Help Services

Service Report for 30th March to 10th May 2016

Exceptional Service Activities

- This report focuses on the College of Medicine and Veterinary Medicine libraries at Easter Bush, Little France and Western General Hospital, in terms of Helpdesk services by site, selfcheck statistics and Quick Call logs.

Opening Hours

- The Law & Europa Library (Law Library) offers extended Sunday evening opening to 19:00 (not 17:00) from Sunday 10 April to Sunday 15 May.
- The Lady Smith of Kelvin Veterinary Library (Vet Library) resumed the standard semester pattern of 09:00 to 18:00, Monday to Friday, on 18 April, having previously closed at 17:00 since 21 March.
- There were no other exceptional service activities relating to opening hours in the reporting period.

Exam Study Space

- Additional study space for student revision purposes has been provided in the Main Library Meeting Rooms 1:07, 1:09, 1:11 from 16 April (until and including 20 May), and the CRC research suite weekdays from 18 April (until and including 20 May).
- Exam study space has also been provided in the David Hume Tower (DHT) Hub on the lower ground floor of DHT. The following rooms have been made available:
    - LG06, LG09, LG10, LG11: 16 and 17 April, 23 April to 20 May inclusive;
    - LG07: 16 to 20 April, 22 April to 20 May inclusive;
    - LG08: 16 to 19 April, 21 April to 20 May inclusive.
- Tables and chairs suitable for individual study were added to rooms where required on 25 April.

Usage of Exam Study Space

- During revision week, there was very little usage of the 2 DHT Hub rooms that were open on 16 and 17 April, but headcounts ranged between 23 and 46 on 18, 19 and 22 April when both rooms were open.
- From 23 April to 4 May, when all 6 rooms were available, the peak headcount over 12 days averaged 83 and was over 90 on 5 occasions. This took some pressure off the Main Library
- LG07 is the most popular room, it is the largest room and has group study tables with AV which seems to offer the most conducive study environment.

Main Library usage April May 2016

- Headcounts are comparable generally with 2015, although there were more peaks this year: there were 6 occasions when the headcount was 1800 or more, and 1 occasion when it exceeded 1900, whereas in 2015 only once did the headcount exceed 1800.
- Recorded entries before 10am reached 2000 or more on 3 occasions (5 in 2014), and was indicative of a continuing 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. On each of these 3 occasions, there were considerably fewer students in the library at 11:30, perhaps reflecting exam start times but also that students are in the habit of 'reserving' spaces – a practice which still attracts complaints.

- There have been 3 occasions when more than 150 students were in the Main Library at 01:30.

Library restricted access

- The well-established practice of restricting reference users from entering the Main Library before 17:30 during revision/examination period operates from 18 April to 18 May inclusive.
- This year the restriction has been extended to include the Law Library, due to reduced seating and noise arising from the redevelopment work at that site.
- .
- Reference users with full SCONUL borrowing rights and Alumni are excluded from this restriction and used use the library as normal.
- All users were allowed to use other libraries instead, or the Main Library and Law Library after 17:30.

Customer Service Excellence Award

- CSE project is currently following several threads:
  - Customer Journey Mapping being carried out by staff groups in Main Library and New College Library currently. Student Helpers are involved in volunteering for this project also.
  - A Mystery Shopper has visited the library, and we are looking at following up on actions surrounding information given to visitors.
  - Continuous Improvement Group: suggestions are being reviewed after the first month of group activity involving staff across all sites.
  - The document for submission for Rolling Programme 2 assessment in February 2017 is being updated. Staff have helped by updating content.
  - UXlib group established in Main Library will tie with CSE through improvements to usability (UX means User Experience).
  - Contacts now established in Edinburgh Napier, Heriot-Watt and Queen Margaret Universities.
  - The Help Services Team Manager responsible for CSE has signed up to attend the national CSE conference in Boston Spa, Yorkshire, in June.

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.
- Usage of the machines was very low: 6 students voted on the EUSA election and 5 on the EUSA referendum, on 6 different machines: 1 at Moray House, 1 at ECA, 1 at the Murray Library café, 3 in the Main Library.
- A review meeting was convened by EUSA on 9 May. All parties agreed it was not necessary to provide a similar service in future given the low usage, but EUSA were appreciative of the efforts from IS. Also EUSA saw value in promoting the elections in the libraries and this should continue. The next elections are in October, and EUSA will arrange a publicity planning meeting in August.

Social Media

Twitter – Main Library

- As of 4 May, we have 1,585 followers.
- In April, we started a pilot for tweeting every week relating to a fix theme. The pilot is running from April to June. The themes are #OnThisDay, #booktitleswelike, #whereamI, #ThoughfulThursday, and #FeelGoodFriday. The idea behind this scheme is to increase visibility of the twitter feed and increase followers. Should the pilot prove successful then a similar project will run through semester times for Library and Museum Twitter feed and possibly Facebook.

Top Tweets

- Top tweet for March 2016 was: *"As tomorrow is #WorldBookDay, you can pay library fines at the Helpdesk & ask for them to be donated to @Book_Aid"* This was retweeted11 times, liked 8 times, gained 1 follower, received 3 profile clicks, 1 link click and was seen by 3, 121 users on Twitter.
- Top tweet for April 2016 was: *"The library isn't only about academic books! Find #comicbooks and #graphicnovels on DiscoverED".* This was retweeted 7 times, liked 5 times, received 5 profile clicks, 2 link clicks and was seen by 2, 129 users on Twitter.

Twitter Statistics for 1-31 March 2016

Original Tweets	56
Retweets	105
New followers	44
Mentions	66
Likes	64
Link clicks	160
Profile visits	3, 042
Impressions	40,400

Twitter Statistics for 1-30 April 2016

Original Tweets	77
Retweets	88
New followers	53
Mentions	66
Likes	72
Link clicks	142
Profile visits	3,975
Impressions	46,800

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 4 May, we have 950 followers.
- The weeks covered by the Main Library Helpdesk team were 29 February – 6 March, 21 March – 27 March and 11 April – 17 April.

Top Tweets

- Top tweet for March 2016 was: *"@EdinburghUni is hosting the 7th Open Educational Resources Conference this April".* This was retweeted 1 times, liked 2 times, received 9 link clicks, 2 profile clicks, 1 follow and was seen by 1, 819 users on Twitter.
- Top tweet for March 2016 was: *"The week's moody weather is perfect for #spyweek2016. Still plenty of events to thrill you".* This was retweeted 6 times, liked 4 times, received 7 link clicks and was seen by 1, 238 users on Twitter.

Twitter Statistics for 1-31 March 2016

Original Tweets	24
Retweets	43
New followers	48
Mentions	50
Likes	30
Link clicks	83
Profile visits	2,349
Impressions	19,900

Twitter Statistics for 1-30 April 2016

Original Tweets	25
Retweets	25
New followers	49
Mentions	18
Likes	22
Link clicks	62
Profile visits	2,322
Impressions	20,000

Facebook

- As of 4 May, we have 485 page likes.
- The weeks covered by the Main Library Helpdesk team were 29 February – 6 March, 21 March – 27 March and 11 April – 17 April.
- Top Facebook post for March 2016 was: **"Congratulations to Jackie Kay who has been announced at the new Makar. You can find some of her work through DiscoverED".** This post reached 444 users on Facebook and received 9 likes, 1 comment and 1 share.
- Top Facebook post for April 2016 was: **"One week today, there will be restricted access the Main Library and Law Library during exam period for reference users…"** This post reached 269 users on Facebook and received 3 photo views.

Facebook Statistics for 1-31 March 2016

Current Likes	459
New Likes	12
Post Reach	4,712
Engagement	178

Facebook Statistics for 1-30 April 2016

Current Likes	483
New Likes	24
Post Reach	4,767
Engagement	184

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 staff participated in the HSS post offer open day when prospective students and their parents visited the Main Library on 30 March, providing welcome, tours and promotional materials.
  - o Including 23 March, there were 704 visitors over the 2 days and 251 of these participated in guided tours, with a further 367 approaching the Welcome Desk for information and/or self-guided tour leaflets.
  - o Comments received included: "lovely building"; "most impressed"; better facilities than UCL.
- Two members of Glasgow University Library staff visited the Lady Smith of Kelvin Veterinary Library and Study Landscape on 30 March.

Alma cataloguing

- Several Helpdesk staff attended an Alma-related meeting on 31 March regarding cataloguing for non-cataloguers. It was agreed similar meetings would be held twice a year.

Section services

Card Services

- Card system documentation was circulated to members of the card virtual team. The task of updating documentation will be ongoing as the system and processes change.
- We have already received over 1,000 photos from students who start from August 2016 onwards.
- The ColdFusion upgrade went live successfully on 28 April. This work was part of a project to enable University new staff to upload a digital image for first card production: the rest of the project has passed UAT and is due to go live 26 May and relevant card webpages have been prepared in readiness.
- We have purchased webcams for the Library Helpdesks in preparation for first card issue to library visitors.

- Two new card printers and copies of the software have been ordered for New College and Law libraries who will become our 9th and 10th card replacement desks.
- Table 1 summarises Card Services' first card issue: as in February, relatively few first cards were produced in March and April.

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
March	136	105	103	344
April	129	112	113	354
Session Total	1587	1256	12276	15119

- Table 2 summarises Card Services' replacement card issue. Well over 2,000 student cards have been replaced so far since the turn of the year.

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
March	140	50	555	745
April	125	52	481	658
Session Total	1231	520	7137	8888

Online Print Credit

- The usage data in March shows that the number of transactions was very high as is typical in this month and probably reflects students' output of academic course work. The value of print credit was exceptional, being more than in any month this Session and last.
- April saw a decline in transactions and value of print credit compared with the same month in 2015.
- Performance was relatively poor in March when the high volume of transactions would tend to increase the propensity of errors. Performance was improved in April.
- IS Application Management have advised the issues are partly due to end of life servers which will be resolved this Session by moving the application to a newer, more stable infrastructure.

Disability Computing Support (DCS) for Students

- DCS were tasked with supporting 37 exams during the April-May exam diet, representing a decrease from last year's April-May total of 66. This is partly due to improved awareness of DCS exam support deadlines, resulting in fewer last minute additions to the timetable. Additionally, in advance of this year's diet, DCS worked with Student Disability Service and Student Administration on updating out of date learning profiles meaning that some of these students could be supported by Student Administration.
- Support was provided by DCS, Helpline staff and 3 student helpers.

Disability Computing Support for Staff

- Five calls are open, 3 ongoing and 2 new logged in the March/April period. All relate to ergonomic desktop equipment, though one began as a request for information about speech recognition software.
- The Staff DCS ergonomic peripherals loan pool has been expanded with a few more items of equipment requested for trial by users.

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	99	98				
Illustrator CS6 / CC	39	27	18				
InDesign CS6 / CC	13	16	37				
Premiere Pro CS6 / CC	2	2	1				
Acrobat Pro 10 / DC	620	630	777				
Data-stream 5 Advance	20	3	4				

- Use of the most popular Adobe products has declined significantly since the same period last year. It is possible that users are taking advantage of the educational discount and cut-down applications bundles for students offered by Adobe. An overall decline in general usage of the software outside uCreate is not indicated, however, if numbers signing up for in-house workshop and training sessions are indicative.
- DataStream users in uCreate are also declining. The fluctuations where increased use is seen throughout the year would seem to represent times when important coursework submissions are required.

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	297	158			
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	82	61			
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	40	21			
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	15	11			
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

- On the whole, poster printing increased slightly from previous years. This was likely a result of the various class projects taking place during these months.
- As well as there being a few announced poster projects, there were also a few unannounced projects involving substantial numbers of participants, in some cases, causing issues with the service quality.
- Printing of posters for one unannounced project began after 17:00 when fewer staff were available to replace depleted ink and paper, which was required during that time.
- uCreate staff always endeavour to obtain the details of project organisers who have not provided an alert so that they can be contacted and asked to provide details in advance in future.
- After the above incident, a request was also made to the Academic Support Library group to cascade information generally about the uCreate Poster Printing Support web page which asks organisers to provide information about upcoming projects, as well as links to guidance for creating and printing poster files.

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	21
Apr	13	4	9
May	7	8	
Jun	4	10	
Jul	9	6	
Total	91	106	121

- Demand for equipment loans remains relatively strong, and exceeds March and April 2015.
- A number of new audio video items have been ordered to supplement the uCreate equipment loan pool.

uCreate: other

- uCreate first line support have reported that time and effort maintaining the large format scanner is increasing. The increase includes more frequent calibration, PC restarts and ensuring the scanner is recognised by the PC. A decision not to replace the unit has been taken due to the high cost of replacement and relatively low usage.

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	79				
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	8823				
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	17 by 14 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	238				
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 is up in March compared with the same month last year, though the figures are not equal to the large numbers watching and recording in March 2014.

Helpdesk services sites

Focus on College of Medicine and Veterinary Medicine (MVM) Libraries

Communication

- With the LSM based at the Noreen & Kenneth Murray Library (Murray Library) at King's Buildings during her secondment as Library Services Manager for the Murray Library and MVM libraries, we are investigating using webcams and Skype for Business as a means of communication. The webcams have been installed on office PCs at the 3 MVM site libraries and trial Skype meetings have been set up over the next few weeks.
- The LSM attended the MVM Academic Support Librarian (ASL) meetings on 30 March and 27 April. This meeting is a useful forum for an exchange of information.

Collections

- To ensure that the medical print collection is current and meeting student needs, Helpdesk staff at Royal Infirmary Library (RIL) and Western General Hospital Library (WGH), have been working with the ASL, to identify and purchase new editions of core medical texts at both library sites. This includes a large amount of withdrawal and disposal work (201 items over the period Feb – April).
- The LSM attended the Course Collections User Group meeting on 18 April.
- This followed on from the visit by Library Learning Services staff to the Vet Library to discuss the Resource Lists: changes being implemented and further involvement of the Vet Library staff and Medical libraries staff in creating and reviewing lists.
- Several members of Medical Library staff have been helping with the Main Library Inter-Library Loans (ILL), processing borrowing or unfilled requests. From 17 – 31 March, they have processed 317 requests (27 hours 45 mins staff time). Since 1 April, they have dealt with 132 requests (10 hours 15 minutes staff time).

Royal Infirmary Library

- A member of RIL Helpdesk staff has joined the team dealing with checking Alma after an upgrade. This involves working through a checklist testing that specific tasks in Alma fulfilment work as they should do after an Alma Service Pack deployment.

Western General Hospital Library

- Gate count figures have risen noticeably in March compared to last year and have risen again in April. This may be due to the popularity of the 8 new open access PCs which were installed in February.

Table 9: Exit gate count for the Western General Hospital Library

Month	2015	2016
January	1112	1126
February	1056	1039
March	1156	1348
April	1354	1408

The Lady Smith of Kelvin Veterinary Library

- The Helpdesk Supervisor and LSM considered the Access Audit compiled by the Disability Information Officer. Library staff have resolved many issues. Specific facilities issues have been passed to IS Facilities, to progress.
- The Veterinary School underwent a major national and international accreditation visit in November 2015. Accreditation from the Royal College of Veterinary Surgeons, the American Veterinary Medical Association, the European Association of Establishments for Veterinary Education and the Australasian Veterinary Boards Council is essential to allow our graduates to practice as vets in the UK, USA and Canada, Europe and Australasia. We heard in April that the School has been reaccredited for the next seven years by all Councils and the reports were positive.
- The Library and Information Resources is one of the accreditation standards on which the School is evaluated and information was provided on the following:
    - the adequacy of information retrieval and learning resources;
    - the availability of learning and information technology resources support for faculty and students, including personnel and their qualifications;
    - the methods of access to library information resources for faculty and students when they are on and off campus;
    - the resources (training, support) available to students for improving their skills in accessing and evaluating information relevant to veterinary medicine for sources in any media;
    - current plans for improvement.
- The report was compiled by the ASL, with input from Help Services and other areas of IS. The accreditation team had a visit to the Library and the ASL was interviewed by the accreditation panel.
- http://www.ed.ac.uk/vet/news-events/latest-news/accreditation

Main Library

- The new office adjacent to the Helpdesk workroom created by removing book shelves at the east end of the HUB and enclosing the space is now populated with tables and the power and data have been fitted.

ECA Library

- The 2nd floor study space closed on 2 May for use by the ECA Degree Show and is expected to reopen on Monday 13 June. The impact could be greater this year due to the apparent increased use of the library by History of Art students, who have more need of study space than those on studio-based Art and Design courses.
- We saw increased demand for study space in April, with higher day time headcounts than in any previous year, but have not at any time so far reached full capacity. As usual, posters have been displayed advertising alternative study space and any complaints will be recorded. This includes asking complainants which course they are studying, to help inform feedback given to the school if required.
- The LSM attended a UX (User Experience) in Libraries event at Edinburgh Napier University with the Help Services Team Manager responsible for ECA library. This provided a useful overview of ethnographic research methods and their application in libraries as a way to gather richer information about users' needs than via traditional surveys. Several practical techniques were discussed which could be used at ECA Library, such as using observation or behavioural mapping to discover ways in which the apparently changing profile of our users is affecting how the library space is used. Other techniques were described that could have a specific appeal to Art and Design students, such as asking users to create photo diaries of their experience of our services.

Law & Europa Library

- The work of the team has been dominated by the forthcoming move to DHT.
- Collections work continues: stock is being prepared and identified for the various locations to which it is being moved. Space has been found in the Annexe which will receive Journals and in the Main Library Store which will house the Europa collection and Law Reports. Extra hours for additional staffing to help with further stock work have been assigned and funded by the Refurbishment Project.
- External work on the scaffolding in Old College, although creating some noise, does not appear to be causing problems for students.
- A temporary fire escape and stair enclosure has been built in the library. The work has been carried out on a night shift and again there has been no impact on the provision of study spaces or the library environment for students. The fire escape at the west end of the library is to be changed from the current West Stairs to the temporary one that exits from a window (that has now become a door) out onto stairs in the scaffolding in Chambers Street.
- Refurbishment meetings continue:
  - Library Collections meetings with the ASL and Collections Lifecycle Manager are being held every two weeks.
  - The LSM and ASL are meeting with the External Move Manager on a regular basis in relation to the move to DHT.
- The LSM is dealing with daily issues that relate to the move eg requirements, location of services in the current library and queries raised by contractors.
- Provision is being made for LLM students over the move and closure period to ensure that these have as little impact as possible on their dissertations. Changes to the Reserve borrowing period, ILL allowance and information about services have been prepared for users.

Moray House Library

- An extra 10 study spaces are now ready for use.
- New chairs and desks were installed in group study rooms and lower mezzanine level. Another chair order is still to go through in the next few weeks which will mean all chairs will be replaced on the next order.
- New signage at the front door identifying building and library has been installed to the right of the main door.
- A meeting was held with Facilities and Estates & Buildings Managers on 28 April about proposed painting on the first floor and suitable dates are to be arranged for over the summer. An alteration to the front desk was confirmed.
- Book weeding is ongoing. This task is taking a little longer as we now have to cross reference any books for weeding with Talis lists.

New College Library

- An additional work space has been created in the staff workroom.
- The Grandfather clock that is located just by the entrance to New College Library (NCL) has not been working for some years. The Divinity school are going to pay for repairs and the LSM has been the contact for the horologists.
- The LSM and Card Services Lead met to find a suitable place for the card printer in preparation for running a card replacement service.
- The LSM attended NCL Committee on 30 March.
- The Help Services Team Manager (Library Services Lead) visited to meet the team at NCL on 5 May.

Noreen & Kenneth Murray Library

- The 5 student helpers who started working on 15 February finished their 8 weeks employment at Murray Library on 15 April. The students gave feedback that they enjoyed their experience of working at Murray Library and felt useful. They also had some useful feedback on how to improve the experience from their point of view.
- There is increasing pressure on shelf space in Murray Library. The shelves are very full with more books being returned as semester comes to an end. The LSM has been discussing with the Deputy Director of USD and the ASLs, stock editing measures which can be taken to free up more space.
- Following discussion between The LSM and Helpdesk Supervisor and in liaison with the ASLs, Helpdesk staff will be involved with working extensively on engineering reading lists over the summer. This is one of the tasks which can be done by staff while at the Helpdesk.
- The LSM attended the Course Collections User Group on 21 April and the Science & Engineering libraries senior staff meeting the following day.

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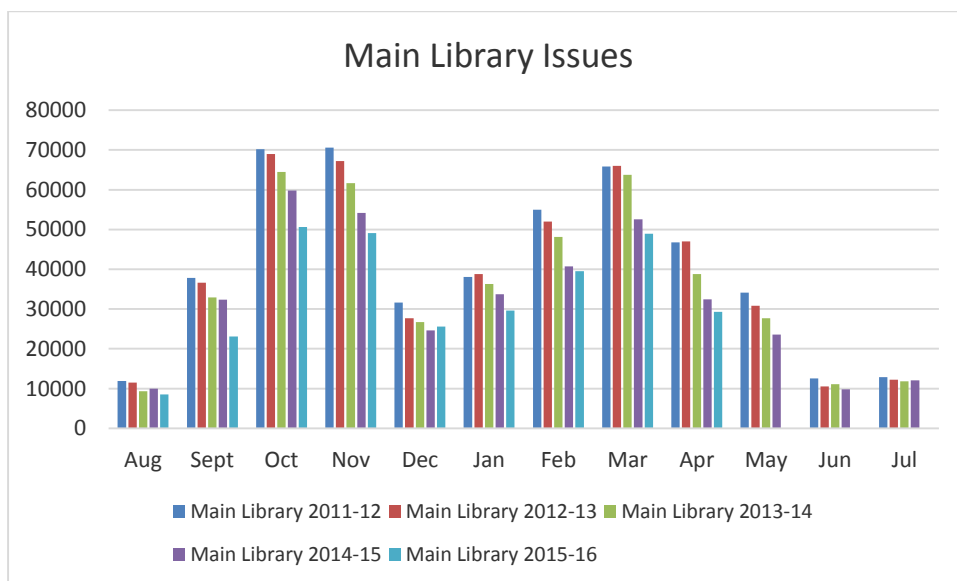
- Issues at the Main Library this Session have fallen every month other than in December.
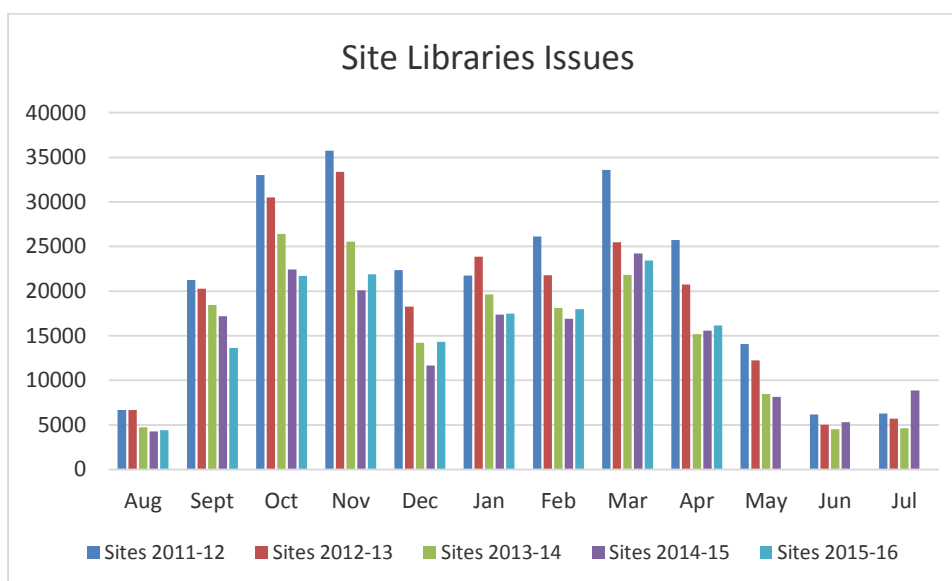- At Site Libraries there have been small increases in February and April.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2015/16 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 5 year comparison

Site Libraries Issues

- 2015/16 circulation figures (issues and returns) are presented in Tables 8 and 9.
- The general trend of declining loans year on year continues.

Table 8: 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	72321
Apr	72522	67711	53985	48013	45442
May	48220	43032	36134	31770	
Jun	18705	15573	15667	15118	
Jul	19133	17954	16475	20960	
Annual Total	740089	696044	614365	558086	

Table 9: 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	73612
Apr	87115	81729	67279	59017	53149
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 10: Selfcheck in relation to loans 2015-16 (2014-15 % in bue):

	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	72321	69390	96% (94%)	Y	73612	70289	95% (90%)	Y
Apr	45442	43234	95% (93%)	Y	53149	50245	95% (90%)	Y
May			92%				91%	
June			77%				71%	
July			58%				74%	
Total			90%				88%	

- See Appendix 1 for a detailed report on selfcheck for the Lady Smith of Kelvin Veterinary Library and the Royal Infirmary Library.

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 11: 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%)
March	76% (76%)	503 (of 662)	7% (4%)	60% (69%)	75% (83%)	84% (88%)
April						

- Call completion in March has not been as good as in 2015 and will be monitored, and operators encouraged to close calls as appropriate.
- The proportion of Calls by sub-category in February saw Books (31%) exceed Card Services (20%) as being the most numerous sub-categories, followed by Printing Copying and Scanning (9%) and E-resources (7%): the relatively high proportion of Printing Copying and Scanning 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 March – April 2016

Total numbers of Quick Calls recorded by sites in March and April

- Figures 3 and 4 show the proportions of calls recorded by sites in March and April respectively.
- March saw a total of 4914 Quick Calls recorded, an increase of 16.8% on February; however the total fell back to 4044 in April (a 17.7% decrease).
- All sites except for the Royal Infirmary and Western General Hospital Libraries saw a decrease in their totals from March to April, with the greatest falls in percentage
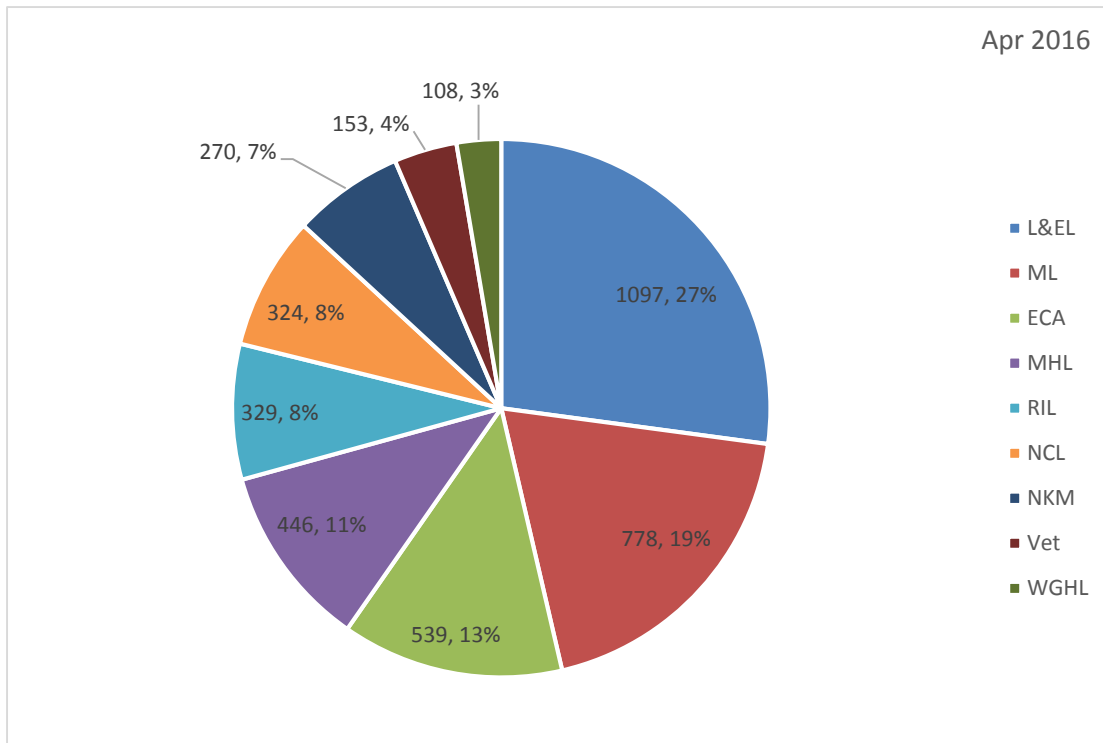
terms being seen at Moray House Library (35.7%), the Vet Library (30.5%) and the Murray Library (29.7%).

- The Royal Infirmary Library's total calls increased slightly from 323 to 329, and the Western General Hospital Library saw an increase of 68.8% (from 64 calls in March to 108 calls in April).
- The relative contributions of the different sites continued to display the volatility seen in January and February. Of particular note is high ranking of the Royal Infirmary Library in April, overtaking both New College and Murray Libraries, and the continued fall in the Murray Library's share of the total, which has fallen from 11% in January to 7% in April.

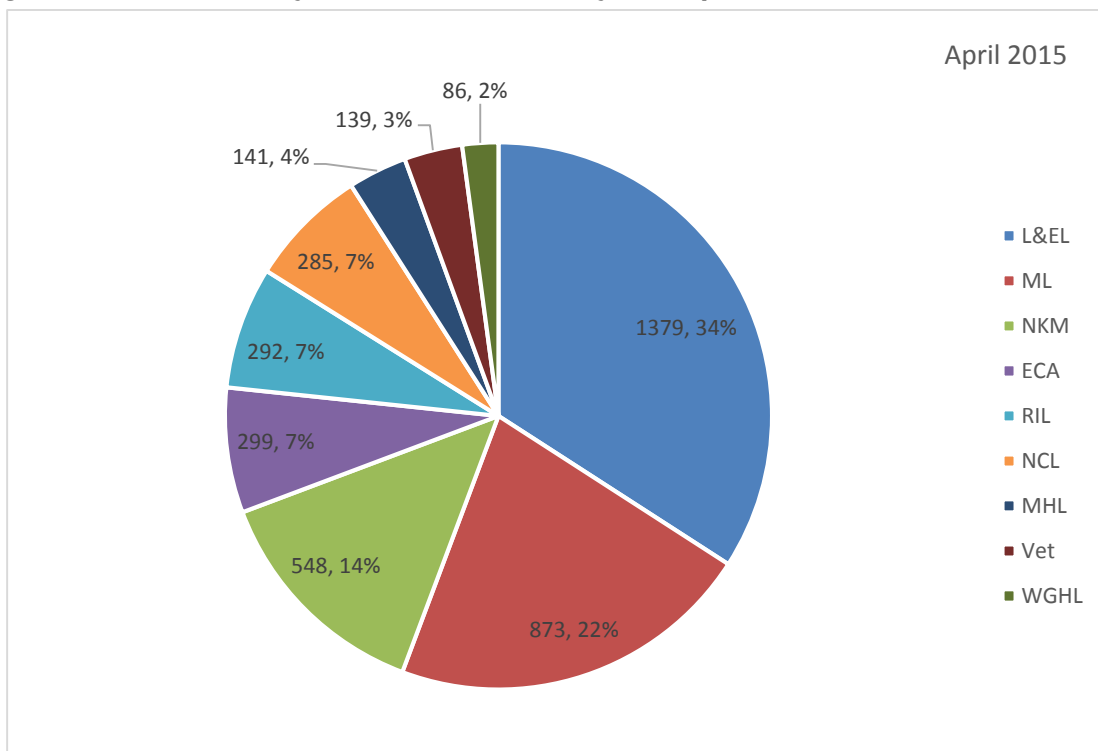*Figure 3: Quick Calls by Standard Solution by site March 2016*

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

Apr 2016

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

1097, 27%
778, 19%
539, 13%
446, 11%
329, 8%
324, 8%
270, 7%
153, 4%
108, 3%

## Variation in site Quick Call totals April 2015 and April 2016

- The variation from March to April 2016 suggested it would be worth comparing the present situation with the same month the previous year. See Figure 5 for Quick Calls by Standard Solution in April 2015.

Figure 5: Quick Calls by Standard Solution by site April 2015

April 2015

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

1379, 34%
873, 22%
548, 14%
299, 7%
292, 7%
285, 7%
141, 4%
139, 3%
86, 2%

- While the total number of calls recorded was nearly identical in April 2015 (4042 calls compared to 4044 this April), Figure 5 demonstrates a markedly different picture in terms of the sites' relative share of the calls.
- The Medical and Veterinary Libraries recorded a combined total of 517 calls in April 2015, and 590 in April 2016. Their percentage share increased from 12% in 2015 to 15% in 2016.
- Despite the fall from March - April 2016, Moray House Library recorded significantly more calls in April 2016 (446 calls or 11% of the total) than it did the previous year (141 or 4% of the total).
- ECA Library also shows a marked increase in April 2016 (539 calls or 13% of the total) compared with April 2015 (299 calls or 7% of the total).
- New College Library's share in April this year was slightly higher at 8% compared to 7%.
- The Murray Library accounted for 14% of calls (548) in April 2015 compared to 7% (270) this April.
- In April 2015 the Law and Main Libraries accounted for 56% of the total (34% calls and 22% respectively). This April their combined share was 46%, as a result of a reduced number of calls at both sites and the increases at other sites described above.
- Figure 6, a stacked column chart showing each site's contribution to the total number of calls recorded over the last year, shows these differences in a wider context.

Figure 6: Quick Call totals including share by site May 2015 – April 2016
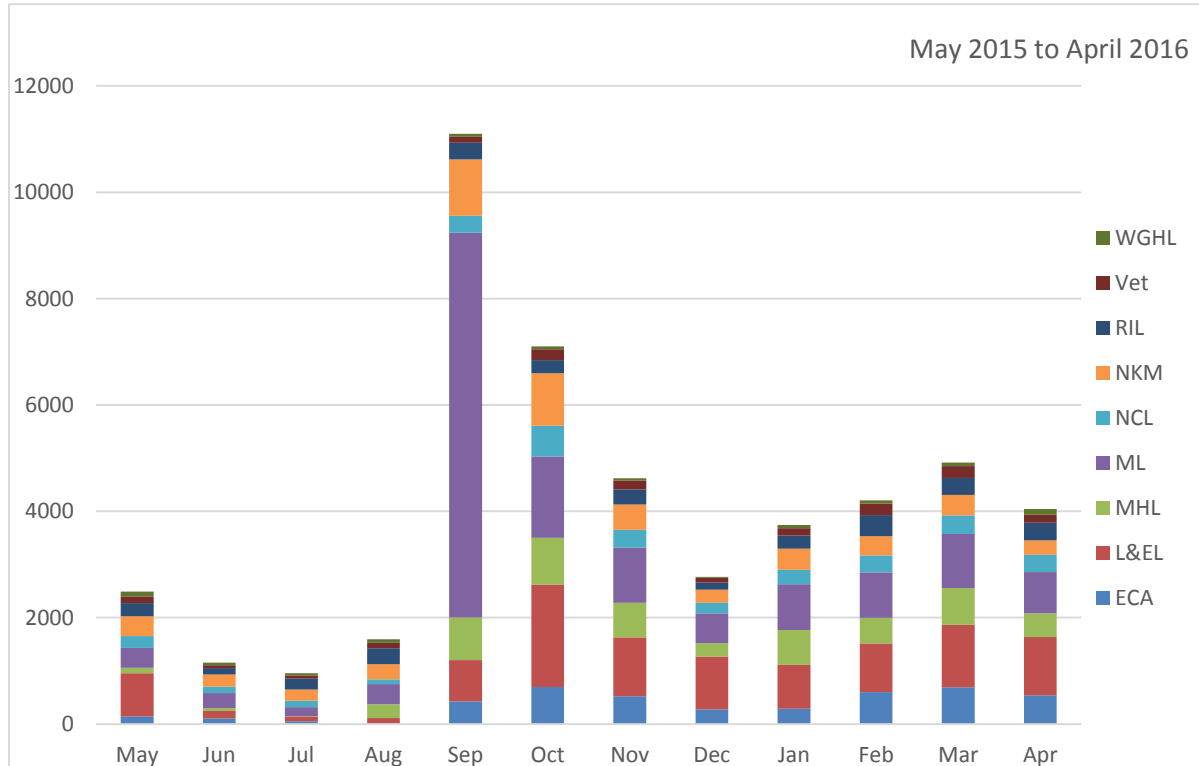
Top 10 Quick Calls in March and April

- There was no change to the Standard Solutions making up the top 10 from March to April, but there were some changes in their ranking.
- "Access: Day passes or ID check" was the only Standard Solution in the Top 10 to see an increase, leading to its share of the calls recorded rising from 5.1% to 7.7%. New College Library recording nearly twice as many such calls in April (63) as in March (32). Rather than an increase in visitors needing to be let in by Helpdesk staff, the increase is due to better recording of such ID checks.
- "Finding material: locating material on the shelf" saw the greatest reduction in calls in April (36.2%). All sites except the Western General Hospital saw decreases in this enquiry, with the largest in percentage terms at the Main Library (58%) and ECA Library (56%).
- "Stationery/equipment loan" remained prominent: at no. 3 in March and 4 in April. ECA Library accounted for most of these calls in each month, 35% and 33% respectively. Most of these calls are due to students borrowing staplers, suggesting that promotion of the built-in stapling features on the printers is required.
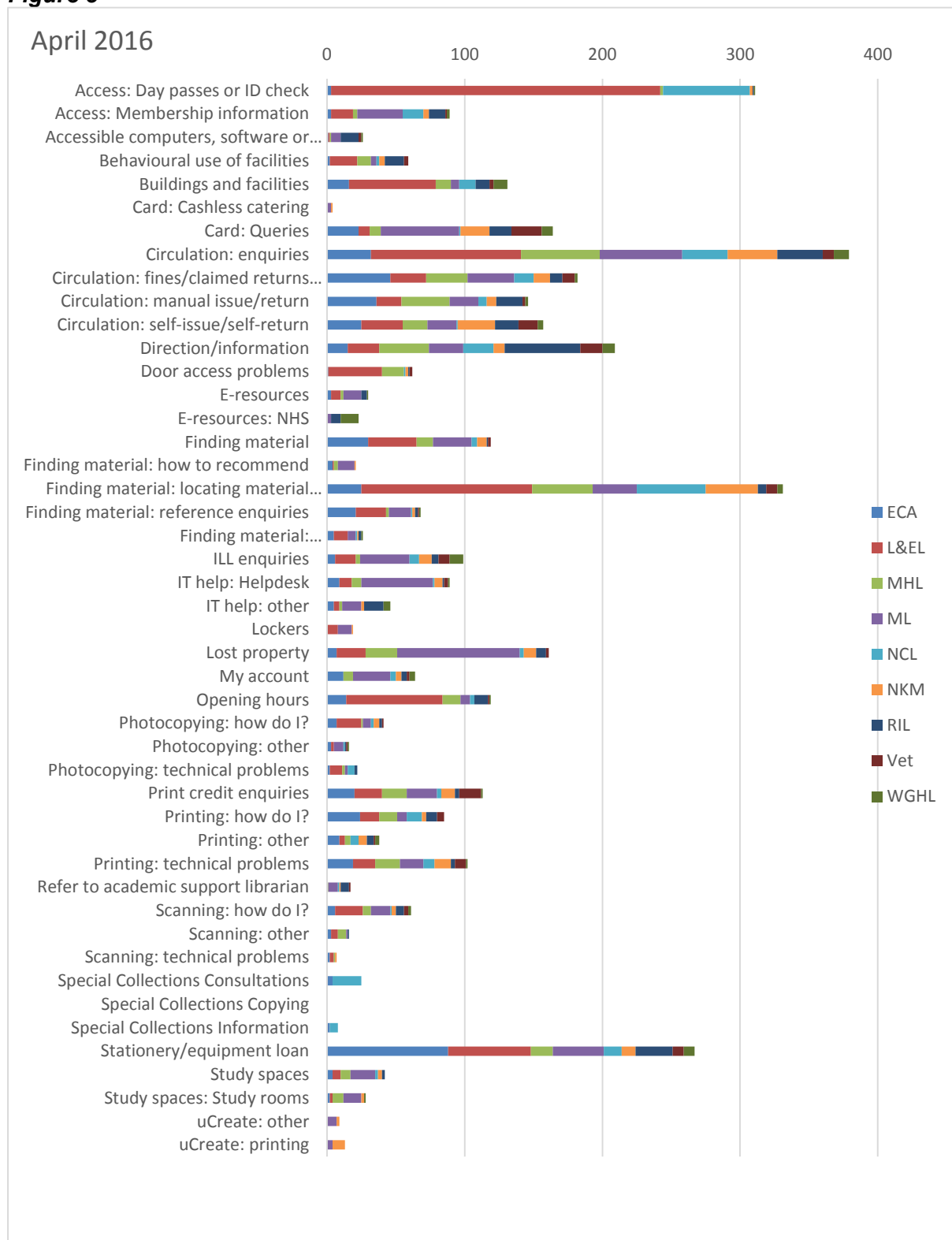
Table 12: Top 10 Quick Call standard solutions March 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	519	10.6%
2	Circulation: enquiries	474	9.6%
3	Stationery/equipment loan	358	7.3%
4	Access: Day passes or ID check	251	5.1%
5	Direction/information	224	4.5%
6	Circulation: manual issue/return	216	4.4%
7	Lost property	204	4.1%
8	Card: Queries	192	3.9%
9	Circulation: fines/claimed returns enquiries	185	3.8%
10	Circulation: self-issue/self-return	174	3.5%

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

Rank	Standard Solution	No	% of total
1	Circulation: enquiries	379	9.4%
2	Finding material: locating material on the shelf	331	8.2%
3	Access: Day passes or ID check	311	7.7%
4	Stationery/equipment loan	267	6.6%
5	Direction/information	209	5.2%
6	Circulation: fines/claimed returns enquiries	182	4.5%
7	Card: Queries	164	4.1%
8	Lost property	161	4.0%
9	Circulation: self-issue/self-return	157	3.9%
10	Circulation: manual issue/return	146	3.6%

Figures 7 and 8 show a complete breakdown of enquiries by standard solution for March and April.
Figure 7

March 2016

Category	
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 on…	
Finding material: reference enquiries	
Finding material:…	
ILL enquiries	
IT help: Helpdesk	
IT help: other	
Lockers	
Lost property	
My account	
Opening hours	
Photocopying: how do I?	
Photocopying: other	
Photocopying: technical problems	
Print credit enquiries	
Printing: how do I?	
Printing: other	
Printing: technical problems	
Refer to academic support librarian	
Scanning: how do I?	
Scanning: other	
Scanning: technical problems	
Special Collections Consultations	
Special Collections Copying	
Special Collections Information	
Stationery/equipment loan	
Study spaces	
Study spaces: Study rooms	
uCreate: other	
uCreate: printing	

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

Figure 8

April 2016

Quick Call: Focus on College of Medicine and Veterinary Medicine (MVM) Libraries

- 441 quick calls were logged at MVM libraries in January, 11.8% of the total for all Helpdesks. In February, it was 673, 16% of the overall total and in March it was 607 (12%). The considerably lower number in January is due to the Libraries being closed until 5th of that month and the generally quieter period at that time.
- The following tables show the top 5 quick calls at MVM libraries in January, February and March.

Table 14: MVM Libraries January 2016

Rank	Standard Solution	No	%
1	Direction/information	45	10%
2	Stationery/equipment loan	42	9.5%
3	Circulation: enquiries	35	7.9%
4	Card: Queries	31	7%
5	Finding material: locating material on the shelf	30	6.8%

Table 15: MVM Libraries February 2016

Rank	Standard Solution	No	%
1	Direction/information	88	13%
2	Card: Queries	55	8.2%
3	Stationery/equipment loan	54	8%
4	Circulation: enquiries	51	7.6%
5	Finding material: locating material on the shelf	44	6.5%

Table 16: MVM Libraries March 2016

Rank	Standard Solution	No	%
1	Direction/information	63	10.4%
2	Stationery/equipment loan	53	8.7%
3	Card: Queries	44	7.2%
4	Circulation: manual issue/return	40	6.6%
5	Circulation: enquiries	39	6.4%

- The tables shows there is little fluctuation in the pattern of enquiries at MVM Libraries over these 3 months.
- The high number of Direction/information enquiries may indicate that many of our enquiries at the Helpdesk come from people who are not regular users of the libraries.
- Card queries appear consistently in the top 5 queries. This may be due to the number of visiting staff at these sites and the distance from the centre.

Table 17: Medical Libraries NHS Enquiries Jan – Mar 2016

Rank	Standard Solution	No	% NHS calls	% Total calls*
1	E-resources: NHS	45	12.6	3.9
2	Finding material	36	10	3.1
3	Circulation: enquiries	32	8.9	2.8
4	Direction/information	28	7.8	2.4
5=	Opening hours/Access: Membership information	18	5	1.6

*total calls at Medical Libraries

- In the Medical Libraries, we can log a Quick Call enquiry against an NHS user, the table above shows how many of these were logged between Jan and March 2016.
- The most frequent enquiry by NHS users is about E-resources. NHS users have access to the e-resources via the NHS provided Knowledge Network but not to University e-resources. As these queries are relatively common, the ASL has offered introductory/refresher sessions on NHS e-resources to Helpdesk staff to improve even further the service we offer at the Helpdesk.
- Unsurprisingly, Access/Membership information also appears in the top 5 of enquiries.

Barry Croucher 10 May 2016

Appendix 1: Selfcheck statistics for the Lady Smith of Kelvin Veterinary Library and Royal Infirmary Library August 2011-March 2016

Looking at self-issue and self-return between August 2011 and March 2016 for the Vet Library and from June 2014 to March 2016 for the Royal Infirmary Library, using data extracted from the 3M Command Centre reports.

Figure 1 TOTAL SELF-SERVICE TRANSACTIONS, August 2011 - March 2016, VET AND RI LIBRARIES
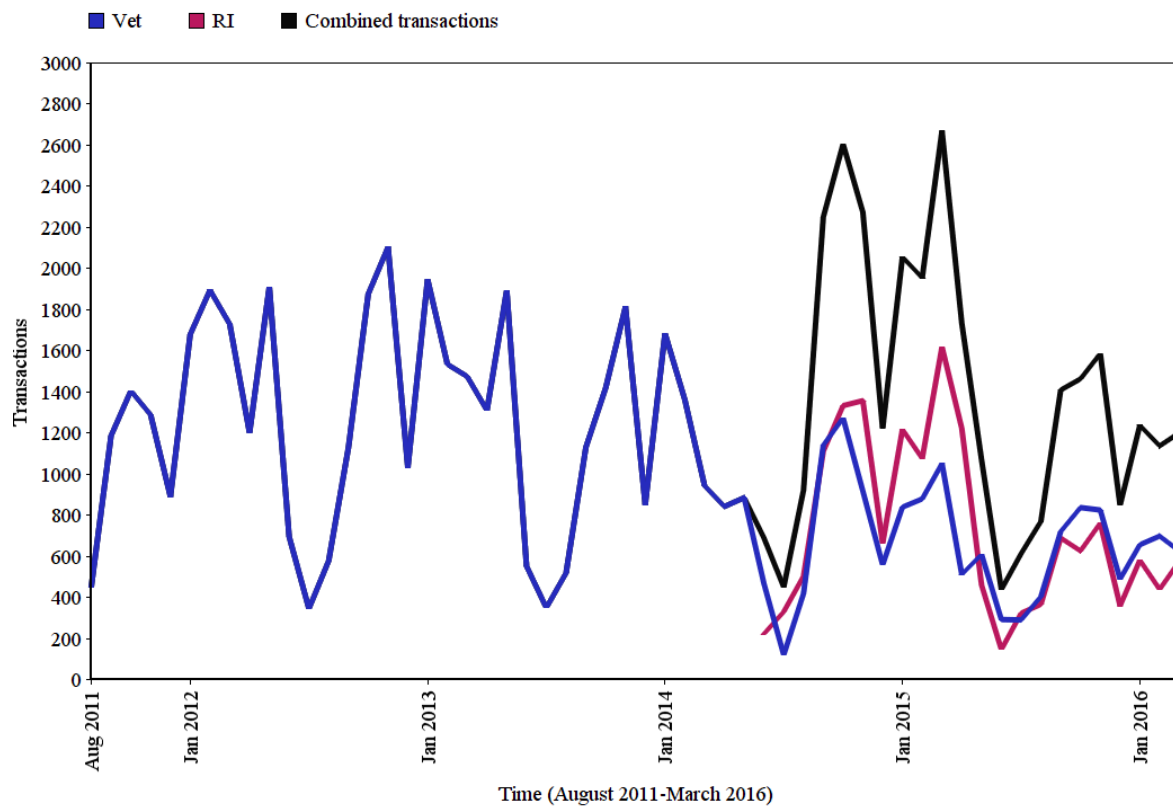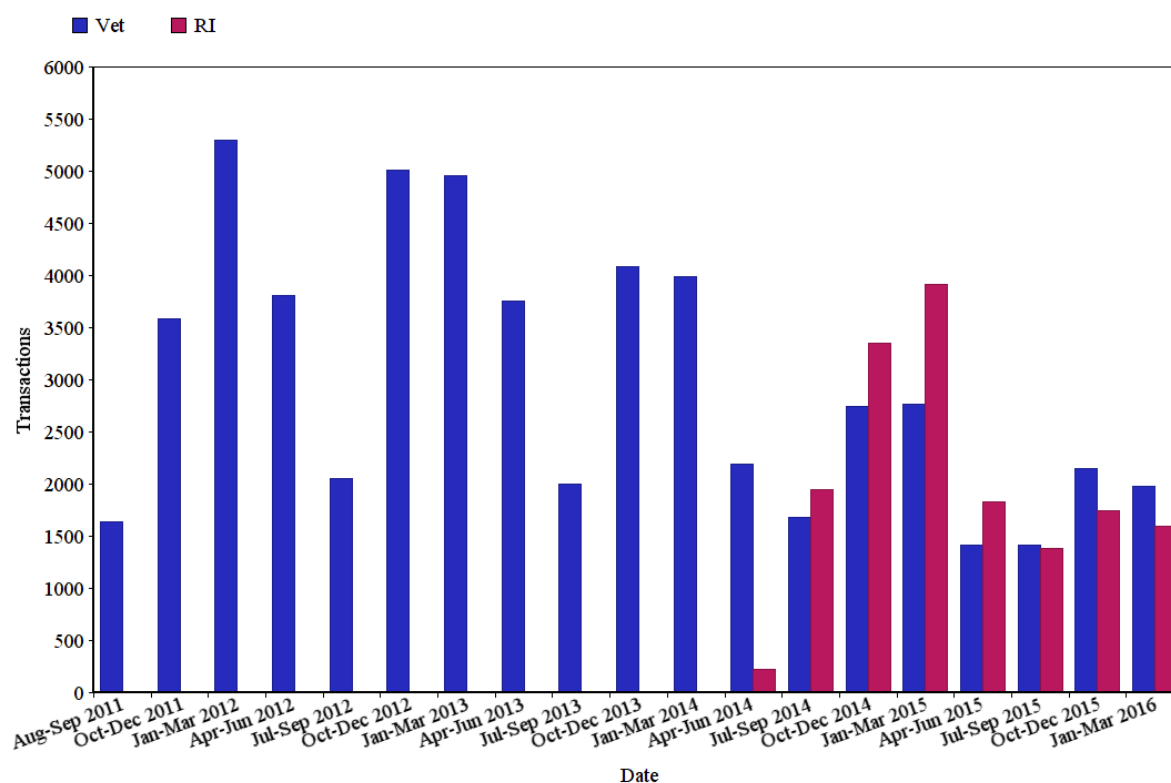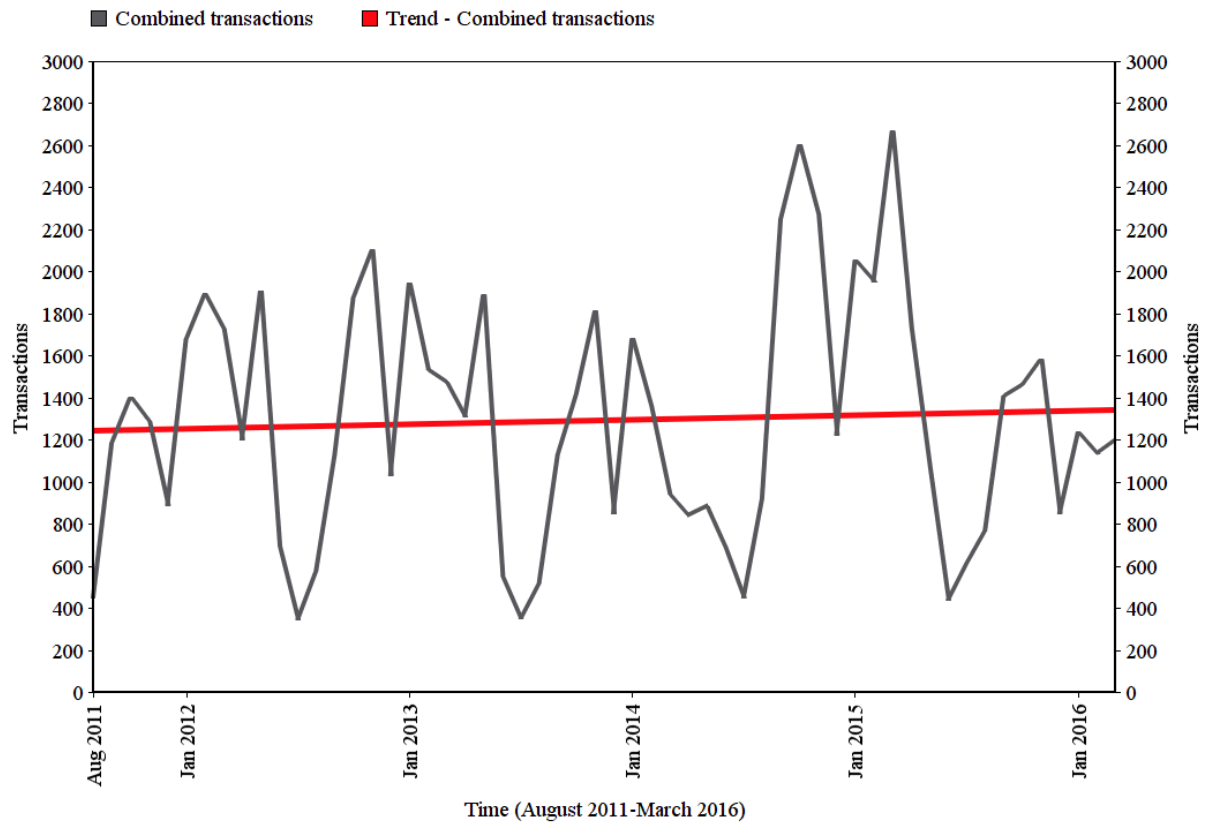
Figure 2 SELF-SERVICE TRANSACTIONS, August 2011 - March 2016, VET AND RI LIBRARIES

- Self-service facilities became available at the Vet Library in August 2011, and at the Royal Infirmary Library in mid-June 2014.

- For the period August 2011 to March 2016, the total number of self-service transactions for both libraries was 73541, 39588 (54%) being self-issues and 33953 (46%) being self-returns.

- For the period August 2011 to March 2016, at the Vet Library there were 57536 self-service transactions, 29702 (52%) being self-issues and 27834 (48%) being self-returns.

- Overall, there was an average of 1027 self-service transactions each month at the Vet Library, 530 self-issue and 497 self-return.

- At the Vet Library daily average self-service transactions peaked in January-March 2012 at 60 transactions on each day the library was open; the comparable figure for 2016 was 22.

- For the period mid-June 2014 to March 2016, at the Royal Infirmary Library there were 16005 self-service transactions, 9886 (62%) being self-issues and 6119 (38%) self-returns.

- Overall, there was an average of 727 self-service transactions each month at the Royal Infirmary Library, 449 self-issue and 278 self-return.

- At the Royal Infirmary Library daily average self-service transactions peaked in January-March 2015 at 63 transactions on each day the library was open; the comparable figure for 2016 was 27.

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Figure 3 OVERALL PATTERN AND TREND IN USE OF SELF-SERVICE FACILITIES, August 2011 - March 2016, VET AND RI LIBRARIES


- Overall, the trend shows an increase in the use of self-service facilities between August 2011 and March 2016; in August 2011 total self-service transactions were 465, and in March 2016 1201.

- The major influence on the overall pattern was the introduction of self-service facilities at the Royal Infirmary Library in June 2014; in the period June to November 2014, the Royal Infirmary Library accounted for 4853 self-service transactions, and the Vet Library 4332.

- Actual figures show that the use of the self-service facilities has declined over the period; in January-March 2012 there were 5303 self-service transactions compared with 3575 for the same period in 2016.

Figure 4 ANNUAL PATTERN IN USE OF SELF-SERVICE FACILITIES, August 2011 - March 2016, VET AND RI LIBRARIES
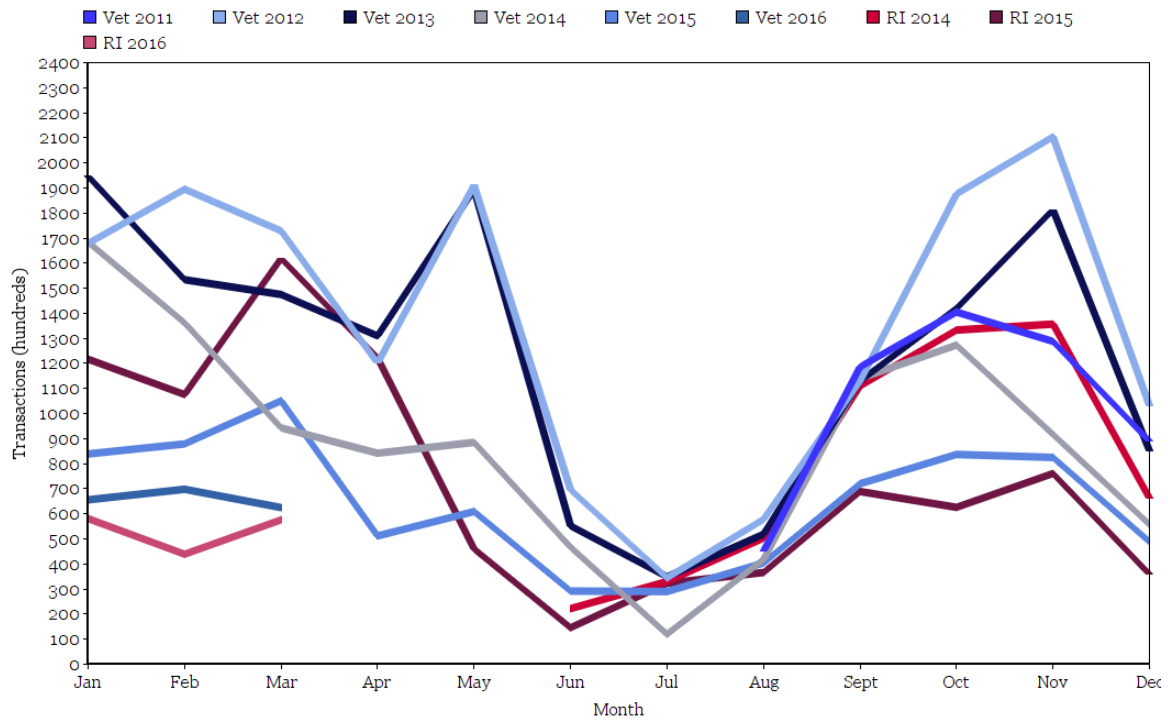
- Both libraries exhibit a marked annual pattern in the use of the self-service facilities, although the pattern varies between the libraries.

- The Vet Library shows that self-service usage peak in January/March (32.9% of transactions), May (9.2% of transactions) and October/November (24.9% of transactions): overall this shows 67% of self-service transactions are conducted in six months of the year. July consistently shows the lowest figure for self-service usage (1.9%).

- The use of the self-service facilities at the Royal Infirmary Library show peaks in March (13.7%) and November (13%) in both 2014 and 2015; in both years June was the month with lowest usage (2.3%).

Figure 5 SELF-ISSUE AND SELF-RETURN, August 2011 - March 2016, VET AND RI LIBRARIES
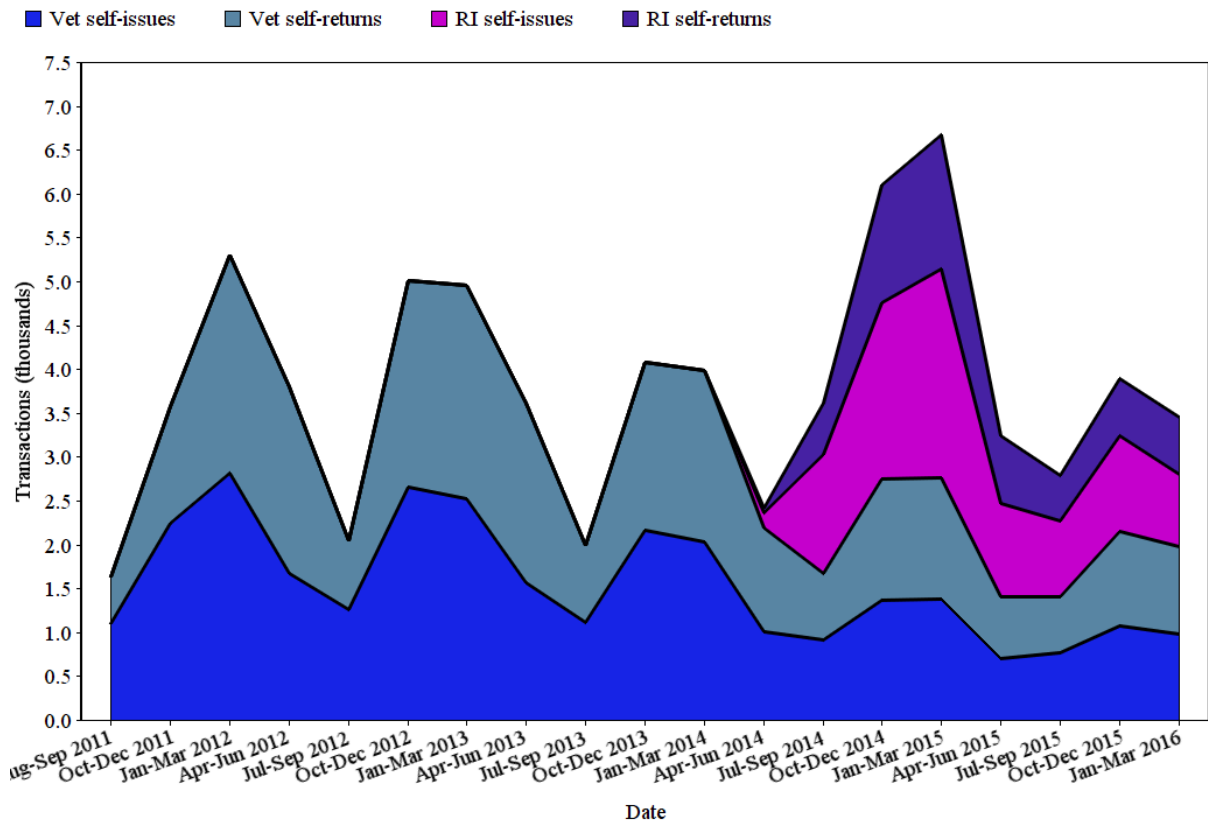
- Overall, 54% of self-service transactions were self-issue and 46% were self-return.

- At the Vet Library, 52% of all self-service transactions were self-issue and 48% self-return.

- At the Royal Infirmary Library, 62% of all self-service transactions were self-issue and 38% self-return.

**Figure 6 SELF-SERVICE TRANSACTIONS BY DAY OF THE WEEK, August 2011 -
March 2016, VET AND RI LIBRARIES**
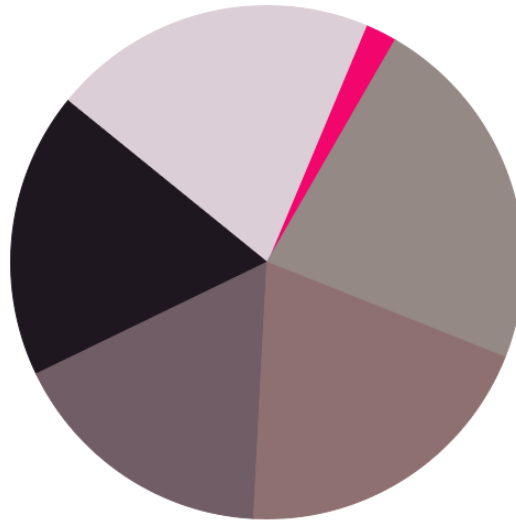
- Self-service transactions conducted Monday to Friday are spread relatively evenly overall; Monday and Friday show the highest rate of self-service transactions (23.2% and 20.9% respectively), 20.1% being carried out on a Tuesday, 17.4% on a Wednesday, and 18.4% on a Thursday.

- Self-service transactions conducted at the Vet Library on a Saturday and Sunday account for less than 2% of the total over both libraries, and for 2.6% of the self-service transactions at the Vet Library.

- Considering weekday usage only, Wednesday shows the lowest use of the self-service facility in the Vet Library (16%).

- The self-service facility at the Royal Infirmary Library is most heavily used at the beginning of the week, with transactions on Monday-Wednesday accounting for 66.3% of the total for the library.