

Help Services

Service Report for 28th April to 16th June 2015

Exceptional Service Activities

Section report focus

- The Help Services Section report for this period highlights New College Library. The highlighting takes the form of additional reporting on site activities, a detailed review of self-check usage, and analysis of Quick Calls.

Opening hours

- Opening hours for ECA, Law & Europa, New College, Noreen & Kenneth Murray and Scottish Studies libraries changed to their standard Summer pattern over the weekend of 23/24 May. Please note that Scottish Studies Library staffed hours from 29 June are under review by the School. Moray House Library changed to the standard Summer pattern on 6 June.
- Site Library Helpdesks will remain closed for the first part of one morning each week over the Summer in order to allow Library staff dedicated time to take part in training. From 8 June to 28 August, Library Helpdesks will open at 10.15am in the following pattern:
 - Mondays: Law & Europa Library
 - Tuesdays: Noreen and Kenneth Murray Library
 - Wednesdays: ECA Library
 - Thursdays: Moray House Library
 - Fridays: New College Library
- The Libraries will open at their normal time and normal self-services will be available for users with current valid Library cards. At Libraries with swipe access, such as Law & Europa Library and New College Library only users with current valid Library cards will be able to gain access at these times.
- Main Library Helpdesk service hours changed to the standard Summer pattern on 12 June. Please note that extended service hours of 10am to 5pm will be offered on the weekends of 27 and 28 June and 4 and 5 July.
- Full opening hours information is available at: <http://www.ed.ac.uk/is/library-opening>

Main Library restricted access

- The well-established practice of restricting reference users from entering the Main Library before 5.30pm during revision/examination period operated from 13 April to 14 May inclusive.
- All users were allowed to use other libraries instead, or the Main Library after 5.30pm. An Equality Impact Assessment was sent for publication.

Main Library usage

- Headcounts were comparable with 2014, although there were fewer peaks: only once did the headcount exceed 1800. However, recorded entries before 10am reached 2000 or more on 5 occasions (once in 2014), and was indicative of a general trend of early arrival, confirming anecdotal evidence from Help Services staff, Student Helpers and students that some days the Library was deemed full by 10am.

- A Survey Kiosk exit survey attracted 391 valid responses; 70% were Undergraduates. The survey asked for suggestions to make finding a space easier, other than by increasing the number of seats, and just under a quarter of the 171 respondents to this question wanted some method of preventing others from reserving spaces by leaving belongings on seats or desks. 20% wanted better signage, with various suggestions of what sort of (mainly electronic) signage would be useful. 'Full' signs at the entrance or a 'car park' system were ideas shared by several users. Managing this behaviour could be a discussion point with EUSA.

Additional temporary study space

- IS booked 5 rooms in the DHT Hub area for student revision and study, for the period 18 April to 22 May inclusive, 8.30am to 10pm daily.
- The DHT café has extended its opening hours to include weekends 10am to 6pm (4 weekends starting 25 April).
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Student Helpers

- Help Services employed 8 Student Helpers working the period of 20 April to 10 May in 3 shifts of: 9am-12, 12-2pm and 2-4pm, Monday to Sunday.
- An induction took place on 17 April.
- Student Helpers were proactive in assisting users locate study space either in the Main Library or elsewhere on campus, using the stand alone map in the foyer and information re PC availability from the plasma screen.
- Most of the Helpers considered their role to be useful, even if on occasion they did not appear to be busy, and felt that the visibility of the Helpers in the foyer was important. One Helper commented that her friends felt 'comforted' by their presence even if they did not approach them for help. It was also commented that users recognised them as being 'There to Help' which previously had not always been the case.

Lockers

- The Main Library has again provided a locker service in 2014/15. As rental periods for the Semester end on 30 June, all users have been emailed asking them to return keys and another email will be sent in the next week or so.
- Day Locker usage (a free service) was used by UoE members: 816; Non-UoE members: 29.

Clickers

- The current Electronic Voting System ("Clickers") service is being withdrawn in June.
- Therefore, Helpdesk will no longer issue/manage "clicker" loans: this mainly effects the Main Library and Murray Library.
- A new service is to be implemented where students will use an app or web browser on a smartphone/tablet/laptop

Social media

Twitter

- As of 14 June we have 1,168 followers. While we continue to attract new followers there has been evidence of current followers unfollowing us, and as a result our overall number of followers has remained at approximately the same level for the past month. This is to be expected as we approach the end of the academic year when final year students and other departing user groups may no longer have any need to follow our account.
- Despite the reduced weekend summer opening hours, Helpdesk staff will continue to post original tweets over the weekend, scheduling tweets in advance if necessary.
- Social media, both Twitter and Facebook, will play an important role in communicating key messages regarding the Library Management Platform migration, including changes to circulation policies and degradations of service during the changeover.
- A new set of Social Media guidelines has been published by the University's Editorial Development Team, so any working practices not already in operation by the library's social media group will be adopted and disseminated to relevant staff.

Top Tweets

- Top tweet for April 2015 was: "**Remember the 5th floor of library is a silent study space with dedicated postgrad area. You also get fantastic views.**" This was retweeted 6 times, favourited 5 times, received 3 link clicks and was seen by 1,230 users on Twitter.
- Top tweet for May 2015 to date was: "**Here's a pic of the library's first ever catalogue from 17th century #DiscoverEdLib**". This was retweeted 9 times, favourited 9 times, received 11 link clicks and was seen by 2,692 users on Twitter.
- Top tweet for June 2015 to date is "**Need a book we don't have? Our Interlibrary Loan team can help you out edin.ac/18kXcD4**". This has been retweeted 3 times and has been seen by 509 users on Twitter.
- Table 1 shows the Twitter activity in April, May and June* (*to 14 June)

Table 1: Twitter activity for EdUniMainLib

Activity	April	May	June*
Tweets	60	61	23
Retweets	50	61	18
New Followers	67	40	-2
Mentions	64	84	22
Favourites	26	65	9
Link clicks	190	223	67
Profile visits	4,412	3,502	1,483
Impressions	28,700	31,500	10,900

*1 to 14 June 2015

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

Mentions = Number of times another twitter user has mentioned us (@EdUniMainLib) in a tweet (this includes replying to tweets we have done, tweeting enquiries at us, promoting events at Main Library, etc.)

Favourites = Number of times our original tweets have been favourite by another twitter user

Link clicks = Number of times another twitter user has clicked on a link we have posted

Profile visits = Number of times a Twitter user has visited our page
Impressions = Number of times user sees a tweet

Facebook

- As of 14 June, we have 148 page likes. The Edinburgh University Libraries Facebook page seems to be gaining more momentum over the past few weeks in terms of our overall page likes and the number of times users have engaged with our content.
- Top Facebook post for April was: **“A surprising find in the archives telling a somewhat macabre story from Chester Zoo - monkey commits suicide.”** This post reached 318 users on Facebook and received 8 likes, comments and shares.
- Top Facebook post for May was: **“Come and have a go at our image tagging Metadata game in the [Edinburgh Central Library](#) from 1-3pm today! Can you set a new high score?”** This post reached 310 users on Facebook and received 13 likes, comments and shares.
- Top Facebook post for June to date is: **“Oscar, the lovely cat found huddled on a windowsill of our George Sq. library last week, is still with the [Scottish SPCA](#). Please share so we can reunite him with his owner. Anyone with information should call the SPCA Edinburgh centre on 03000 999 999”.** This post reached 6,212 users on Facebook and received 164 likes, comments and shares.

Table 2: Facebook Statistics

Activity	April	May	June*
Current Likes	123	136	148
New Likes	9	13	12
Post Reach	1,442	1,939	1,040
Engagement	239	257	114

*1 to 14 June 2015

Current Likes = Number of times a Facebook user has liked our page

New Likes = Number of new users who have liked our Facebook page

Post Reach = Number of users who have seen our posts

Engagement = Number of times a Facebook user liked, commented on or shared one of our posts.

IS Web site

- The review of the web pages prior to migration to EdWeb is continuing. Our wiki page has been updated to enable the group to keep track of pre-migration checks.
- Members of the web group have attended EdWeb sessions and IS website copy editors meetings.
- Work in process for changes to the web pages with the introduction of DiscoverEd and Alma.

Staff development (selection)

- Alma training sessions have been provided by and for Help Services staff to attend.
- Section staff have also been attending DiscoverEd demonstrations.
- As in previous years, Site Library staff are given dedicated time to take part in training, such that Site Library Helpdesks will remain closed for the first part of one morning each week over the summer.
- This year there is not a structured training programme (apart from DiscoverED sessions all next week), but the training sessions will be used mostly for getting to grips with Alma and DiscoverED, ready for the implementation and the new session. There may be some individual local sessions on appropriate service refreshers and

Main Library staff are welcome to attend any relevant session. Also, as usual, some sessions will be used for local staff planning meetings.

Section services

Card Services

- There have been no card events in the last period and card services has just been running its normal services.
- We have had around 1,700 photos uploaded via the MyEd for students starting in 15\16 with around 4,000 students still requiring to upload a photo. A reminder email has now been put in place to contact the students who have not yet uploaded a photo and ask them to do so. We have made a change to all the emails that are sent out to students via the card photo submission channel and image approval system to include their student number in the text from 11 June. This will be helpful for those students who may be using an agency to deal with their University registration.
- A service support review was conducted with Applications Management on 21 May and was satisfactory.
- We have received the new kit and software licence for the Moray House library and all of the background work is being completed ready for installation.
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A change has been made so that Card is now feeding the card number and library barcode number directly into IDM. This means that the data in IDM is now up to date and replacement card data is updated in IDM within an hour of the card being produced. Online Print Credit

- The usage data in April and May shows a decline compared with the same months in 2014, but in April 2015 the value of print credits exceeded April 2014.

Online Print Credit: Performance

- System performance has been good in the reporting period, with 2 minor exceptions.
- A service support review was conducted with Applications Management on 21 May and was satisfactory.
- Since the meeting, Applications Management has begun monitoring some extra Print Credit URLs on [Site 24x7](#) to allow them to keep a closer eye on performance.

Disability Computing Support for Students

- Disability Computing Support (DCS) was initially tasked with supporting 66 exams during the 27 April to 22 May exam diet. As a result of exam cancellations the final figure was 54 exams, which represents a significant increase on last year's total of 39.
- Support was provided by DCS and Helpline staff, however to assist with the extra demand, additional support was provided by 2 members of IS Consultancy staff). A member of the Helpdesk staff also shadowed exam staff during the diet in preparation for assisting with exam support from the August resits onwards.
- As part of the annual hardware recycle, 7 PCs have been purchased for DCS to replace the existing 5 year old machines here.

Disability Computing Support for Staff

- One enquiry was received about a laptop riser and information provided to take the equipment request forward to their line management.
- There was 1 enquiry about mini-keyboards and laptop risers. Advice was given but no further action was required.
- One ergonomic mouse is on loan (ongoing).
- One enquiry came from a ZoomText user who had problems with the software. A visit to their place of work was offered but a PC rebuild by local IT resolved the issue soon after the enquiry was received.

uCreate: software usage

Table 3: Number of uses 2014/15

Month										
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	March	April	May
Photo-shop CS6	883	811	518	433	272	480	209	677	651	738
Illustrator CS6	98	117	76	89	76	74	46	148	187	123
InDesign CS6	74	81	62	54	93	68	43	76	178	63
Premiere Pro CS6	74	5	1	28	23	13	40	73	29	40
Acrobat Pro 10	2131	2362	2759	2547	1289	1700	1520	3129	2675	2595
Data-stream 5 Advance	18	6	34	15	26	88	127	102	90	10

- Specialist software use continues to increase overall.

uCreate: poster printing

Table 4: Number of posters printed

Month	2013 / 2014 (ML)	2013 / 2014 (KB)	2014 / 2015 (ML)	2014 / 2015 (KB)
Aug	Plain = 48 Glossy = 7	Plain = 3 Glossy = 3	Plain = N/A* Glossy = N/A**	Plain = 16 Glossy = 11
Sep	Plain = 85 Glossy = 29	Plain = 6 Glossy = 2	Plain = 51 Glossy = N/A**	Plain = 28 Glossy = 3
Oct	Plain = 87 Glossy = 11	Plain = 5 Glossy = 2	Plain = 114 Glossy = 40	Plain = 16 Glossy = 1
Nov	Plain = 186 Glossy = 109	Plain = 16 Glossy = 7	Plain = 231 Glossy = 73	Plain = 15 Glossy = 7
Dec	Plain = 109 Glossy = 22	Plain = 2 Glossy = 8	Plain = 115 Glossy = 39	Plain = 16 Glossy = 13
Jan	Plain = 47 Glossy = 5	Plain = 29 Glossy = 1	Plain = 32 Glossy = 34	Plain = 8 Glossy = 3
Feb	Plain = 162	Plain = 35	Plain = 408	Plain = 56

	Glossy = 35	Glossy = 1	Glossy = 51	Glossy = 14
Mar	Plain = 210 Glossy = N/A*	Plain = 18 Glossy = 10	Plain = 206 Glossy = 66	Plain = 9 Glossy = 9
Apr	Plain = 108 Glossy = N/A*	Plain = 24 Glossy = 12	Plain = 171 Glossy = 48	Plain = 28 Glossy = 14
May	Plain = 107 Glossy = N/A*	Plain = 12 Glossy = 9	Plain = 103 Glossy = 21	Plain = 20 Glossy = 7
June	Plain = 130 Glossy = N/A	Plain = 7 Glossy = 5		
Jul	Plain = 7 Glossy = N/A	Plain = 3 Glossy = 10		

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

- During April/May, poster printing figures were generally slightly higher than the same period in 2014.

uCreate: Kaz touch typing tutor

Table 5: Total number of registered users

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

- Due to the low activation figures, it has been decided that the Kaz license will not be renewed when it expires in July 2015.

uCreate: equipment loans

Table 6: Number of loans

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

- Equipment loans during April were slightly lower than previous years. The additional demand of exam support resulted in reduced loan collection/return appointments during this period.

uCreate: Box of Broadcasts

- The British Universities Film & Video Council (BUFVC) now provide Box of Broadcasts (BoB) user statistics via their website rather than through the BoB interface, as shown in Table 7 below.:

Table 7: Box of Broadcasts usage and registrations

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

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

- There is a notable increase in clip collection creation during the first three months of 2015. In March, fifty clips were created from the film 'The Piano' by six different student users, which might indicate a BoB based tutorial task being set for them.

uCreate: other

- As part of the annual hardware recycle, 8 PCs and 3 iMacs have been purchased for uCreate to replace the existing 5 year old machines here.
- uCreate have been investigating with Desktop and Software Services, the feasibility of upgrading the Adobe licenses on the uCreate machines from Creative Suite 6 to Creative Cloud (CC). Since only a relatively small number of licenses would be required, Adobe VIP licenses would need to be purchased here. Desktop have been able to package a CC version of VIP and pending successful testing of the apps, a purchase order will be submitted shortly with Softcat for the licenses.
- Murray Library staff reported a poster printing issue resulting from the glossy plotter move here from KB Centre. The uCreate user guide has been updated to make

poster printing arrangements at KB clearer, however Murray Library/uCreate staff are monitoring the situation for any future occurrences of this issue.

- The EdWeb University website showcase was attended in May in preparation for the uCreate website move to Drupal.

Helpdesk services: focus on New College Library

- New College Library received a visit from Gavin MacLachlan (CIO and Librarian to the University) on 4 May.
- Filming in Library Hall for a University Promotional Video took place the following day.
- The General Assembly of the Church of Scotland met in the School 16-22 May resulting in increased number of visitors. The Library Site Manager attended the opening session of the Assembly on 18 May and the next day attended the Assembly session relevant to Special Collections on display.

Estates & Buildings

- We are nearing the end of a 10 year programme of refurbishment of New College Library which has included rewiring, redecorating, new carpets, refurbishment of seating and the installation of an early warning leak detection system.
- At the advice of the Fire Officer new fire doors, fire walls and smoke curtains have been installed, the last of which has proved to be particularly difficult to accomplish. The Fire Curtain work is now complete, and the LSM attended demonstrations and meetings on 1 and 14 May.
- An Access Audit took place on 1 June.
- In addition we have had a specially designed Special Collections Reading Room installed along with bespoke furniture, all of which was paid for by a generous donation from Rev. Robert Funk. This has enabled us to create a more professional environment for readers using the valuable material in the collection.

Collections Work: Special Collections

- Again due to the generous donation from Rev Funk we have had over the past 8 years a team of cataloguing staff working on the Special Collection material and this is due to continue until July 2016. Many of the records are now online which has resulted in an increase in the use of the material both for consultation and requests for scans: 233 requests for scans in April and 168 in May.
- Statistical analysis shows that there were 776 transactions in April and 838 transaction in May for Special Collection items. These figures are not included in the Quick Call Analysis as only reference enquiries about the collection are counted there, i.e. 24 entries.
- The actual transactions account for a considerable amount of Helpdesk staff time in New College as they often involve finding references to the material, completing the consultation slips if the reader is not present, retrieving the material, supervising the use of the stock, answering related enquires including potentially providing scans, checking the returned material and re-shelving the stock.
- We have also purchased an exhibition case allowing us to regularly display some of our most valuable items which are relevant to conferences and meetings held in the School. Currently we have three items on display to illustrate a lecture given by a member of the academic staff at the Church of Scotland General Assembly. See: <http://libraryblogs.is.ed.ac.uk/newcollegelibrarian/2015/05/19/john-knox-and-the-scottish-reformed-kirk/>

- In addition the work being done by the cataloguing staff has enabled us to withdraw some of the duplicate items from the collection and has freed up some space in order to better accommodate the existing collections.
- A specialist book scanner is to be provided by HSS for use in New College Library to support the reproduction of Special Collection material. The LSM met with IS colleagues to discuss the purchase on 11 May.

Collections Work: General Collections

- There is an ongoing project to de-duplicate stock from the General Collections in order to create more space: 980 volumes in April and 196 in May were withdrawn. Some of the older unique stock has been transferred to the Annexe and we hope to be able to send more when space allows. Reclassification continues albeit slowly when time and staffing allows, and the Reference Collection has been weeded. The Folios and Pamphlets have been moved to more appropriate shelving and the Pamphlets re-boxed. We are still heavily reliant on print material in New College i.e. 206 new monographs and 75 donations were added in April/May, all of which require shelving space.
- Many of the withdrawn items will go into the Book Sale which we are planning to hold in September 2015, with the remaining more valuable works sold to booksellers. The money raised is then used towards the conservation of Special Collection material.
- In the last academic year we integrated 8000 monographs from the Centre for the Study of Western Christianity Library into our collection. This involved extensive book moves of lending stock, pamphlets and Special Collection material.

Helpdesk services: other sites

Main Library

- Music enquiries:
 - The consultation desk used for Music work has been screened off and users with music enquiries are being directed to the main desk.
 - All email music enquiries are now received via IS.Helpline@ and are being dealt with through Unidesk using a Music desk operator group.
 - A new Unidesk team has been created to deal with these enquiries.
- Information skills:
 - An hour long 'Transition to degree' Library skills talk for the Office of Lifelong Learning was given by 2 Helpdesk Supervisors on 27 April. 40 OLL students (17 international and 23 adult learners) attended.
 - 2 Helpdesk Supervisors gave a half hour talk on 'Finding Academic Resources' to 160 school students attending the LEAPS Summer school. After the talk there were 4 x 45 min sessions giving the students hands-on practice using the Library catalogue and Searcher. The Supervisors were joined by Helpdesk staff in running these sessions. The hand-on sessions were a new addition to the format from previous years.
 - The student reaction to the talks and hands-on is captured on film in a LEAPS video at: <http://www.leapsacademicskills.net/start/week-1-summary-and-looking-ahead-to-week-2>
- Visits:
 - 24 visitors from Telemark University College, Norway, received presentations in the Meeting Suite on 15 June, and the Head of Help Services assisted with the tours.

ECA Library

- With the Degree Show finished and exhibits dismantled, the 2nd floor Quiet Study Space reopened on 16 June. There will be a further period of closure throughout August as the space is used for the Masters Degree Show.
- Holly Prentice has installed an exhibit her own work based on her research during her Artists Books Residency earlier this year. The display on the ground floor of the library comprises a group of box objects exploring the idea of stereoscopic photography, along with 2 hand bound artist's books and some hanging paper-works.
- Two panic buttons directly connected to the Security control room at Infirmary Street have been installed at the Helpdesk, bringing us into line with security provision at the other libraries.

Law & Europa Library

- Gavin McLachlan met with staff at the Law & Europa library; among the topics discussed were the library moves and study space.
- 3M kit has been ordered – this includes another self-service machine that will be used in the current and temporary libraries until settling finally into a permanent home in the new library and 2 946 desensitiser/rfid tagging units.
- The LSM attended the Old College MOBUG and First Aiders meetings in May.

Noreen & Kenneth Murray Library

- The LSM and the Collections Lifecycle Manager met with Clockwork on 20 May to discuss stock moves from the KB Library Store to the Annexe.
- The KB Library Store closed on 22 May.
- Clockwork started crating up the stock from the KB Library Store on 1 June to be transferred to the Annexe. Work is progressing well. Store items are currently being moved to the Library Annexe and have the note “Ask Library Helpdesk staff” on the catalogue. While these items are in transit they’re unavailable but users can have free ILLs to access the resources.
- More information and updates are available at: <https://www.ed.ac.uk/science-engineering/news-events/changes-at-king-s-buildings-this-summer>
- The workroom in the Store is being cleared, with only a few items remaining, including the PC and office furniture.
- The LSM assisted ASLs with a tour of the library for LEAPS students on 9 June.
- OPAC locations: 1 OPAC was moved from 3rd floor to 1st floor and changed to a Visitor Kiosk; 1 OPAC on 2nd floor changed to serve as an open access computer.

Moray House Library

- Work is underway to move books and paper copy journals in order to free space on floor 2 for student study areas. This has involved moving all the children’s books from floor 2 to the rolling stacks on the ground floor.
- The withdrawal of a large number of duplicate books has gone ahead and this should release space on floor 1 for books which are currently held on floor 2, which in turn should release space on floor 2 for readers study areas.
- A member of the cataloguing team from Main Library (L&UC) has been working 2 days a week (Wednesday and Thursday) to reclassify the remaining children’s books classified by Dewey, to Library of Congress classification.
- An electrical power outage affecting Moray House on 30 May passed off without incident and there were no problems with the Library.

Medical/VetMed Libraries

- Reviewing of Talis Aspire reading lists has continued at all sites. We also participated in the creation of 108 reading lists for Engineering, a total of 16.5 hours work.

Royal Infirmary Library

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

Western General Hospital Library

- Withdrawal of older textbooks has resulted in a further 0.5 metres of shelf space
- The LSM delivered a Knowledge Network session to 8 participants and carried out 3 one to one training sessions.
- We are awaiting delivery of computer chairs from the Darwin LTC. The furniture office has agreed to purchase new computer desks for library users which will enable the installation of improved IT equipment agreed last year and enhance the existing computer area which has very old desks. Delivery planned for early August. We will identify the worst of the existing chairs and tables for disposal.

The Lady Smith of Kelvin Veterinary Library

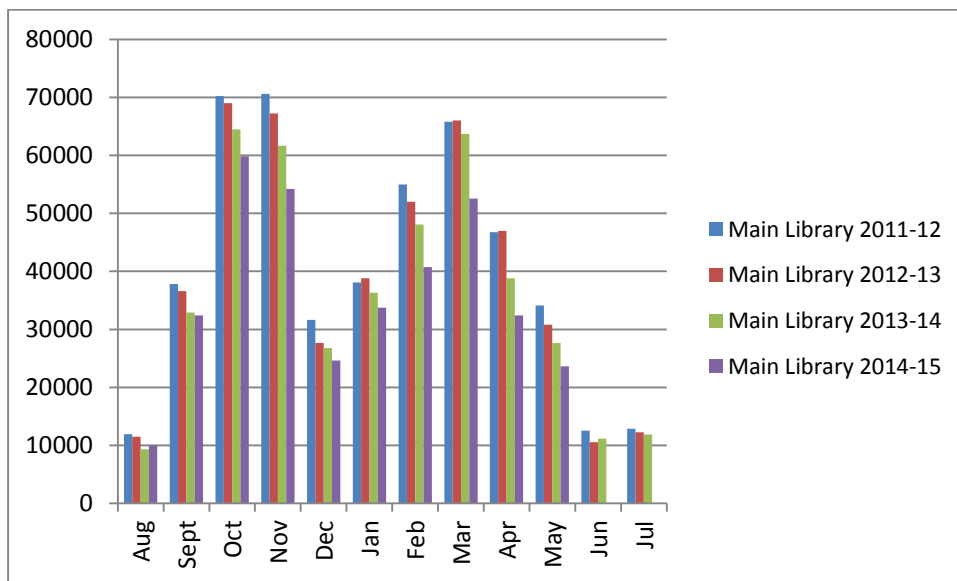
- The American Veterinary Medicine Association mock accreditation visit took place in the School on 28 and 29 April, with a visit to the Library on 29 April.
- Helpdesk staff have checked a large donation of books from Prof Ken Murray against Edinburgh University holdings.
- The Director of L&UC, and the Helpdesk Manager (Sites) visited the Library on 5 June.
- There was a visit on 9 June from delegates to the International Conference of Animal Health Information Specialists Satellite (ICAHIS) day. This was part of the EAHIL+ICAHIS+ICLC International Workshop, hosted by IS. The LSM assisted with the delegate registration.

Performance Indicators

Circulation 2014/15

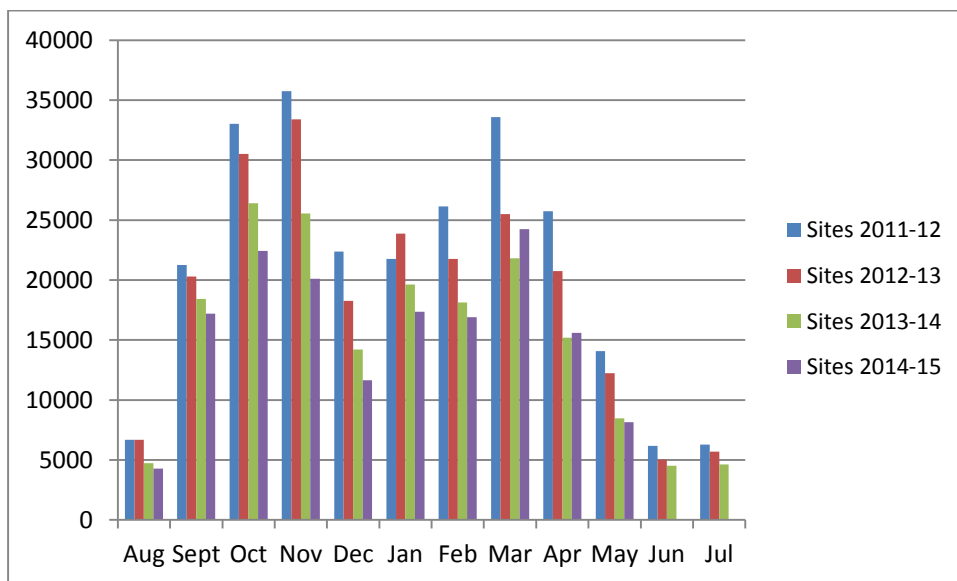
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2014/15 Session compared with the 3 previous Sessions is shown in Figure 1 below. Issues at the Main Library were down significantly in April and May compared with the same month in 2014, continuing the trend for the year.

Figure 1: Main Library issues 4 year comparison



- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2014/15 Session compared with the 3 previous Sessions is shown in Figure 2 below. Issues at Sites in April and May stabilised year on year, as in March.

Figure 2: Site libraries issues 4 year comparison



- 2014/15 circulation figures (issues and returns) are presented in Tables 8 and 9.
- There were more returns than issues in April and May, as expected as students complete their course work.

Table 8: Number of issues

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

Table 9: Number of returns

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

**Self-issue
return
All Help
locations**

**and self-
2014-15:
Services**

- USD KPI #7 for 2014-15 is now 90% of library material issued to be borrowed by self-service. The KPI **was met** in April and May.
- USD KPI #8 for 2014-15 is now 80% of library material to be returned by self-service. The KPI **was met** in April and May.

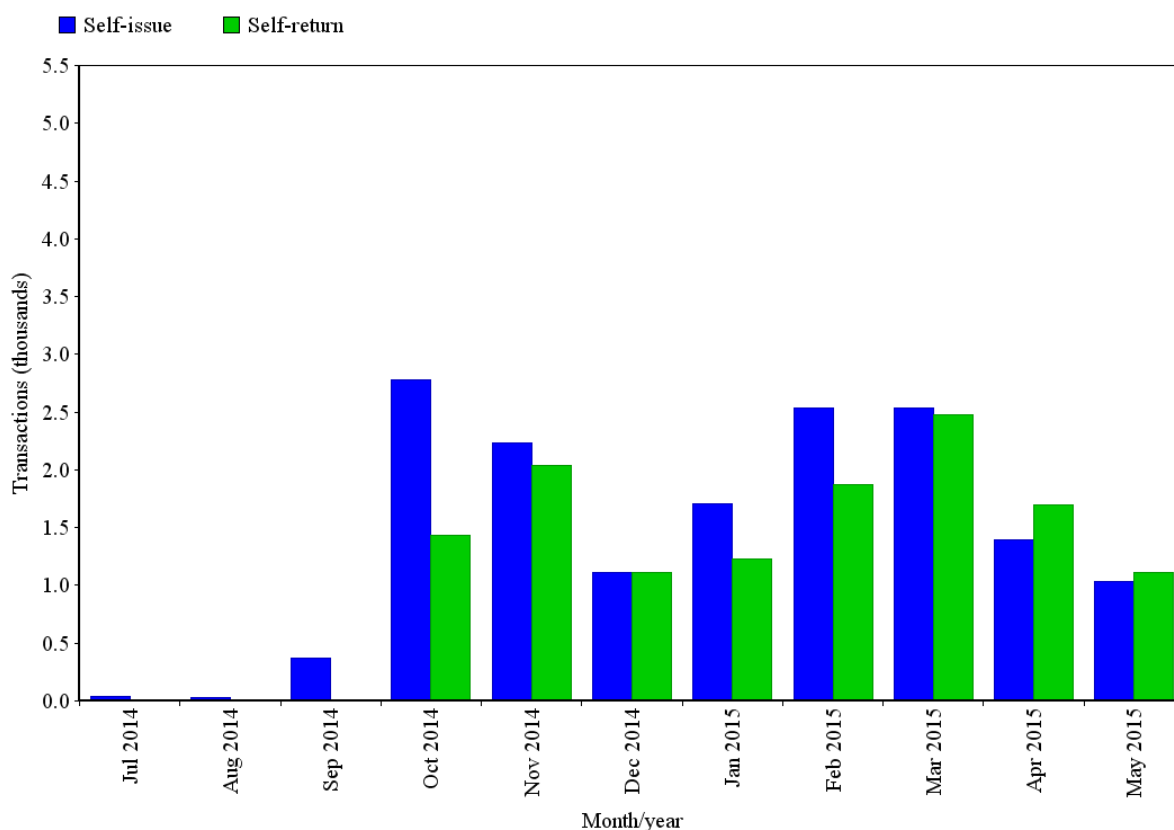
Table 10: Selfcheck in relation to loans 2014-15 (2013-14 % in brackets):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	14285	11651	82% (67)	N	24615	20206	82% (62)	Y
Sept	49568	43019	87% (82)	N	31073	26372	85% (76)	Y
Oct	82250	76514	93% (89)	Y	66900	60558	91% (84)	Y
Nov	74283	69414	93% (90)	Y	72866	65678	90% (80)	Y
Dec	36290	32816	90% (88)	Y	50316	44050	88% (78)	Y
Jan	51096	46359	91% (86)	Y	44025	38126	87% (73)	Y
Feb	57645	53776	93% (90)	Y	50205	45831	91% (77)	Y
Mar	76808	72348	94% (91)	Y	77607	69544	90% (78)	Y
Apr	48013	44768	93% (91)	Y	59017	53299	90% (77)	Y
May	31770	29265	92% (90)	Y	43345	39536	91% (81)	Y
Total	522008	479930	92% (88)	Y	417607	370365	89% (78)	Y

Self-issue and self-return 2014/15: Focus on New College Library

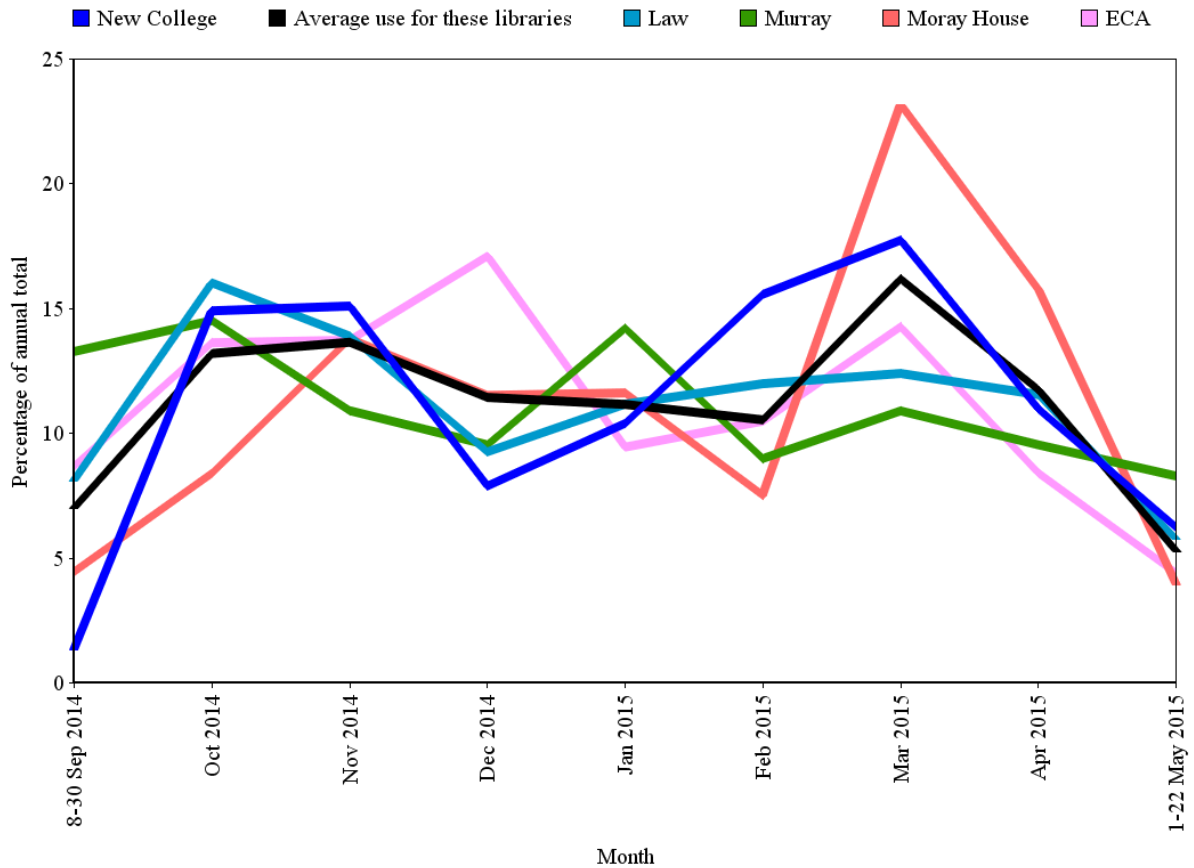
- This report looks at self-check for the period July 2014 to May 2015, using data extracted from the 3M Command Centre.
- A self-issue and return unit to serve the general collections was installed at the Helpdesk in October 2014. Previously there was self-issue only for Reserve items, and no self-return service. Therefore, self-issue figures are recorded from 21 July 2014 and self-issue and self-return from 3 October 2014.

Figure 3: Self-issue and Self-return monthly pattern July 2014 to May 2015



- For the period September 2014 to May 2015, at New College Library 78% of material borrowed was self-issued and 72% of returns were self-returns.
- The overall trend shows a steady increase in the use of self-check facilities in New College library, from 38 transactions (all self-issue) in July 2014 to 2145 transactions (1032 self-issue and 1113 self-return) in May 2015.
- For the period July 2014 – May 2015, 55% of self-service transactions were issues and 45% returns; in April and May 2015, self-returns accounted for 54% of all self-service transactions.

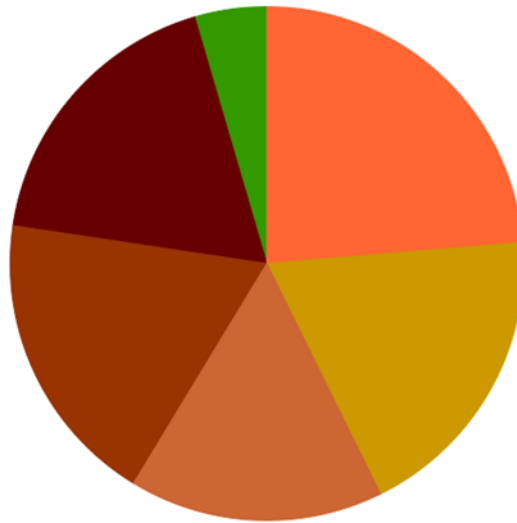
- **Figure 4: Use of Self-check, comparative distribution 8 September 2014 to 22 May 2015**



- By aggregating self-issue and self-return statistics to show use of self-check services, New College Library exhibits distinct peaks and troughs of use are shown. October/November and February/March were peaks: together these four months account for 62% of the total self-service transactions, 64% of self-issue and 60% of self-return. December by contrast was a quiet month for self-check use compared with other libraries.
- The annual pattern of use in New College library is very similar to the overall average usage comparing found comparing ECA, Law, Moray House, Murray, and New College Libraries; New College library shows slightly more exaggerated peaks and troughs than the overall average, but otherwise reflects the average annual pattern.

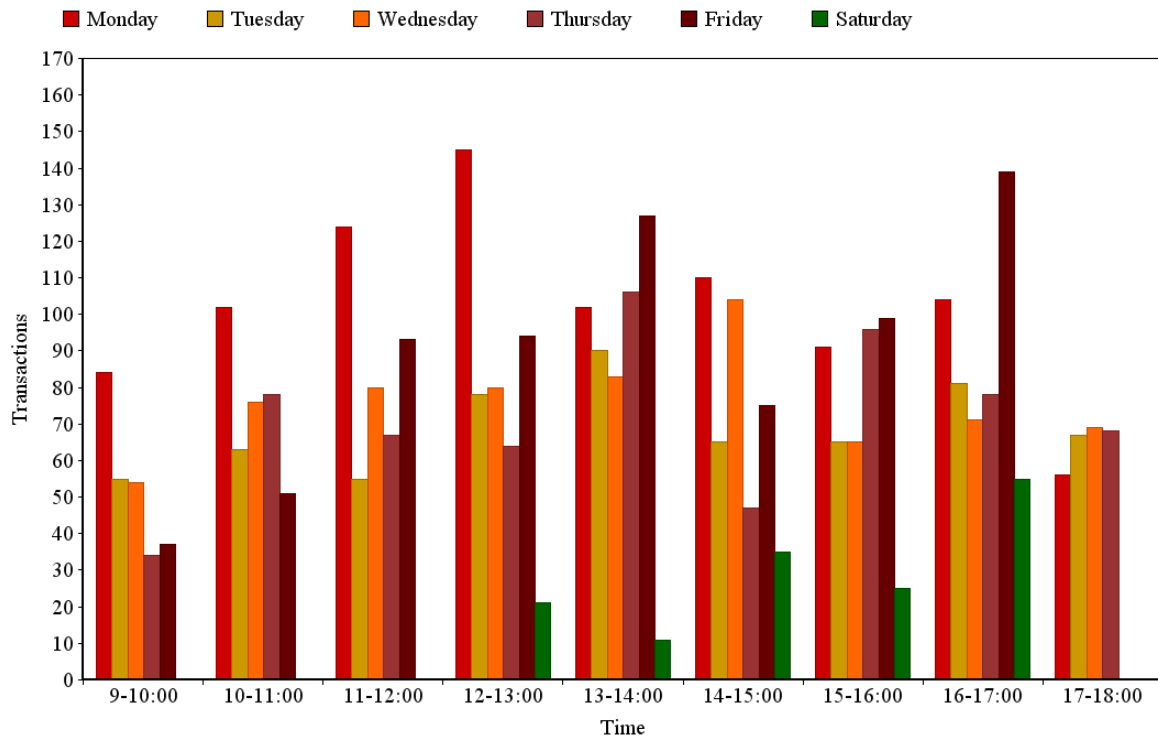
Figure: 5 Self-check transactions by day of the week, July 2014 – May 2015

Monday Tuesday Wednesday Thursday Friday Saturday



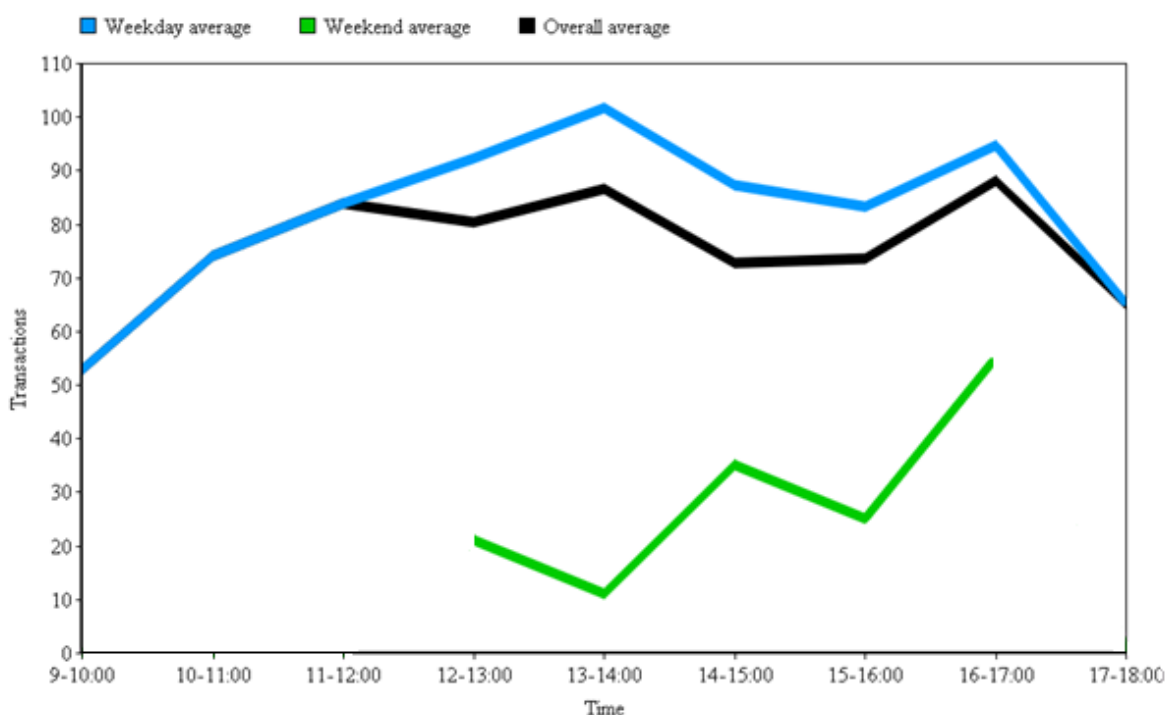
- In the first 10 months of operation, the greatest use of the self-service facility has been on a Monday (23.69% of self-service transactions, 49% being self-issues and 51% self-returns).
- Wednesday has been the quietest week day, accounting for 16% of all self-service transactions.
- Considering usage for weekdays only, the variation in self-service transactions over the five days was just over 8%.
- Saturday accounted for 4.54% of self-service transactions.

Figure: 6 Hourly distribution of Self-service transactions for the selected weeks



- Figure 6 above shows the hourly use of self-service facilities in three specific weeks from the study period – 10-15 November 2014, 9-14 March 2015, and 23-28 March 2015.
- On weekdays, the busiest period was in the middle of the day, between 12:00 and 14:00 (27.13% of transactions), with another peak between 16:00 and 17:00 (13.24% of transactions). Usage in the hour 17:00-18:00, while lower than during the earlier part of the day, was consistent over the four days Monday to Thursday.
- The periods 11:00 to 14:00 and 15:00 to 17:00 on a Friday show marked peaks in use of the self-service facilities, while a Thursday shows peaks 13:00-14:00 and 15:00-16:00.
- On Saturdays, overall the busiest period was 16:00-17:00; for the selected weeks this accounted for 37.4% of Saturday transactions, although this pattern was only observed in the second and third of the weeks in question.

Figure 7: Average distribution of Self-service transactions for the selected weeks



Online loan requests: all sites

- The total number of requests declined in April and May compared with March’s figure: this reflects the academic year pattern.
- The ratio of self-requests to requests placed by staff on behalf of users at Helpdesks was 78% in April and May. See Table 11 below.

Table 11: Number of online requests for loan items made by users, and by staff mediation

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

Month	February	March	April	May	June	July	Total for 2014/15
Online	1691	2604	1255	778			
Staff	511	598	352	217			
Total	2202	3202	1607	995			

Unidesk Library Helpdesks operator group: standard calls

- April and May figures show a decline in terms of 1 day completion rates of logged incidents either owned or passed on by the Library Helpdesk operator group.
- This could be due in part to the volume of calls, May being an especially busy month. One factor being Alma related communications: Voyager patrons without email

addresses were sent letters asking for an email address to be provided, by reply to IS.Helpline@ed.ac.uk

- Since the work on tidying up the IS US Library Helpdesks Unidesk queue, by revisiting all open calls assigned to Section staff and closing them as appropriate, the percentage of calls open remains low, at 4%.

Table 12: Library Helpdesks incident resolution 2014/15

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

- The proportion of Calls by sub-category in April and May showed Card Services as again the most numerous sub-category, followed by Books, with Printing copying and scanning (calls, 12%) was third most numerous, then E-resources.
- 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>
- One negative experience in feedback in April related to a fine that had been paid but not removed from the patron record: a reminder to take care to clear fines was sent to Helpdesk staff and the user contacted to seek a resolution.
- The Med/Vet LSM attended a Unidesk LOG meeting on 10 June.

Unidesk Quick Call

- 4058 quick calls were logged in April but this dropped to 2569 in May, probably due to the fall in visits to the Helpdesks as students studied for exams.
- The drop in numbers was particularly noticeable in the Main Library as can be seen in Figures 8 and 9. The percentage share of quick calls fell from 22% in April to only 14% in May. One explanation for this dramatic reduction could be that the Student Helpers employed in the Main Library during the exam period answered student enquiries as they entered the library, thus diverting these from the Helpdesk.

- Although figures are very much lower in May than April in most of the other libraries their percentage share remains fairly constant.
- Figures 8 and 9 show the breakdown of Quick Calls by site in April and May:

Figure 8: Quick Calls by Standard Solution by site April 2015

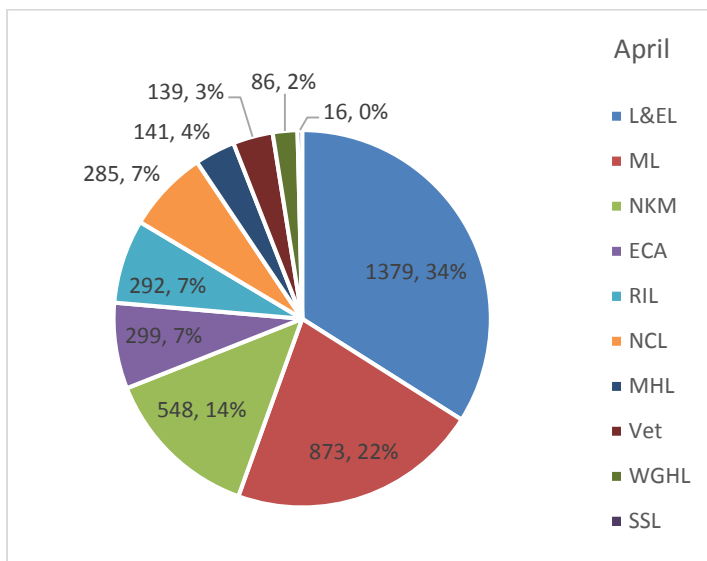
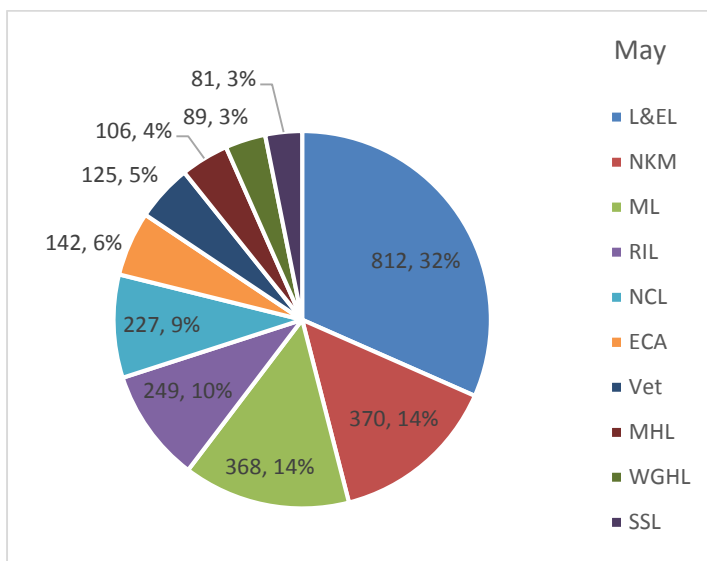


Figure 9: Quick Calls by Standard Solution by site May 2015



- Table 13 below shows the top 10 standard solutions in April, and Table 14 the same for May, and they show how the number of enquiries fell over the 2 months, but access issues remained much the same and so became the top enquiry.

Table 13: Top 10 Quick Call standard solutions April 2015

April			
Rank	Standard Solution	No	% of total
1	Finding material: locating material on shelf	457	11%
2	Access: Day pass or ID check	324	8%
3	Circulation: enquiries	303	7.4%
4	Stationery/equipment loan	189	4.7%
5	Lost property	186	4.6%
6	Opening hours	169	4.2%
7	Direction/information	152	3.7%
8	Card: queries	140	3.4%
9	Finding material	130	3.2%
10	Circulation: self-issue/return	127	3.1%

Table 14: Top 10 Quick Call standard solutions May 2015

May			
Rank	Standard Solution	No	% of total
1	Access: Day pass or ID check	313	12%
2	Finding material: locating material on shelf	233	9%
3	Circulation: enquiries	177	6.9%
4	Stationery/equipment loan	143	5.6%
5	Circulation: self-issue/return	129	5%
6	Buildings and facilities	106	4.1%
7	Opening hours	100	3.9%
8	Circulation: fines/claimed returned enquiries	96	3.7%
9	Card: queries	85	3.3%
10	IT help: Helpdesk	80	3.1%

- Lost property enquiries, the bulk of which are recorded at the Main Library, fell by two thirds from April to May as undergraduates finished exams and left.
 - As stated above, the number of Access: day pass or ID check calls remained fairly static. The vast majority, 303, 97% of these, were recorded at Law, with the remaining 10 at New College. The fact that there are no toilet facilities within these libraries, but both of these libraries have a swipe access entry system, are factors. The Main Library typically records very few Access calls as these are routinely dealt with at the Reception desk.
 - Printing enquiries do not show in the 'top 10' as these have been split into 3 separate areas, Printing: how do I?, Printing : other and Printing: technical problems. However when added together, these contribute to a substantial proportion of the calls in both months. There were 270 printing calls in April, 6.7% of the total and 132 printing calls in May, 5.1% of the total. In April Printing would therefore have been 4th in the table and in May, 5th.
 - A significant number of calls (172 in April and 79 in May) was also logged against technical problems with MFDs, as can be seen when we add the Printing, Copying and Scanning technical problems together. 70% of these technical problems in April were printing related. Users still have issues with how to print copy and scan, with almost 6% of all calls in both April in May logged against the 'How do I?' standard solutions.
-
- Figures 10 and 11 below show a complete breakdown of the standard solutions for April and May.

Figure 10: Helpdesk Quick Calls April 2015

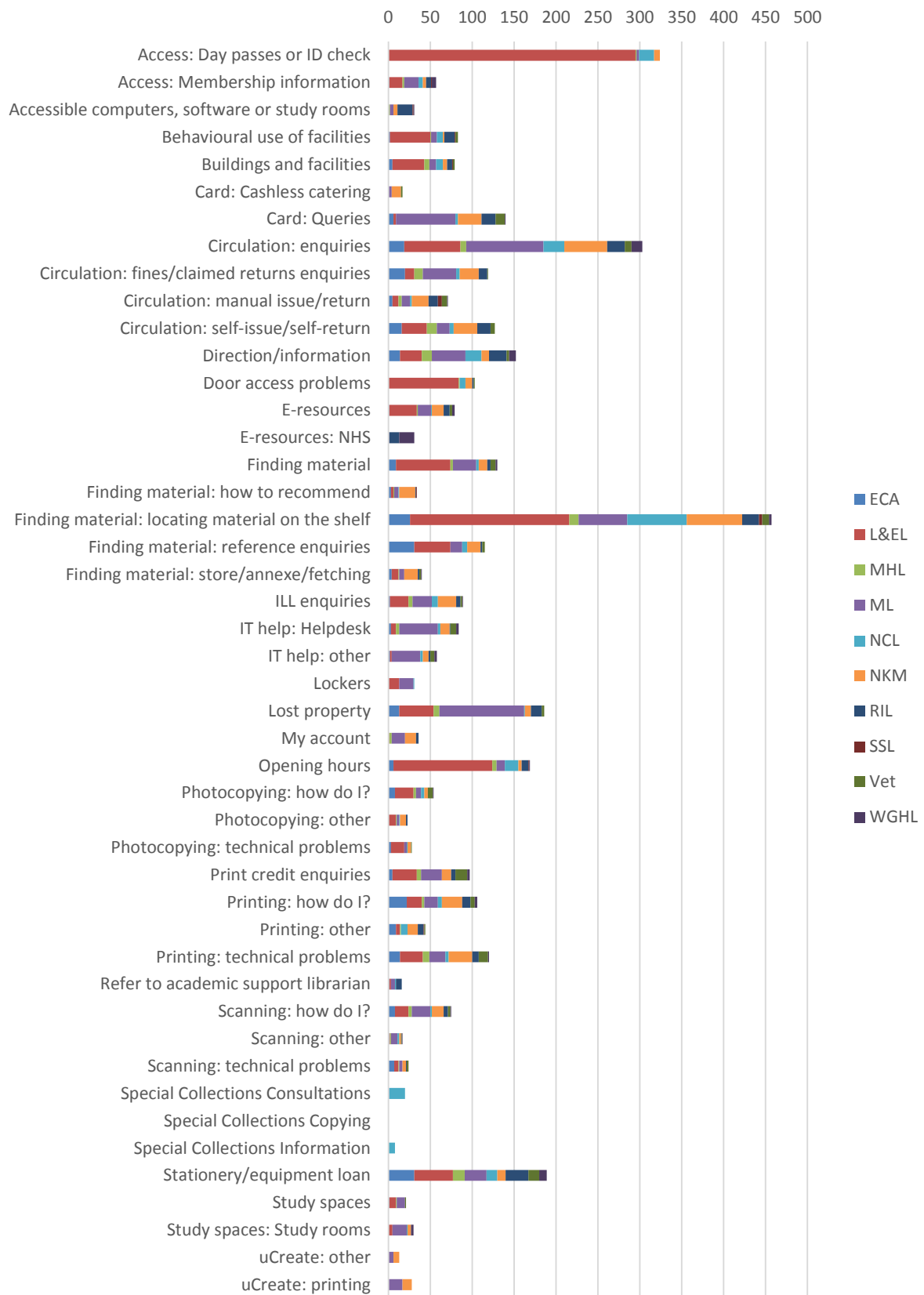
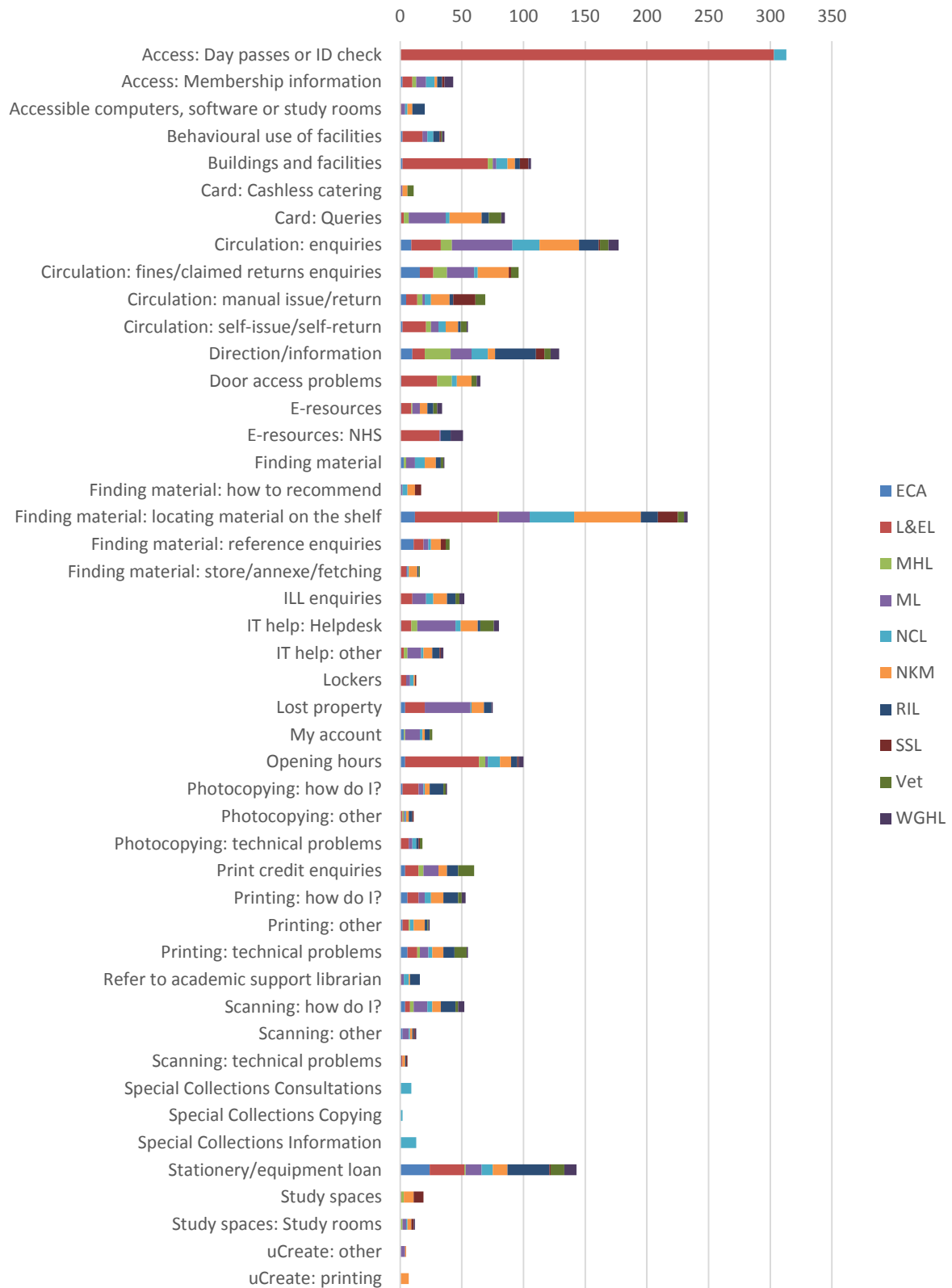


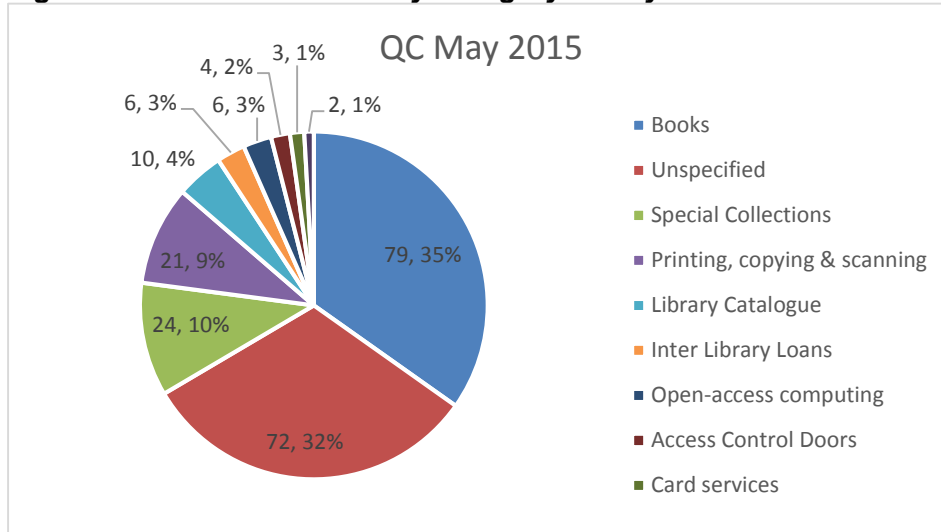
Figure 11: Helpdesk Quick Calls May 2015



Focus on New College Library

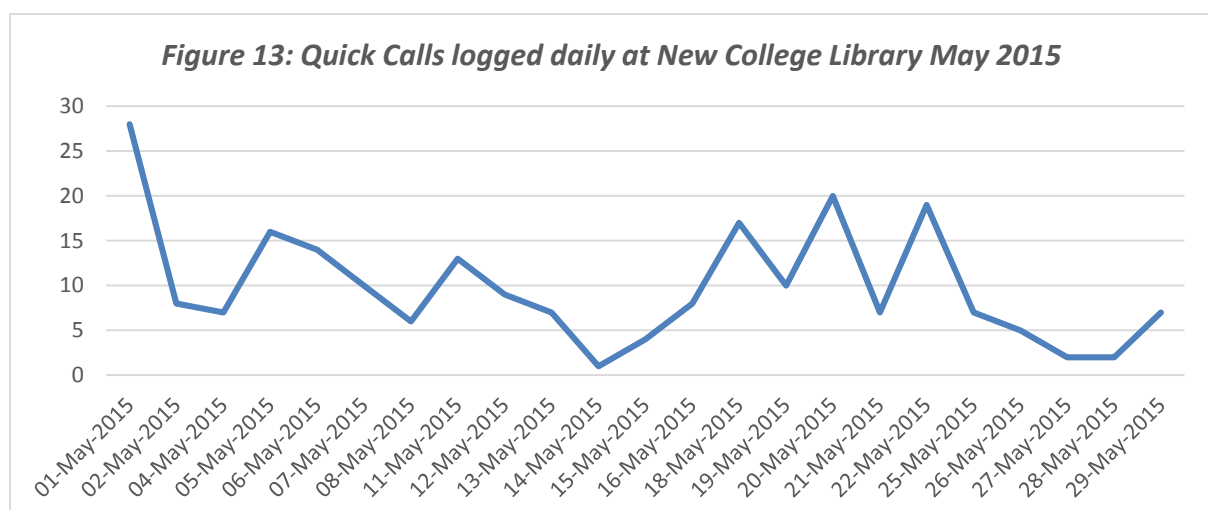
- The number of Quick Calls logged at New College in May was 227, 8.8% of the overall total.

Figure 12: NCL Quick Calls by Category in May 2015



- 'Finding Material; locating material on the shelf' is the most common enquiry illustrating the complicated nature of the arrangement of material in New College Library. See Figure 13 below.
- Opening hours is also a frequently asked question, as is 'Direction/Information'. This reflects the use of the Library during May by the Commissionaires of the General Assembly of the Church of Scotland.
- As the academic year is now at an end most of the regular users of the Library have now left the School and so our statistics show the use of the Library by non-registered readers at this time.

Figure 13: New College Library Quick Calls by day in May 2015



- The increase in the day statistics for the week 16–22 May again reflects the use of the Library by the Commissionaires of the General Assembly.

Figure 14: New College Library Quick Calls March-May 2015

