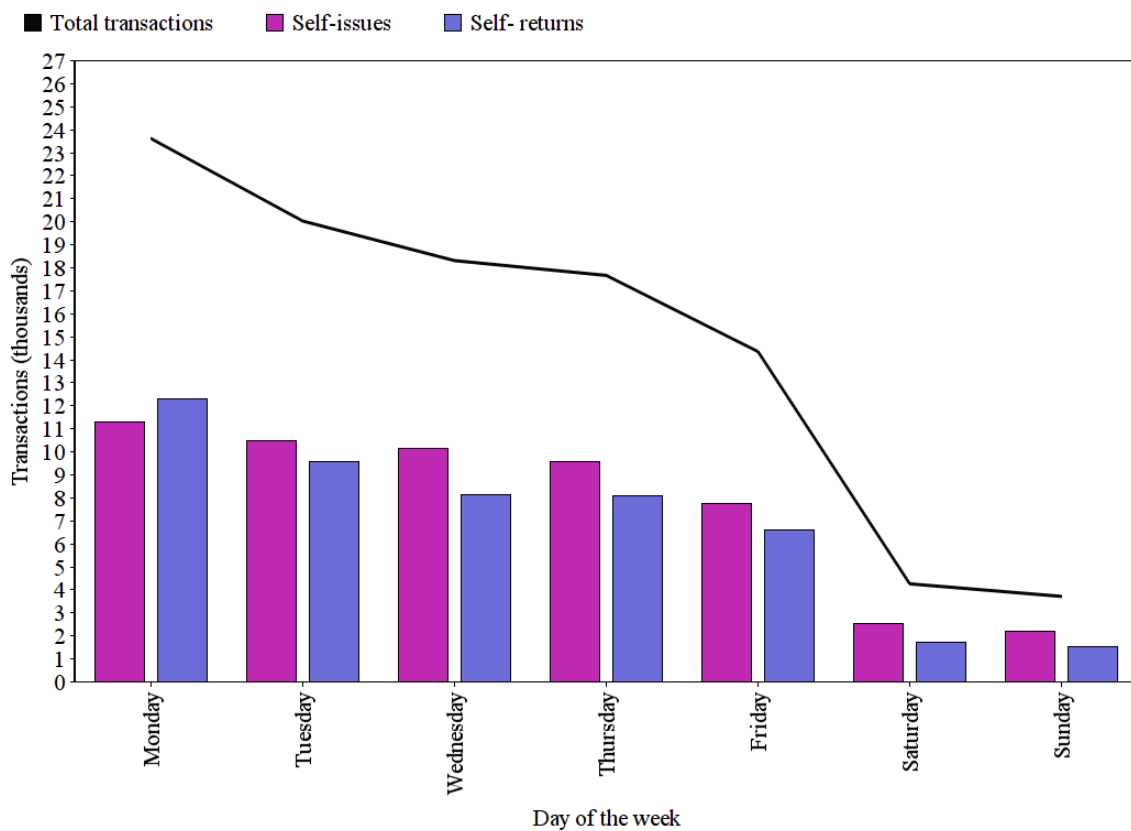
- only 15% of self-service transactions took place outwith semester; this can be broken down into 68% during the summer vacation, 10% in the winter teaching break, and 22% in the spring teaching break. Considering this in terms of weekly usage, there was an average of 316 self-service transactions per week over the summer vacation, and 757 per week in the spring teaching break.

Figure 5 SELF-SERVICE TRANSACTIONS IN REVISION/EXAM PERIODS, 2015/16 and 2016/17

- Revision/exam periods show a distinct pattern, more pronounced over the shorter period at the end of Semester 1, of relatively stable self-issue/self-return followed by very marked drop in usage; during all the revision/exam periods, returns accounted for the higher proportion of self-service transactions (64%).

Figure 6 SELF-SERVICE TRANSACTIONS BY DAY OF THE WEEK, summer vacation 2014/15 - end of Semester 2 2016/17

- most self-service transactions took place on a Monday (23.16%); each weekday showed a decline in the number of self-service transactions, to 14.08% on a Friday.

- less than 8% of self-service transactions took place at the weekend (4.18% on a Saturday and 3.65% on a Sunday).

- the only day on which self-returns exceeded self-issues was a Monday, when 52% of transactions were self-returns.

Figure 7 SELF-ISSUE BY DAY OF THE WEEK - Week 5, Week 10, Week 15, Week 20 and Week 25
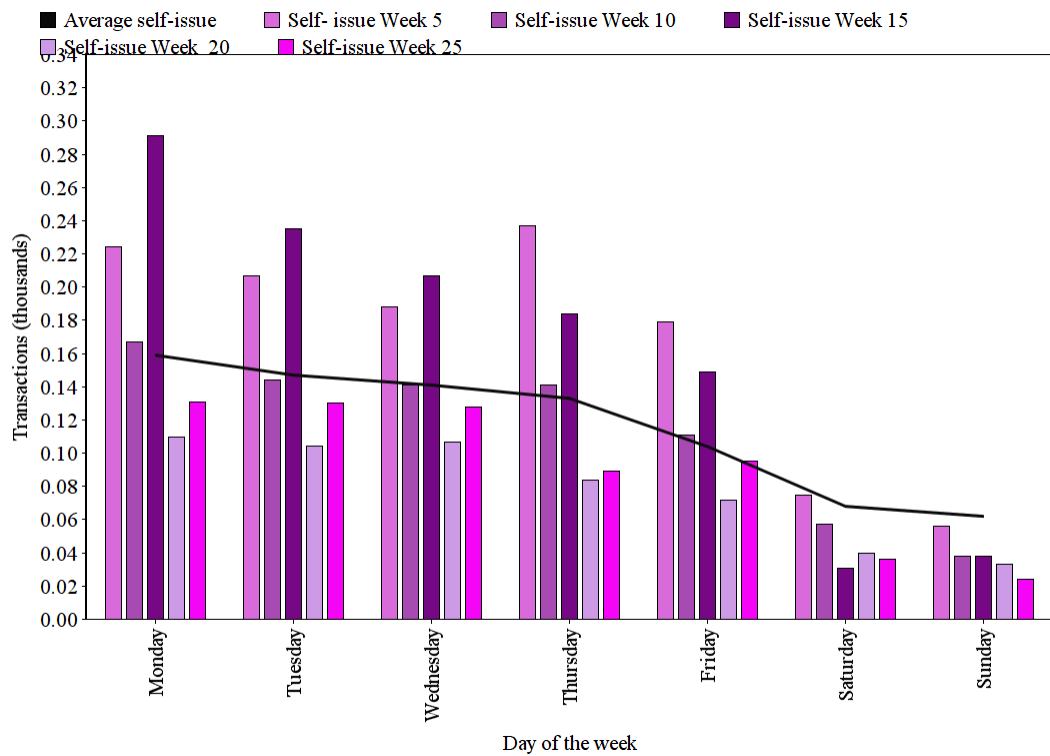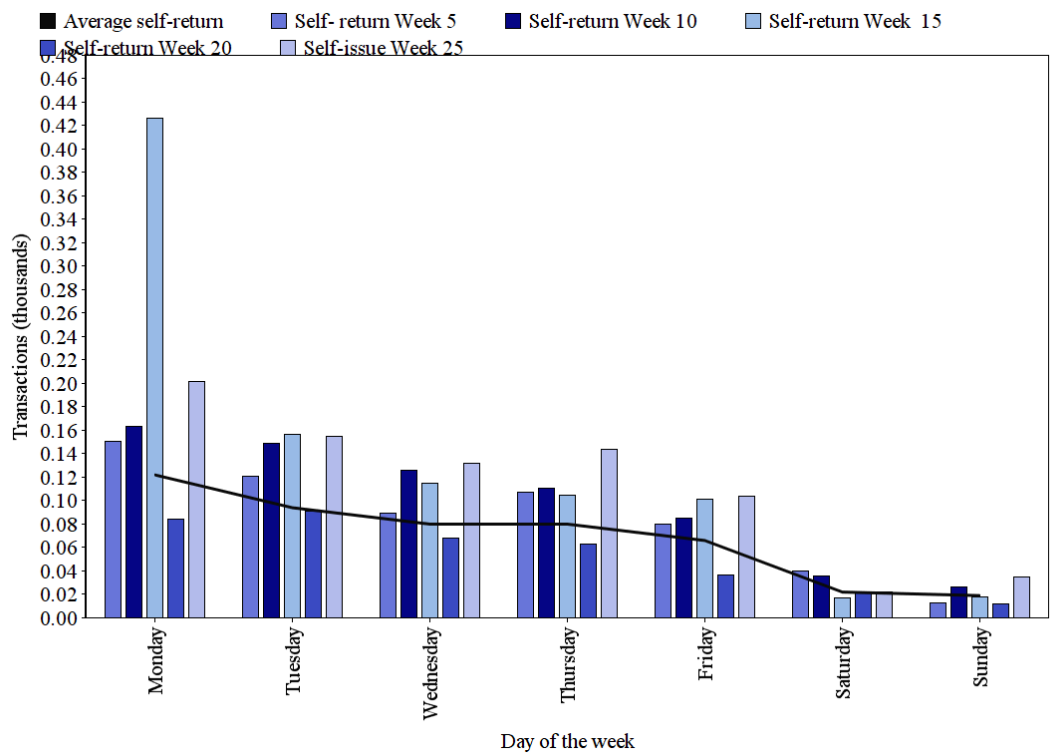

Figure 8 SELF-RETURN BY DAY OF THE WEEK - Week 5, Week 10, Week 15, Week 20 and Week 25

- Weeks 1 and 10 are in Semester 1, and Weeks 15, 20 and 25 are in Semester 2.

- the average self-issue/return figure is calculated from transactions in semester only, and excludes those in the summer vacation, the teaching breaks and Welcome Week.

- self-issues conducted Monday to Friday in Week 5 and Week 15 always exceeded the average for that day; in Week 15, the first week of Semester 2, self-issues were nearly 56% higher than the average for Monday to Friday.

- for Weeks 1, 10, 15 and 25, self-returns were greater than the average number of self-returns for each day of the week; on the Monday of Week 15 (the first week of Semester 2) there was an average of 339 self-returns compared to the overall average for a Monday of 122.

- Week 20 was Innovative Learning Week/Flexible Learning Week and self-service transactions were 29% below the average figure.

Appendix 2: Quick Calls: ECA Focus

April was a quiet month for enquiries at ECA Library compared with the previous year, with 330 in April 2017 compared to 539 in 2016. The library was noticeably very quiet during the Spring Teaching Vacation. May also saw slightly fewer enquiries than 2016, with 331 compared to 360. This applied more generally across Semester 2, with only January seeing more Quick Calls recorded than the equivalent month last year. However, looking at a full year of data gives a different picture, as seen in Figure 1. This shows that significantly more Quick Calls were recorded than the previous year throughout the period from June to December 2016. In particular Semester 1 (September to December) saw an increase of nearly 40% year-on-year. Overall, Semesters 1 and 2 2016/17 combined saw a total of 4857 enquiries compared to 4391 in 2015/16.

- *Figure 1: ECA Quick Calls June to May, 2015-16 vs. 2016-17*
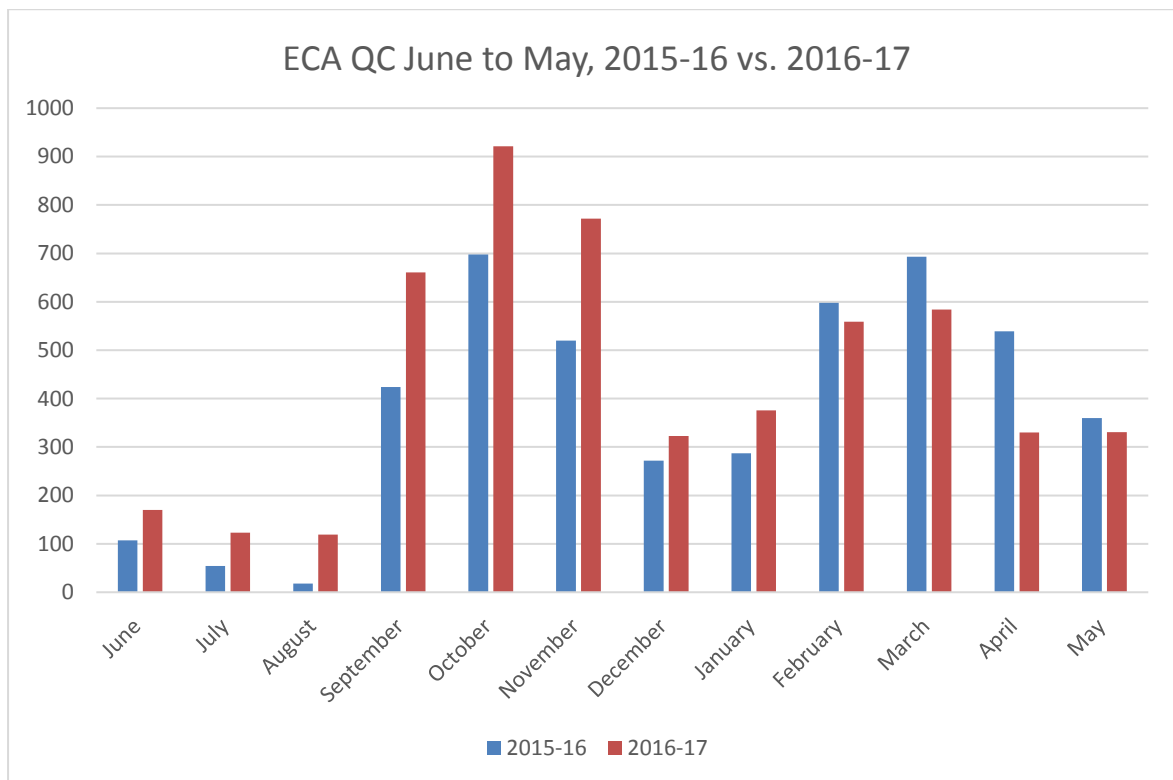
- It is worth considering possible explanations for the reduction in enquiries in Semester 2 (from 2477 in 2015/16 to 2180 in 2016/17). One may be the timing of submission deadlines and the associated peaks in library activity. It is notable that October 2015 and March 2016 were almost equally busy, whereas this Session saw considerably more activity in October.
- Comparing the top 10 enquiries at ECA Helpdesk from January to May in 2016 and 2017 shows significant changes (see Tables 1 and 2). In particular, Stationery/equipment loan requests fell from 387 to 204 and Fines/claimed returns enquiries from 165 to 88. These reductions alone account for a decrease of 260 Quick Calls from an overall reduction of 297. The fall in fines enquiries likely results from the availability of online fine payments and appeals
- It also notable that other than Print Credit Enquiries (which saw 67 Quick Calls in the same period both years), Printing Quick Calls are absent from the top 10 in 2017. Printing: how do I? declined from 106 to 67, and Printing: technical problems from 80 to 53. Given that the number of pages printed on the library's MFDs over January to

May rose from 90749 in 2016 to 93874 in 2017, this suggests that self-help documentation such as the printing helpsheet distributed at ECA Library induction sessions for new students may be helping to reduce the need for staff intervention.

- The volume of several other common enquiries remained broadly unchanged, e.g. help with locating material on the shelf, using the self-issue and return machine and searching DiscoverEd (Finding material).

- The most prominent increase was in Circulation enquiries, which were 55% higher than the same period last year (266 compared to 171). While the total for Semester 1 was also higher, the increase was most prominent from January to March this year. This suggests it may relate to a problem that occurred in December with system-generated "barcodes" on new Alma records duplicating existing 6-digit barcodes on ECA Library books. While the underlying system problem was resolved quickly by adding a prefix ("AUTO") to system-generated barcodes, it did result in cases of the wrong item issuing or being returned on a user's account. ECA Library staff have been working closely with colleagues in Library and University Collections to resolve this issue by replacing barcodes as necessary, and Information Systems have a call in with Ex Libris regarding making a bulk change to outstanding duplicates.

- While the number of Card Queries recorded throughout the period was only 10 higher than the previous year (117 compare to 107), note that the percentage share for January to May rose from 4.3% to 5.4% for the period; and for May in particular this had risen to 7.6%. This suggests that the new card process introduced in January continues to boost card enquiries at the Helpdesk.

- Overall, the statistics for Semester 2 indicate possible changes to the timing of peak busy periods over the academic year and to the kinds of enquiries being handled that will merit further monitoring in the coming months.

Table 1: ECA Top 10 Quick Call standard solutions Jan-May 2016

Rank	Standard Solution	No	% of total
1	Stationery/equipment loan	387	15.6%
2	Finding material: locating material on the shelf	207	8.3%
3	Circulation: enquiries	171	6.9%
4	Circulation: fines/claimed returns enquiries	165	6.7%
5	Circulation: manual issue/return	134	5.4%
6	Finding material	132	5.3%
7	Circulation: self-issue/self-return	125	5.0%
8	Finding material: reference enquiries	108	4.4%
9	Card: Queries	107	4.3%
10	Printing: how do I?	106	4.3%

Table 2: ECA Top 10 Quick Call standard solutions Jan-May 2017

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	266	12.2%
2	Finding material: locating material on the shelf	210	9.6%
3	Stationery/equipment loan	204	9.4%
4	Direction/information	143	6.6%
5	Finding material	119	5.5%
6	Card: Queries	117	5.4%
7	Circulation: self-issue/self-return	113	5.2%
8	Circulation: fines/claimed returns enquiries	88	4.0%
9	Buildings and facilities	80	3.7%
10	Print credit enquiries	67	3.1%

Tables 3 and 4 show the top 10 Quick Calls for ECA Library in April and May 2017 respectively.

Table 3: Top 10 Quick Call standard solutions April 2017: ECA

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	42	12.7%
2	Stationery/equipment loan	36	10.9%
3	Finding material: locating material on the shelf	32	9.7%
4	Direction/information	21	6.4%
5	Card: Queries	20	6.1%
6	Circulation: fines/claimed returns enquiries	17	5.2%
7	Finding material	15	4.5%
8	Buildings and facilities	15	4.5%
9	Circulation: self-issue/self-return	13	3.9%
10	Print credit enquiries	12	3.6%

Table 4: Top 10 Quick Call standard solutions May 2017: ECA

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	38	11.5%
2	Stationery/equipment loan	33	10.0%
3	Card: Queries	25	7.6%
4	Direction/information	22	6.6%
5	Finding material: locating material on the shelf	20	6.0%
6	Circulation: fines/claimed returns enquiries	18	5.4%
7	Circulation: self-issue/self-return	18	5.4%
8	Buildings and facilities	13	3.9%
9	Finding material	12	3.6%
10	Printing: technical problems	11	3.3%