

Help Services

Service Report for 2nd February to 29th March 2016

Exceptional Service Activities

Opening Hours

- There were no exceptional service activities relating to opening hours in the reporting period.

Customer Service Excellence Award

- Help Services was successfully re-accredited for Customer Service Excellence Award on 2 February 2016. This is a great achievement for the Section. The assessor visited New College Library and ECA Library and was impressed with the services and staff.
- Since then several new CSE volunteers have come forward to help with the extensive task of Customer Journey Mapping in different sites. This is an essential task in improving customer experience. Edinburgh Napier University have also volunteered to help in the task of 'Mystery Shopping' our processes, and this will occur in the near future.
- Work has started on the document for the next Rolling Programme assessment and additional staff are also helping with this. It is hoped that a new 'Continuous Improvement Group' will get established soon also.

EUSA Elections voting booths

- At the request of EUSA, a variety of PCs in the libraries were converted temporarily to point to the EUSA voting webpage so as to enable students to vote in the EUSA elections 7-10 March. Helpdesks enabled this conversion and displayed appropriate publicity supplied by EUSA. A review meeting will be held in April.

World Book Day library fines appeal 2016

- Thursday 3 March was World Book Day and, as we have done in past years, the library pledged to donate all fines paid to Book Aid International <http://www.bookaid.org/>, a non-profit organisation which supplies books and other learning materials to developing countries, mainly in sub-Saharan Africa.
- The 2016 campaign was run in conjunction with Edinburgh Students' Charities Appeal (ESCA) and the joint publicity drive involved social media posts by both ESCA and the Main Library Twitter and Facebook teams, posters displayed in all libraries, MyEd announcements, an email appeal to students and information displayed on plasma screens in libraries and the Main Library café.
- On the day itself student volunteers were present at a stall in the Main Library foyer between 9am and 6pm encouraging their peers to pay their library fines. This effort resulted in a busy day for the Helpdesk staff who processed a total of £1054.48 in fines payments in the Main Library alone. With the addition of sums collected from site libraries as well, a grand total of £1,273.87 was raised.
- Thanks are due to all Helpdesk staff and student volunteers who contributed their time to make this event a success - and to the library users who turned up on the day to pay their fines.

Social Media

- As Help Services now contribute to Library and Museum Twitter feed, a new section will include statistics for the feed from this report onwards.

Twitter – Main Library

- As of 22 March, we have 1,511 followers. Having reached the goal of 1,500 followers, we have set the target of 2,000 by the end of this year.
- We have 3 new members of the team.
- In January, we concentrated on welcoming new students in the first 2 weeks. We tweeted about normal hours resuming, how to use DiscoverEd, how to find recent returns and many others.
- In February, our tweets focussed on a variety of different subjects such as the run up to World Book Day and of course, Big Leap Bake Sale.

Top Tweets

- Top tweet for January 2016 was: **“A very warm welcome to all new January students. For information about the library...”** This was retweeted 3 times, liked 13 times, gained 1 follower, 1 reply, received 8 link clicks and was seen by 1,121 users on Twitter.
- Top tweet for February 2016 was: **“John Hutton Balfour, alumnus of @EdinburghUni, Professor of Botany and Keeper @TheBotanics, died #OTD in 1884”**. This was retweeted 11 times, liked 5 times, received 5 profile clicks, 5 link clicks and was seen by 2,943 users on Twitter.

Twitter Statistics for 1-31 January 2016

Original Tweets	49
Retweets	38
New followers	27
Mentions	48
Likes	25
Link clicks	154
Profile visits	3, 075
Impressions	26, 500

Twitter Statistics for 1-29 February 2016

Original Tweets	42
Retweets	55
New followers	35
Mentions	74
Likes	46
Link clicks	113
Profile visits	2, 851
Impressions	27, 500

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

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

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 21 March, we have 885 followers.
- A new team has been established for the Library and Museum Twitter feed. The team cover the feed on a rota basis every third week and tweet Monday to Friday.
- Future plans for the team include expanding members of the team to include library site staff.

Top Tweets

- Top tweet for January 2016 was: *“In the near future, Law will get a new library & Main Library will add 400 new study spaces.”* This was retweeted 7 times, liked 3 times, received 24 link clicks and was seen by 2,184 users on Twitter.
- Top tweet for February 2016 was: *“Gain insight into the work we do: sign up for our inaugural Knowledge Exchange Week!...”*. This was retweeted 14 times, liked 5 times, received 24 link clicks and was seen by 3,058 users on Twitter.

Twitter Statistics for 1-31 January 2016

Original Tweets	23
Retweets	14
New followers	25
Mentions	29
Likes	18
Link clicks	31
Profile visits	1,237
Impressions	16,100

Twitter Statistics for 1-29 February 2016

Original Tweets	26
Retweets	51
New followers	54
Mentions	29
Likes	20
Link clicks	97
Profile visits	1,973
Impressions	19,700

Facebook

- As of 22 February, we have 455 page likes.
- The Facebook team will now post from Monday to Sunday and a new rota to cover this is in place.

- Top Facebook post for January 2016 was: **“Old College Law Library will go undergo a complete renovation in the next few years. The new Law Library will include over 250 study spaces and enhanced computer facilities...”**. This post reached 279 users on Facebook and received 34 likes and 1 share.
- Top Facebook post for February 2016 was: **“Yes, it’s happening! Well done [Library Cat](#)”**. This post reached 398 users on Facebook and received 9 likes.

Facebook Statistics for January 2016

Current Likes	429
New Likes	23
Post Reach	3, 135
Engagement	170

Facebook Statistics for February 2016

Current Likes	446
New Likes	17
Post Reach	3,746
Engagement	43

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.

Visits

- Help Services hosted 2 visits from Heriot Watt University Library staff for a tour of the Main Library and discussion of Help Services service provision, and also organised a visit from Strathclyde University Library staff to meet Section staff and L&UC colleagues in order to provide information to assist with their move to Alma.
- Help Services staff participated in the HSS post offer open day when prospective students and their parents visited the Main Library on 23 March, providing welcome, tours and promotional materials. We will repeat this support on 30 March.

Section services

Card Services

- Discussions have been ongoing with USD Service Delivery and Applications Management about creating a virtual team to manage the card function.
- Table 1 summarises Card Services’ first card issue: fewer first cards were produced in February than in previous months this Session.

Table 1: Number of first cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	150	160	7419	7729
September	240	167	3009	3416
October	283	251	293	827
November	183	145	97	425
December	115	70	343	528
January	202	162	769	1133
February	149	84	130	363
Session Total	1322	1039	12060	14421

- Table 2 summarises Card Services' replacement card issue. February's total represents 10% of replacement cards issued this Session.

Table 2: Number of replacement cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	113	45	356	514
September	172	56	2727	2955
October	150	85	803	1038
November	134	36	613	783
December	85	31	374	490
January	150	87	684	921
February	162	78	544	784
Session Total	966	418	6101	7485

Online Print Credit

- The usage data in February was virtually equivalent to the same month last year, which reverses the general trend of year on year of a decline in transactions and values.

Online Print Credit (OPC): Performance

- System performance was better in February compared with previous months.
- Previous performance was reviewed at a regular stakeholder meeting on 24 February 2016.

Disability Computing Support for Students

- A service review meeting took place on 16 February with stakeholders and as usual there was general satisfaction with the service. The low volume of calls received from users was noted but was not considered a cause for alarm; however call passing from Helpline is being reviewed to ensure the team's expertise is used.

Disability Computing Support for Staff

- There is one ongoing support request from January and 2 from February. All involve testing changes to desktop computer peripherals such as ergonomic keyboards and mice.
- Two enquiries received (one relating to an existing call) about borrowing a trackpad and a specific model of ergonomic mouse. Neither were available in the equipment loan pool but have now been added.

uCreate: software usage

Table 3: Number of uses 2015/16

Month	Aug	Sep*	Sep Total	Oct	Nov	Dec	Jan
Photoshop CS6 / CC	813	CS6: 46 CC: 591	637	932	997	370	260
Illustrator CS6 / CC	105	CS6: 7 CC: 47	54	190	142	49	15
InDesign CS6 / CC	42	CS6: 9 CC: 17	26	38	67	66	63
Premiere Pro CS6 / CC	7	CS6: 2 CC: 3	5	15	8	13	0
Acrobat Pro 10 / DC	1752	CS6: 153 CC: 1057	1210	2436	2386	1717	751
Data-stream 5 Advance	26	2		6	3	1	10

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

Table 3: Number of uses 2015/16 continued

Month	Feb	March	April	May	June	July	Total 15/16
Photoshop CS6 / CC	172						
Illustrator CS6 / CC	39						
InDesign CS6 / CC	13						
Premiere Pro CS6 / CC	2						
Acrobat Pro 10 / DC	620						
Data-stream 5 Advance	20						

- A drop in use during the first two months of the year is consistent with last year, but numbers are down over all.

uCreate: poster printing

Table 4: Number of posters printed

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
uCreate ML - PLAIN												
2015 / 16	111	123	90	234	110	42	193					
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48
2013 / 14	48	85	87	186	109	47	162	210	108	107	130	7
uCreate ML – GLOSSY												
2015 / 16	33	28	N/A	90	99	25	56					
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	
2013 / 14	7	29	11	109	22	5	35	N/A	N/A	N/A	N/A	N/A
uCreate KB – PLAIN												
2015 / 16	6	17	8	29	13	6	46					
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14
2013 / 14	3	6	5	16	2	29	35	18	24	12	7	3
uCreate KB – GLOSSY												
2015 / 16	14	12	3	9	5	4	32					
2014 / 15	11	3	1	7	13	3	14	9	14	7	5	4
2013 / 14	3	2	2	7	8	1	1	10	12	9	5	10

- Glossy poster printing at KB achieved a record high in February. This was the result of a large class poster printing project taking place at the time. The majority of these users printed their posters at Main Library but it is encouraging to see that some chose to print at KB.
- Plain poster printing at Main Library was down considerably in February compared to 14/15 (but still higher than 13/14). This may be due to some class poster printing projects moving from February to March since we are currently witnessing large numbers of posters being printed at Main Library.
- A number of poster printing projects took place without our having prior notice and the Section Manager is contacting the Schools again to request advance notice.

uCreate: equipment loans

Table 5: Number of loans

Month	2013 / 14	2014 / 15	2015 / 16
Aug	2	9	5
Sep	9	7	16
Oct	12	17	12
Nov	11	7	8
Dec	6	4	12
Jan	9	7	23
Feb	5	13	15
Mar	4	14	
Apr	13	4	
May	7	8	
Jun	4	10	
Jul	9	6	
Total	91	106	91

- In January, equipment loans achieved a record high for the year. This may be due to steady growth in awareness of the service combined with students increasingly being

asked or choosing to present work in alternative formats (this is an impression gathered from borrowers themselves).

- There are as many students borrowing equipment for personal projects and events as there are borrowing to complete assignments.

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 6 below.

Table 6: Box of Broadcasts usage and registrations

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Programmes recorded												
2015/16	26	61	84	119	63	60	82					
2014/15	134	173	124	85	159	75	70	57	97	91	84	45
2013/14						132	246	274	196	195	206	120
Programmes watched												
2015/16	2182	3260	4193	2182	7144	8596	7796					
2014/15	6333	8700	8750	9064	13733	13202	6728	7471	7313	7488	5199	3756
2013/14						7271	8769	9702	9185	10578	7282	6176
Clips created												
2015/16	9 by 4 users	12 by 4 users	15 by 10 users	13 by 8 users	11 by 5 users	14 by 12 users	8 by 4 users					
2014/15	0	0	0	0	0	80 by 6 users	22 by 8 users	79 by 11 users	4 by 3 users	11 by 3 users	10 by 6 users	5 by 3 users
2013/14						0	0	0	0	0	41	54
Users registered												
2015/16	30	62	189	224	215	291	239					
2014/15	55	310	342	228	210	233	190	172	115	135	55	28
2013/14						181	164	150	131	170	61	56

- Use of the service appears consistent and new registrations appear to be higher at this time than last year, after a dip toward the end of 2015.

uCreate: other

- On Monday 15 February, student helpers began working at the KB Murray Library to assist with uCreate and library support. They were originally scheduled to work 2 afternoon shifts per weekday at KB (12-3pm and 2-5pm), however it has since been decided to split the shifts between Main Library (12-3pm) and KB (2-5pm) to maximise support at both locations. The student helpers will continue to provide support up until Friday 15 April.
- Discussions are advanced with Learning Technology & Web over the integration of the loan service with the service owned by Learning Teaching Spaces unit with a view to a single service operating from the Main Library. This single AV loan service will be administered and packaged by LTW staff, with users collecting/returning uCreate equipment from the ML Helpdesk, from August 2016.

DCS: other

- An upgraded scanner has been bought for Holland House micro lab Accessible PC at Pollock Halls.

Helpdesk services sites

Main Library

- Following the removal of book shelves at the east end of the HUB in January, contractors worked to enclose the space in February in order to provide an extension to the workroom. The extension will accommodate 6 desks for USD staff and 6 hot desks. This is to enable the relocation of IS staff from the Lower Ground Floor East office to Argyle House in July.

ECA Library

- The 2nd floor study space was closed from 3 to 14 March inclusive as it was used for the ECA Applicant Days, as has happened in previous years. On previous occasions the library was quiet at this time so impact was minimal. However the library was noticeably busier this time due to the presence of increased numbers of History of Art students. This led to most study spaces on the ground and 1st floors being taken at several points during the week.
- A productive meeting with representatives from IS Facilities and Estates led to progress on outstanding projects. It is now expected that the walls in the public areas of the library's ground and first floors will be repainted in June, and new directional signage and vinyl wall lettering installed soon after. It has also been agreed in principle that a free-standing book return can be located on the landing outside the library entrance for out-of-hours returns. The Library Services Manager has been reviewing the specifications of ready-made units to see if they are suitable, particularly in terms of the maximum book dimensions they can accept due to the library having many oversize volumes. There also new plans to upgrade the power connections available for library users, particularly on the 1st floor, by installing a number of power poles, although there is no date set for this work yet.
- Susie Wilson's Artists Book Residency has ended with her curation of a display, completed on 24th March, of materials from the collection. The display will run until at least the beginning of May. During the residency Susie hosted 5 well-attended workshops and several 1-to-1 sessions with students. She will now create a book work in response to her research to be donated to the library.

Law & Europa Library

- The Acquisitions Supervisor visited the library to go over some additional Serials training.
- The de-duplication project for Law and Main Library collections has finished. A total of 4,105 items have been deleted from Law stock.
- Work on the de-duplication of the Law Library and Library of Congress collection has been carried out over the last 2 months and is just about to come to a close. So far 1,437 items have been deleted from stock and sent to Anybook.biz.
- Other Collections work is being carried out in order to identify other areas of duplication or out of date material that is available online.
- The Refurbishment programme is as yet having little impact on the library, updates of the work being done is sent out on a two weekly basis. Although scaffolding has been erected at the far end of the Quad and in Chambers Street there have not been any complaints about the noise.
- Refurbishment – meetings continue.
- Library Collections meetings with are being held every two weeks.
- The dates for the decant of the Library to DHT have now been agreed with Estates and the School of Law. The library will close on Friday 3 June and re-open on Monday 13 June. The entire move will be completed by Monday 4 July.

Moray House Library

- Representatives from IS Facilities and Estates & Buildings visited on February 15 about further works and renovations within MHL.
- It was agreed that more study spaces are required on the mezzanine level. The cabling for the power points were installed mid-February. Desks and chairs are still to be delivered but the IS Facilities Manager will be in touch to let us know when they will be arriving. This will give MHL an extra 10 study spaces.
- New signage at the front door and foyer identifying the MHL has been drawn up and the IS Facilities Manager has sent the plans. Arrangements are being made for the free standing sign at the main door of Dalhousie Land to be removed.

New College Library

- The Library Services Manager met with a colleague from ECA to go over Talis on the 2 March.
- NCL Improvement works are progressing well with 2 meetings to discuss works. Apart from this we have requested slimline trolleys & are trying to reconfigure the helpdesk.

Noreen & Kenneth Murray Library

- 5 student helpers started work at Murray Library on 15 February. They underwent training with the Helpdesk Supervisor to equip them to help with roving tasks: checking MFDs, refilling paper trays, uCreate, simple enquiries, shelving and tidying, and conducting headcounts covering the Library, KB Centre and the Mary Bruck building. After an initial period of 2 weeks, 2 helpers were redeployed to the Main Library and the 3 remaining cover 2pm – 5pm, Mon – Fri. As the Library gets busier, they will also help with promoting alternative study space.
- The Helpdesk Supervisor organised a confidential waste collection service beginning on 9 February.
- The Library Services Manager met with the IS Building and Services Manager and discussed issues with shelf end panels, loose flooring panels and windows. A bus tracker screen is to be installed in the downstairs café at the beginning of May.

- Stock editing work has continued with the withdrawal of 150 items selected by Academic Support Librarians to free up shelf space.

Medical/VetMed Libraries

- The team have continued to review the Talis lists.
- The RIL Helpdesk Supervisor updated the opening hours web pages for library sites.
- MVM Helpdesk staff and Supervisors continue to do weekly Unidesk slots.
- The Helpdesk Supervisors met with the LSM to discuss management of Med/Vet and Science sites on 23 March.
- All MVM staff continue to provide cover at other sites as required.
- The Chief Information Security Officer visited RIL on 17 March and Vet Library on 21 March.

Royal Infirmary Library (RIL)

- The Deputy Head of Help Services visited RIL with the LSM on 8 March.
- The Helpdesk Supervisor continues to help with Murray Library ILLs on Fridays.
- The radiator at Helpdesk has been removed due to leak and will be replaced. Cleaners will clean carpet.

Western General Hospital Library (WGH)

- Eight open access lab machines were installed on 4 February.
- Anybook collected 18 boxes of books on 15 February
- Representatives from interested companies came to the library during March to assess the mobile shelving with a view to including it within a maintenance contract.
- A Professor from DCN donated 119 books to the library.
- Journal de-duplication with the Library Annexe continues. This has resulted in 1.60m of shelf space being cleared.

The Lady Smith of Kelvin Veterinary Library (Vet)

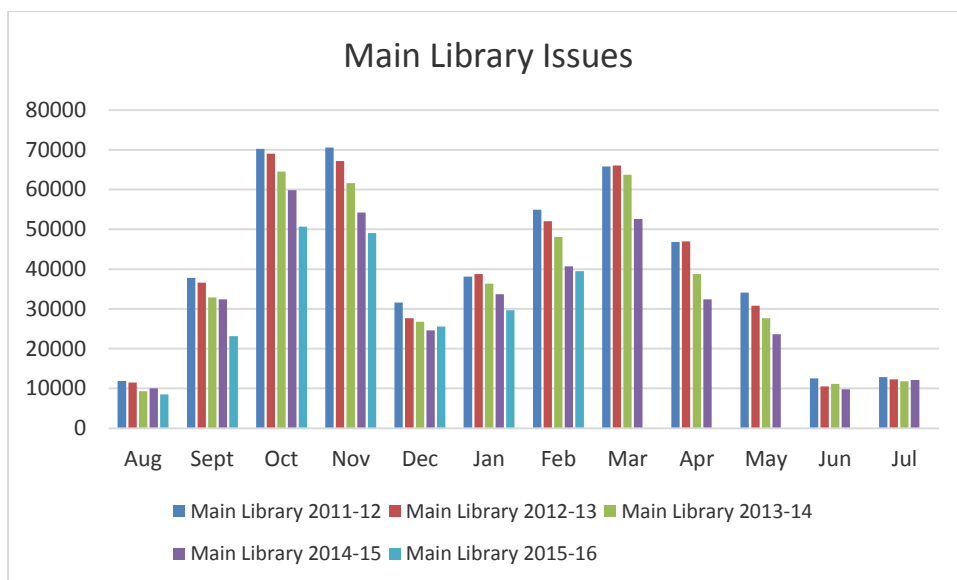
- Library Learning Services staff have visited the Vet Library on 29 February to discuss the Resource Lists: changes being implemented by the Library Learning Services Manager and further involvement of the Vet library staff and medical libraries staff in creating and reviewing lists.
- 36 books (a mix of withdrawals and donations) have been sent to the Malawi Vet School. This is a partner school for Vet School in Edinburgh.
- The Vet School has purchased UoE crested jute bags to store and transport bone boxes. The bags have been included into the bone boxes sets in Alma to make the borrowing process more efficient
- The book box outside the Vet Library has been equipped with a new foam to protect returned items.

Performance Indicators

Circulation 2015/16

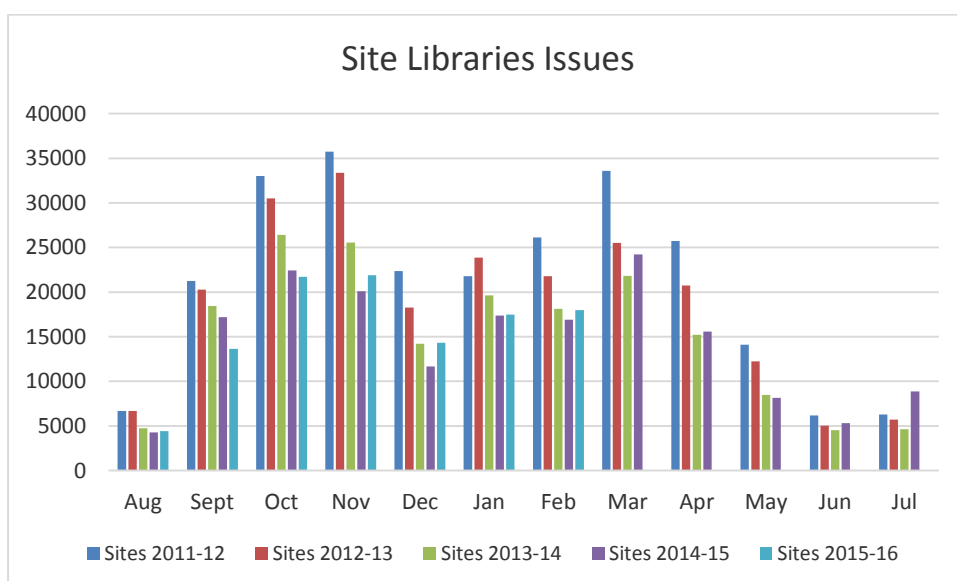
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2015/16 Session compared with the 4 previous Sessions is shown in Figure 1 below.

Figure 1: Main Library issues 5 year comparison



- Issues at the Main Library this Session have fallen every month other than in December.
- At Site Libraries there have been small increases in February and for the previous 3 months.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2015/16 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 5 year comparison



- 2015/16 circulation figures (issues and returns) are presented in Tables 7 and 8.
- The general trend of declining loans year on year continues.

Table 7: Number of issues

Number of Issues	2011-12	2012-13	2013-14	2014-15	2015-16
Aug	18566	18161	14036	14285	12942
Sep	59064	57635	51325	49568	36748
Oct	103215	101498	90899	82250	72368
Nov	106327	100602	87182	74283	70957
Dec	53978	45899	40952	36290	39893
Jan	59854	62678	55947	51096	47110
Feb	81099	73786	66216	57645	57470
Mar	99406	91515*	85547	76808	
Apr	72522	67711	53985	48013	
May	48220	43032	36134	31770	
Jun	18705	15573	15667	15118	
Jul	19133	17954	16475	20960	
Annual Total	740089	696044	614365	558086	

Table 8: Number of returns

No. of Returns	2011-12	2012-13	2013-14	2014-15	2015-16
Aug	28950	31409	26237	24615	11359
Sep	36971	35544	31826	31073	19754
Oct	81001	81021	71227	66900	52718
Nov	99139	95936	84219	72866	65298
Dec	74768	64341	56748	50316	50075
Jan	52649	54200	48133	44025	40062
Feb	69627	63721	57681	50205	48617
Mar	98267	91474*	86317	77607	
Apr	87115	81729	67279	59017	
May	65997	60466	49224	43345	
Jun	21422	17817	18367	15484	
Jul	19338	18133	17298	16297	
Annual Total	735244	696791	614556	551750	

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

- USD KPI #7 for 2015-16 is 90% of library material issued to be borrowed by self-service. The KPI **was met** every month this Session.
- USD KPI #8 for 2015-16 is 80% of library material to be returned by self-service. The KPI **was met** every month in 2015-16. The trend is upward.

Table 9: Selfcheck in relation to loans 2015-16 (2014-15 % in blue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12942	11358	88% (82%)	Y	11359	9350	82% (82%)	Y
Sept	36748	34118	93% (87%)	Y	19754	17380	88% (85%)	Y
Oct	72368	68970	95% (93%)	Y	52718	49828	95% (91%)	Y
Nov	70957	67855	96% (93%)	Y	65298	62219	95% (90%)	Y
Dec	39893	37042	93% (90%)	Y	50075	46967	94% (88%)	Y
Jan	47110	44403	94% (91%)	Y	40062	37149	93% (87%)	Y
Feb	57470	54847	95% (93%)	Y	48617	46072	95% (91%)	Y
Mar			94%				90%	
Apr			93%				90%	
May			92%				91%	
June			77%				71%	
July			58%				74%	
Total			90%				88%	

Unidesk Library Helpdesks operator group: standard calls

- In February 2016 there has been an increase in percentage of open calls compared with the previous months, and the same month in 2015, and will be monitored.

Table 10: Library Helpdesks incident resolution 2015/16 (2014/15 % in brackets)

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
August	85% (86%)	838 (of 986)	1% (3%)	73% (60%)	86% (81%)	91% (91%)
September	83% (84%)	869 (of 1050)	4% (5%)	60% (65%)	82% (82%)	88% (89%)
October	78% (79%)	727 (of 938)	2% (5%)	55% (63%)	77% (78%)	87% (83%)
November	75% (75%)	551 (of 730)	3% (10%)	65% (55%)	82% (71%)	88% (80%)
December	79% (81%)	437 (of 550)	3% (7%)	55% (51%)	74% (70%)	86% (78%)
January	80% (78%)	534 (of 667)	1% (3%)	66% (63%)	83% (78%)	91% (88%)
February	74% (77%)	452 (of 611)	6% (3%)	64% (68%)	81% (82%)	88% (87%)

- The proportion of Calls by sub-category in February saw Books (28%) exceed Card Services (23%) as being the most numerous sub-categories, followed by E-resources

(11%) and Printing Copying and Scanning (8%): the prevalence of books and e-resources enquiries reflects the academic activity at this stage of Semester 2.

- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: <http://www.ed.ac.uk/is/satisfaction-survey>

Unidesk Quick Call:

Quick Call January – February 2016

Total numbers of Quick Calls recorded by sites in January and February

- Figures 3 and 4 show the proportions of calls recorded by sites in January and February respectively.
- January 2016 saw a total of 3,740 Quick Calls recorded, with the most calls (23%) recorded at the Main Library, followed by Law (22%) and Moray House Library (18%). In February the total was 4206, an increase of 12.5% on January. Law returned to its frequently held position as the site with the most calls with an increase of 11% to 917, while the Main Library saw a slight fall to 852.
- However there were some significant changes in the relative share of calls contributed by the other sites. ECA Library went from contributing 8% of the total in January (287 calls) to 14% (598) in February – more than doubling the number of calls recorded. Similarly, the Royal Infirmary Library went from contributing 6% of the total (245 calls) in January to 10% (398) in February, representing an increase of 62% in the number of calls recorded month on month. The Vet Library and New College Library also recorded more calls, with increases in their totals of 57% and 18.6% respectively.
- Moray House Library and the Noreen and Kenneth Murray Library, on the other hand, saw reductions of 26.6% and 9.2% respectively in the number of calls recorded, leading to their share of the total calls recorded decreasing.

Figure 3: Quick Calls by Standard Solution by site January 2016

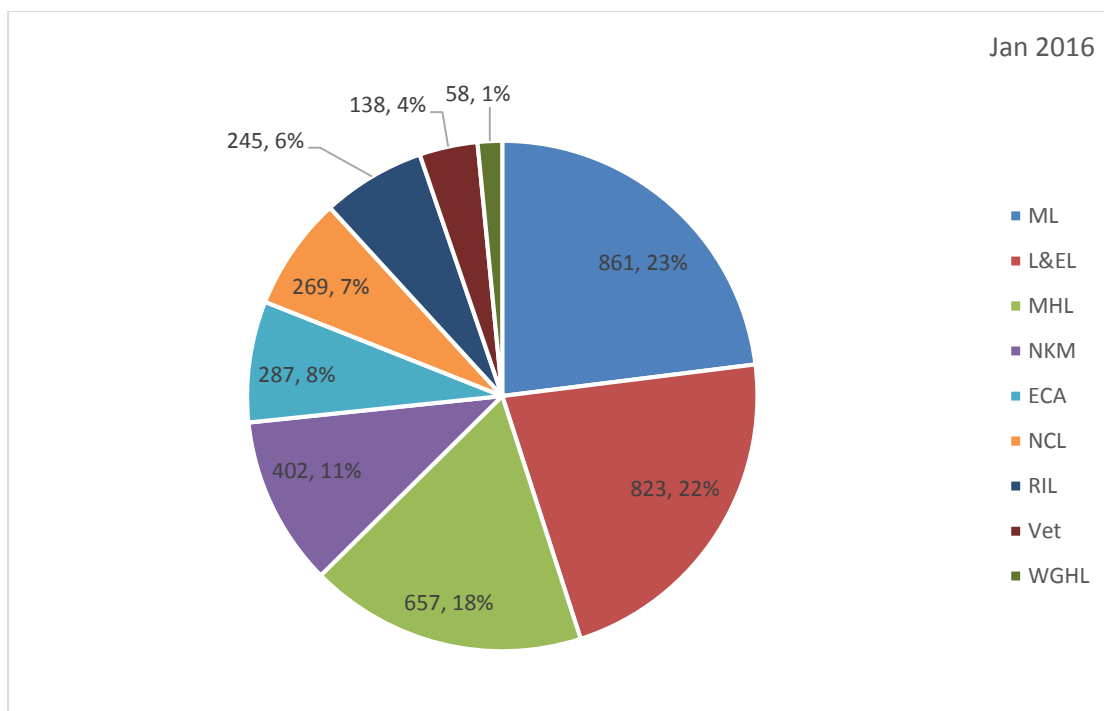
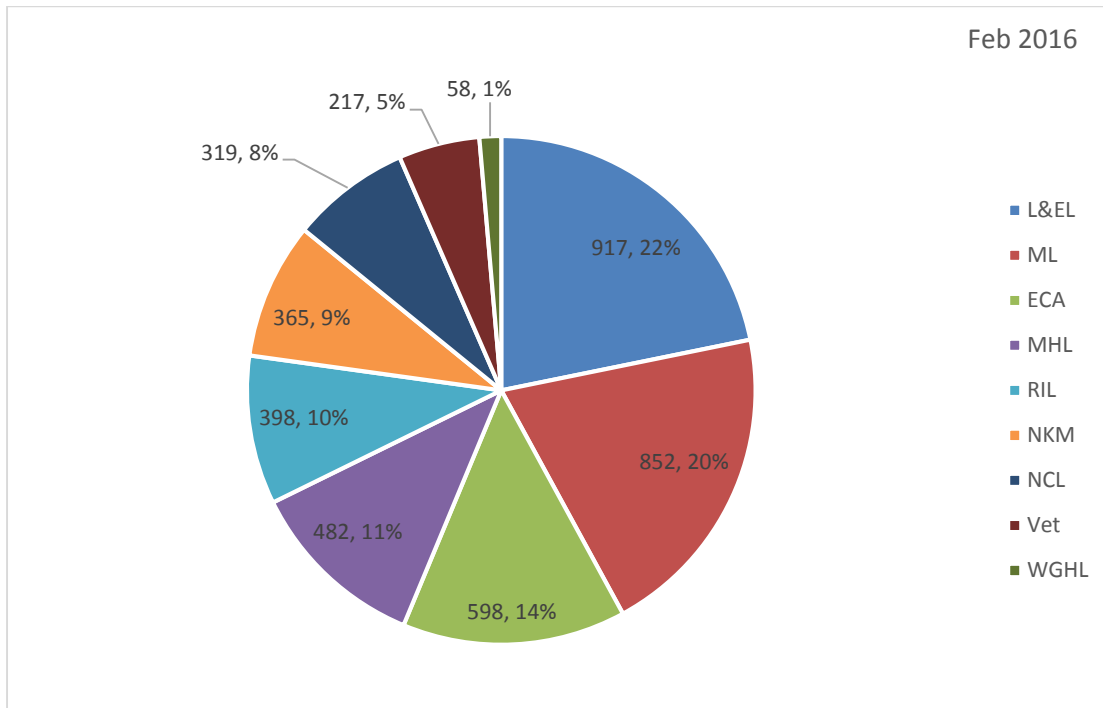


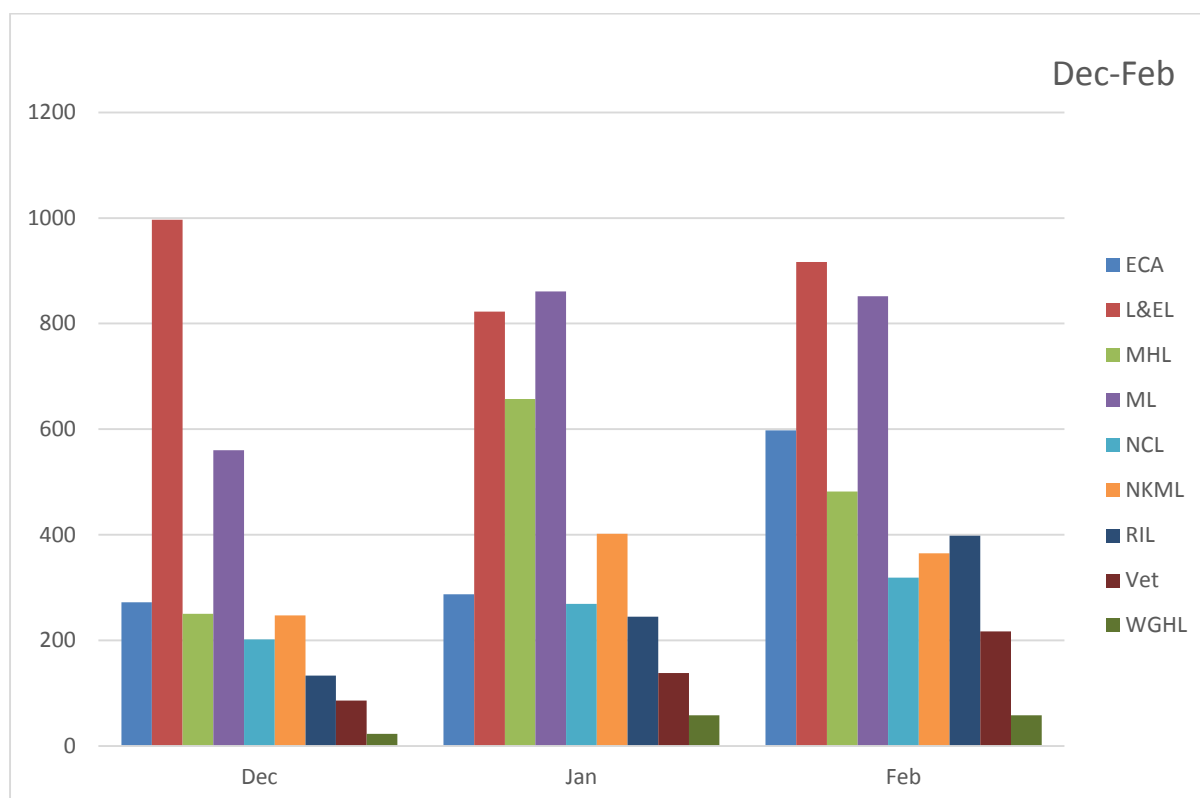
Figure 4: Quick Calls by Standard Solution by site February 2016



Variation in site Quick Call totals December 2015 – February 2016

- Figure 5 puts the changes discussed above in context by comparing totals recorded at each site in December, January and February.
- The chart shows the Law library maintaining consistently high recording of calls, as well as a significant increase in calls recorded at the Main Library from December to January, with this level maintained in February. It remains likely that this is not a true representation of business at the two Helpdesks, and that there is under-recording of calls at the Main Library.
- Moray House Library more than doubled the calls recorded from December to January, before falling back in February. The Noreen and Kenneth Murray Library followed a similar pattern, although the increase Dec-Jan and falling back in February were less dramatic.
- Other than ECA Library, which displayed a flat trend from Dec-Jan followed by the dramatic increase in February, and the Western General which recorded identical numbers of calls in January and February, the remaining sites demonstrate a steady increase over the period.
- It would be worth monitoring if these trends continue over the rest of the semester. Some elements of variation can likely be accounted for by factors such as some sites seeing a greater new student intake in January, as well as different coursework submission timetables.

Figure 5: Total Quick Calls recorded by sites December 2015 - February 2016



Top 10 Quick Calls in January and February

- Tables 11 and 12 show the top 10 standard solutions recorded in January and February respectively. As usual the top 2 remained unchanged (“Finding material: locating material on the shelf” and “Circulation: enquiries”), and the only change to the standard solutions included in the Top 10 in February was that “Circulation: fines/claimed returns enquiries” was replaced by “Buildings and facilities”.
- There were however some changes to the ranking of enquiries from January to February:
- “Card: Queries” fell from 5.8% to 4.3%. At the Main Library such enquiries fell by nearly half from 100 in January to 54 in February, probably reflecting the impact of the card collection event for New Students in early January. This fall was balanced somewhat by increases at the ECA, Royal Infirmary and Vet libraries.
- “Direction/information” rose to third place at 6.4%, with all sites except for the Main, New College and Western General Libraries seeing an increase. The Vet Library recorded 6 times as many of these enquiries in February as in January; ECA Library nearly 4 times as many; Law exactly double; and Moray House and Royal Infirmary Libraries saw increases of 70% and 75% respectively. This may simply reflect increased footfall in these libraries as students start using study space again.
- “Stationery/equipment loan” enquiries more than doubled Jan-Feb at ECA, Main, New College and Murray Libraries. At ECA this was due to coursework deadlines throughout the month and students wanting to borrow staplers etc. for essays.
- “Buildings and facilities” rose to 10th place in February from 12th place in January, the increase mostly accounted for by a 47% increase in such enquiries at Law, from 36 to 53. Law accounted for 43% of “Buildings and facilities” in February. The Law Library Services Manager explained that this is due to an increase in facilities enquiries by users who haven’t visited before, e.g. overspill from Main Library and 1st year Law students using the library for the first time.

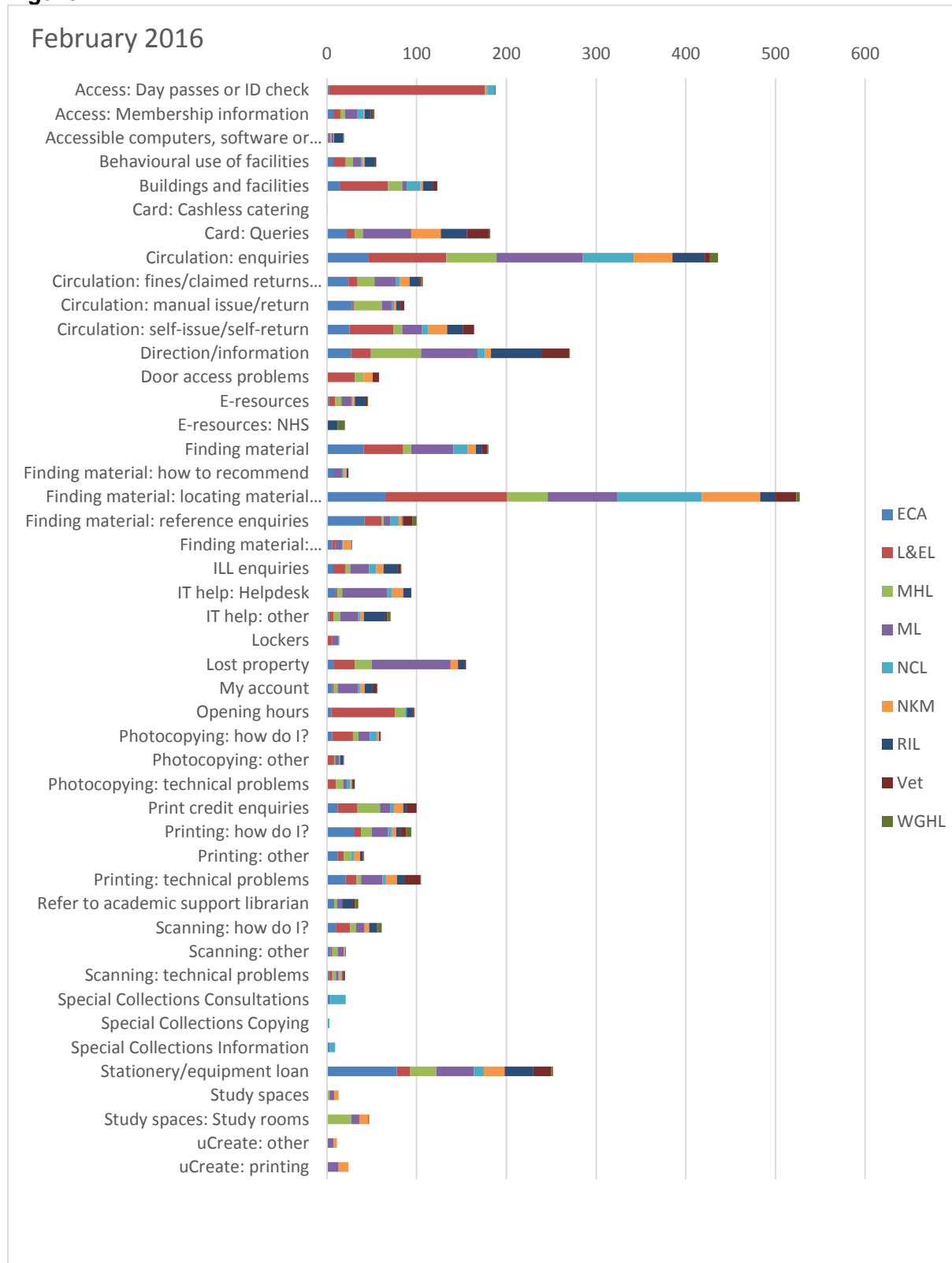
Table 11: Top 10 Quick Call standard solutions January 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	517	13.8%
2	Circulation: enquiries	379	10.1%
3	Card: Queries	216	5.8%
4	Direction/information	184	4.9%
5	Finding material	170	4.5%
6	Stationery/equipment loan	162	4.3%
7	Lost property	141	3.8%
8	Access: Day passes or ID check	138	3.7%
9	Circulation: self-issue/self-return	135	3.6%
10	Circulation: fines/claimed returns enquiries	129	3.4%

Table 12: Top 10 Quick Call standard solutions February 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	527	12.5%
2	Circulation: enquiries	436	10.4%
3	Direction/information	271	6.4%
4	Stationery/equipment loan	252	6.0%
5	Access: Day passes or ID check	188	4.5%
6	Card: Queries	182	4.3%
7	Finding material	180	4.3%
8	Circulation: self-issue/self-return	164	3.9%
9	Lost property	155	3.7%
10	Buildings and facilities	123	2.9%

Figure 7



Barry Croucher 24 March 2016