

Help Services

Service Report for 1st October to 30th November 2016

Exceptional Service Activities

- The Help Services Section report for this period focuses on the Noreen & Kenneth Murray (Murray) Library site activities.

Opening Hours

- Opening hours of libraries and library helpdesks were standard through this period.
- Apart from brief interruptions to service caused by evacuations at Main Library and New College libraries, there was a significant deviation from advertised opening hours at the Murray Library on 16 November due to a campus wide power outage: the library closed at 16:30 instead of 23:00.

Open Day

- The University held an open day for prospective Postgraduate students on 16 November.
- In summary:
 - 133 visitors were recorded at Main Library Reception, a significant increase over last year's 80;
 - 58 enquiries were logged at the Welcome desk (63 in 2015);
 - 9 tours were conducted (10 in 2015);
 - The majority of enquiries were received before 12.30 (49) with none at all between 1.30 and 2.30;
 - The majority of enquiries related to collections and resources for courses.

Online Fine Payments

- The online payment of fines and fees that went live on 26 July is performing well.
- In the reporting period there were over 2,900 items paid for online.

Customer Service Excellence Award

- In October throughout the whole month, we ran a Helpdesk Quality Survey in collaboration with Queen Margaret University (QMU). Both institutions are trying to provide evidence that we benchmark our 'quality' against others. The survey kiosk was used in our case, but QMU were distributing paper copies to users. Both institutions are delighted with results; 90% of those surveyed at Edinburgh felt they experienced a friendly welcome, 95% felt staff were knowledgeable about their enquiry and 94% were happy with the communication experienced.
- Following a meeting with our other local institutions involved in CSE, it was agreed that Edinburgh Napier, Dundee and St. Andrews Universities will take part in an October survey next year. This will increase the benchmarking data that we need to comply with the CSE standard. We also will have to agree again on what constitutes 'Quality', which is an aspect of 'satisfaction.'
- Our CSE Assessor will be visiting different Helpdesks in February, but the actual timetable for the visit will be finalised in January.

Social Media:

Twitter – Main Library

- As of 30 November we have 1,944 followers.
- Building on the success of a large increase in new followers in September, the team continued to tweet about general Library services in October. The team also heavily promoted the new lower ground floor study space and group study rooms.
- In November, the team concentrated on the build up to the exam period and the restricted time for reference users. Throughout the month, regular tweets covering online exam papers, open access computer availability and opening hours were tweeted. The team also tweeted about Remembrance Day and Book Week Scotland.
- In the absence of the much-missed Library Cat, we now feature a regular #Caturday tweet. The stars of the #Caturday tweets are Timmy and Basil. The tweets have been well received and picked up new followers.

Top Tweets

- Top tweet for October 2016 was: “**Just spotted @EmunElliott currently filming the new BBC online drama Clique in George Square and the Meadows!**” This was retweeted 1 time, liked 8 times, received 28 profile clicks and was seen by 3,857 users on Twitter.
- Top tweet for November 2016 was: “On #RLSDay, can you spot Robert Louis Stevenson's signature from Matriculation Roll, 1874-1875 ” This was retweeted 8 times, liked 9 times, received 1 profile click, 1 reply and was seen by 2,071 users on Twitter.

Table 1: Twitter Statistics for October and November 2016

<i>Period</i>	<i>1-31 October</i>	<i>1-30 November</i>
Original Tweets	97	71
Retweets	95	63
New followers	53	46
Mentions	97	62
Likes	152	66
Link clicks	121	98
Profile visits	4,787	2,645
Impressions	46,000	30,800

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 30 November, we have 1,344 followers.

- The weeks covered by the Main Library Helpdesk team were 17-23 October, 7-13 November and 28 November-4 December.
- In October, our tweets took on a Halloween inspired theme, with a series of tweets on “Haunting Reads” and Zombie reading. There were very interesting E-Resource trials and the team tweeted the link to those and asked students to send feedback.
- In November, we tweeted on a variety of subjects that included the restricted period for reference users, online exam papers, St Andrew’s Day and the ISG Staff Choir event. A monthly tweet to promote contemporary poetry from the Collections has started and we also tweeted about the Post Graduate Open Day on 16 November.

Top Tweets

- Top tweet for October 2016 was: **“We’re pleased to announce [@EdinburghUni](#) *Roll of the Fallen for the First World War is now searchable online...*”** This was retweeted 12 times, liked 5 times, received 14 link clicks, 6 profile clicks and was seen by 2, 421 users on Twitter.
- Top tweet for November 2016 was: **“We have *THREE* student [#internships](#) available! If you’re a current student, search for “library” at...”** This was retweeted 11 times, liked 1 time, received 20 link clicks, 2 profile clicks and was seen by 2, 433 users on Twitter.

Table 2: Twitter Statistics for October and November 2016

<i>Period</i>	<i>1-31 October</i>	<i>1-30 November</i>
Original Tweets	32	24
Retweets	96	30
New followers	48	58
Mentions	25	21
Likes	64	17
Link clicks	155	43
Profile visits	2,615	2,041
Impressions	30,400	14,800

Facebook

- As of 30 November, we have 655 page likes.
- The weeks covered by the Main Library Helpdesk team were 17-23 October, 7-13 November and 28 November-4 December.
- In the month of October, the team highlighted the new lower ground floor study area of Main Library, study guides, the online US Election course, ERA and the Postgraduate Open Day.
- November posts on Facebook promoted student internships, the Edinburgh Gothic Wiki event and awareness of the restricted period for reference users.

Top posts

- Top Facebook post for October 2016 was: “Our new study spaces are open! Check out this brilliant new video of how we changed the space on the Lower Ground Floor. We hope you like the new study areas - let us know what you think!” This post reached 2044 users on Facebook and received 18 likes, 3 comments and 5 shares.
- Top Facebook post for November 2016 was: “We have not one, not two, but *THREE* student internships available! If you’re a current student and would like to come and work with us, check out the [University of Edinburgh Careers Service...](#)”. This post reached 1, 200 users on Facebook, received 14 likes, 1 comment and 4 shares.

Table 3: Facebook Statistics for October and November 2016

<i>Period</i>	<i>1-31 October</i>	<i>1-30 November</i>
Current Likes	627	655
New Likes	31	28
Post Reach	7,005	5,415
Engagement	650	330

Current Likes = Number of likes our Facebook page has received

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

Post Reach = Number of users who have seen our posts

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

Instagram

- At the start of semester the student helpers were asked to give feedback on our Social Media accounts. The feedback received suggested that the University Libraries should have an Instagram account. After discussion with the Social Media team and managers, we agreed to run a three month trial. @EdUniLibraries official launched on Friday 25 November and statistics will be provided during the trial period.
- As of 30 November, we have 17 followers.
- During the trial for Instagram, we will post photographs and links covering all the site libraries, 5 days a week. So far, the team posted content from Main Library, New College and Moray House.

Top Instagram post for November 2016 was: **“The Crags could be mistaken for Uluru today #Edinburgh #Ulurusunset #uluru #sunset”**. This post received 16 likes and 2 comments.

- **Instagram statistics 25-30 November 2016**

<i>Period</i>	<i>25-30 November</i>
New Followers	17
Posts	3
Likes	25
Comments	2

New Followers= Number of new users who follow our Instagram page.

Posts= Number of posts we have created on our Instagram page.

Likes = Number of times an Instagram user has commented on one of our posts.

Comments= Number of times an Instagram user has commented on one of our posts.

Student Helpers

- 2 student helpers have been employed at the Murray Library in the afternoons since the 3 October, carrying out roving and shelving tasks as well as being available to assist students throughout the library and KB Centre; they also visit the Mary Bruck Building and JCMB computer spaces. The students’ 8 week contracts finish on 25 November.
- Student helpers have been recruited to assist Main Library users find study spaces during the revision/exam period.
- 4 student helpers have been recruited to assist with the Disability Computing Support exam support.

Section services

Card Services

- A card replacement service was set up at the Law Library on 28 October and is operating normally. This means that all library Helpdesks now offer a card replacement service (plus Pollock Halls reception).
- Card Services team began its formation to a virtual card team in this period and various changes, such as: increases in daily card production team members, division of tasks and administration functions have been made. The production area has started to be adapted in anticipation of the launch of LMP006 in January 2017.
- Planning is underway for card production for January 2017 arrivals.
- Table 4 summarises Card Services' first card issue for this Session.

Table 4: Number of first cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	326	200	9435	9961
September	258	173	2679	3110
October	251	271	153	675
November				
December				
January				
February				
March				
April				
May				
June				
July				
Session Total				

- Table 5 summarises Card Services' replacement card issue for this Session.

Table 5: Number of replacement cards produced 2016/17

Month	Staff	Visitor	Student	Total
August	209	62	491	762
September	309	81	3534	3924
October	260	122	907	1289
November				
December				
January				
February				
March				
April				
May				
June				
July				
Session Total				

Online Print Credit

- The usage data shows that the number of transactions and value in the first 2 months of the Session were higher than in 2015/16, but lower in October and November.
- System performance was satisfactory in October and November, with the exception of 3 events which were quickly diagnosed and resolved.

Disability Computing Support (DCS) for Students

- DCS are scheduled to support 22 exams during the winter exam diet (Dec 8 – 22). Support for all exams will be performed by student helpers with DCS senior staff providing daily duty manager support.
- In light of a user request around access issues to a University e-Resource, USD and L&UC colleagues met in October to discuss processes for managing such print and e-Resources requests in future. This culminated in the creation of 2 flowcharts (one for print and one for electronic resources). USD colleagues have since agreed the flowcharts which have now been passed to the SDS for review.
- A packaging request has been submitted for Adobe Digital Editions (DE). The software was used by DCS staff to successfully resolve an issue with the use of JAWs assistive technology. It is hoped that Adobe DE (freeware) can be installed on the Accessible PCs across campus.
- The regular service review meeting with the Student Disability Service took place on 24 November and was satisfactory.

Disability Computing Support for Staff

- As of 30 November, 10 calls were open for Staff DCS, 2 were ongoing from July, 1 from August, 1 from September, 6 from October and 1 from November: these calls are being monitored and the length of time to closure is due to staff trialling ergonomic accessories and other suggested aids.

uCreate: software usage

Table 6: Number of uses 2015/16

Month	Aug	Sep	Oct	Nov	Dec	Jan
Photoshop CS6 / CC	60	*19	*126			
Illustrator CS6 / CC	10	*n/a	*n/a			
InDesign CS6 / CC	6	*n/a	*n/a			
Premiere Pro CS6 / CC	4	*n/a	*n/a			
Acrobat Pro 10 / DC	208	*n/a	*n/a			
Data-stream 5 Advance	0	0	10			

* The uCreate Adobe CC suite was upgraded during Oct/Sep. This resulted in the software metering stats being unavailable during these months while new versions of the applications were deployed and the new metering rules set up.

uCreate: poster printing

Table 7: Number of posters printed

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

- On the whole, poster printing increased from last year at both Main Library and at KB during September and October. Anecdotal evidence from frontline staff suggests that compared with previous years, there has been an increase in the number of schools running poster printing projects.

uCreate: other

- In advance of the recent MakerSpace steering group meeting, USD colleagues met to discuss potential areas where the pilot could lead to the development of uCreate services. Areas discussed included 3D printing and 3D scanning. uCreate are to take a keen interest in these areas during the course of the pilot.

Helpdesk services sites

College of Medicine and Veterinary Medicine (MVM) Libraries

- A number of Talis lists are being passed to the team to review for the second semester. This work has been carried out by staff across all three libraries. So far there have been 30 reviews, representing 70 hours work.

Western General Hospital Library (WGH)

- The Academic Support Librarian (ASL) visited WGH Library on 18 October to identify older material, some to be withdrawn and the rest to be put in our store. So far 46 books have been withdrawn. Journals have been moved to free up space for a book store for older books.
- A member of staff from L&UC Collections Management team visited on 28 October to get feedback on our current binding procedures. She also gave some useful advice on minor repairs we can do ourselves.
- Helpdesk staff helped with checking the electronic holdings the University has, including current access and backfiles, for journals housed in the Library Annexe.

The Lady Smith of Kelvin Veterinary Library (Vet)

- The Helpdesk Supervisor, who attended the OPC training session on 10 November to support the Online Fine Payment facility, has taken on a duty slot on Tuesdays 1pm-5pm.
- Vet Library staff have been working on the general book collection list to perform annual stock check.
- The Vet School's Digital Education Unit has purchased 6 sets of VR Box – virtual reality glasses. It has been agreed that they will be stored at the Vet Library and issued from the Vet Library Helpdesk – they are available for 3 hours (Reserve), to be used on Vet School Campus only. They are used to help the students prep for moving into the clinical years and can be used to give a 360 degree view of one of the operating theatres with an operation taking place. The students are expected to use their own mobile phone and to access the School's closed YouTube channel.
- A member of staff from L&UC Collections Management visited the Vet library on 13 October to discuss the binding guidelines and queries. The concerns have been discussed in regards to Vet library journal collection especially the implications of the new guidelines on the local arrangements and online access problems.
- Susan Fricke from Washington State University has had a tour of Vet Library on 31 October.

Royal Infirmary Library

- The Helpdesk Supervisor updated web pages for site library opening hours.
- Helpdesk staff help out with Murray Library and Main Library ILL's when needed.
- All RIL staff, along with Helpdesk staff from WGHL, checked a list of Library Annexe journal holdings for electronic holdings for ASLs.
- The Peripatetic Helpdesk Assistant was at RIL for a refresher before working on the Open Day on Saturday 8 October.
- The Open Day was well attended with a gate count of 305.
- A member of staff from L&UC Collections Management came to RIL for a binding update on 20 October.
- The Helpdesk Supervisor has taken on arranging system access for new site library staff.
- Helpdesk staff have started testing for LMP006 Self Registration user interface
- All reserve books have been changed to Short Loan.

ECA Library

- An out-of-hours book return box was installed on the landing outside the library entrance at the beginning of October. We have seen increasing use of this facility as the Semester has progressed. This facility is particularly useful at weekends when the library does not open until 12 but the building is open earlier; we are also seeing increasing numbers of returns before 9am Monday to Friday.
- It was decided by senior managers to agree to give up half of our 2nd floor quiet study space to ECA as a teaching/studio space for Film Students, due to an exceptional shortfall in space across the College. The IS Facilities Buildings Manager is currently liaising with the ECA Estate Development and Buildings Liaison Officer about reconfiguring the remaining library space; the proposed layout looks promising in terms of making more efficient use of the space for study seating, although the final outcome depends on being able to supply sufficient power points. At present it looks unlikely that any changes will take place before the end of Semester 1.

- On 3rd November the Library Services Manager (LSM) gave a tour of ECA Library to members of the Scottish Academic Libraries Cooperative Training Group prior to their meeting at Argyle House.
- Our exhibit throughout November was a display of artworks created by book-artist Susie Wilson as part of her 2016 research residency in ECA Library, accompanied by the installation of a 5 storey-tall drawing in 69 sections hanging in the stairwell of Evolution House. Our current display on Level 0 is a selection of Christmas-related items from our collection selected by members of ECA Library staff.

Law Library

- There have unfortunately been problems relating to the level of heating in the Library which has initiated a number of complaints particularly from Taught Postgraduates. The Library has been very cold especially on the Ground Floor and as a whole in the evenings. After repeated calls to EBIS and visits from the heating engineers this problem now seems to have been resolved.
- There have also been problems relating to the automatic front door to DHT which has meant that access to the building has sometimes had to be via the Basement area. The door is going to be replaced.
- There have also been some problems relating to the Computer Room G.04. The room itself had not been heavily used and so some very obvious signage has been placed on the doors. It has been suggested that there may be some uncertainty of the part of students as to whether it is 'open access' computing, and also that the desk space is rather cramped. However, usage has been increasing over the last two weeks and this is expected to increase in the run up to exams.
- On a more positive note the centrally bookable Group Study rooms on the First Floor of the Library have proved to be very popular.
- The LSM met with Elizabeth Tiflides who was visiting Edinburgh from the University of New South Wales. Elizabeth was given a tour of the library and discussions centred on comparing service provision between the two libraries and the Law Libraries in particular.
- The LSM attended a meeting of the Special Collections Advisory Committee chaired by the Head of Special Collections and Centre for Research Collections. The newly formed Special Collections Advisory Committee (SCAC) will report to University Collections Advisory Committee (UCAC). Members of SCAC are all in some way linked to special collections and comprise IS staff, curators, conservators and academics.
- Regarding the planning for the move back to Old College, the LSM and Head of Help Services had a meeting to update the Deputy Head of Help Services on plans and developments relating to the move back to Old College and the new library.
- The LSM and ASL met with L&UC colleagues to discuss the preparation of the Law Library collection for the reclassification project and move back to Old College.
- A meeting was held to review deployment of self-issue units, kiosks and DiscoverEd terminals and MFDs, and recommendations are to be made by the ASL to the Architects.

Main Library

- The survey kiosk was used in the Main Library in October to run a quality survey of Main Library users' attitudes towards staff service with excellent results:
 - 95.5% of all users agreed staff were knowledgeable
 - 93.5% were happy with communication
 - 90% agreed that they had been given a friendly welcome.
- Survey kiosk survey results are available at <http://www.ed.ac.uk/information-services/help-consultancy/service-standards/survey-kiosk>

- The Lower Ground Floor area opened on 17 October 2016 and is proving to be a great success. The Helpdesk team is maintaining two printers in this area for student use and continues to work with Learning Teaching & Web and IS Facilities in quickly reporting or resolving issues arising in the LGF, although these have been limited in number.

Moray House Library

- The work on the Helpdesk was completed in October after several attempts by the original company failed to successfully resurface the top of the Helpdesk, and another company was brought in to finish the works. The lowered front of the desk has removed a physical barrier between staff and library users, allowing users easier access to the computers
- The new gate was installed on the 3rd September.
- The glass partition around the photocopiers on the first floor has drastically reduced the noise levels although sound still escapes from the open end and travels up to level 2. Consideration is being given to whether a door can be put in sealing the area completely although it has been noted the heat levels have risen sharply in the photocopying area.
- The LSM has been involved in several meetings with the Reading List Procurement Project group over the last 2 months
- A request was made to install automatic doors at the entry to the Library 1st Floor after complaints from one student that the door was difficult to open when the swipe access was on. This should have happened on the 25 November but was delayed when the engineer thought it would take longer than originally planned. The intention is to now do the work on the 2 or 9 December depending on organising access during a period when the library is closed.
- Attempts are being made to weed our Reserve section after reorganising and renaming our course lists and reading lists.
- A Peripatetic Helpdesk Supervisor has started working Friday day times as a replacement for the Moray House HD Supervisor, who now covers Sundays at the Main Library. She is avidly promoting the libraries social media and encouraging staff to work on various platforms.

New College Library (NCL)

- WiFi in all 3 stacks has now been commissioned and is working well.
- A member of staff from estates came to do a survey & estimate costs for our small capital bids on 14 October.
- A survey was carried out re the cleaning of stack III. An estimate of the cost for an intern will be submitted to the Head of Special Collections and Centre for Research Collections
- The LSM attended the NCL cataloguing project group on the 23 November to update them on ongoing estates issues e.g. security panel in lift.
- Our 'digital daybook' for NCL Special Collections which goes along a similar line to the CRC 'digital daybook' is running behind schedule. Resource & staffing issues have caused the delay. We hope to have this up and running at the start of term in January.

Noreen & Kenneth Murray Library

- The library has been very busy with gatecounts about 7% up on the same time last year. This has resulted in the desk being busier and more students looking for study spaces – they are now more regularly using desks which have been allocated to DiscoverEd machines, kiosk etc.

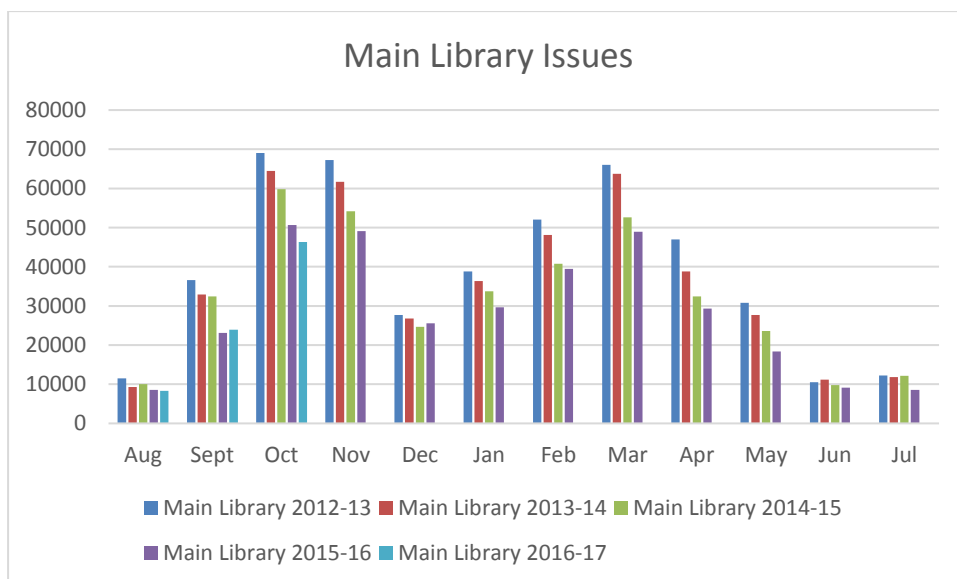
- We have almost completed checking a list of Engineering resource lists for the ASL, which involved checking each title in Alma for editions held, usage and then checking Coutts/Amazon for more recent/electronic copies. All staff worked on this.
- We received a donation of 168 books which we are currently working on checking against Alma.
- A member of staff from L&UC Collections Management visited on 20 October to discuss binding guidelines.
- A power cut at KB caused the library to be closed early on Wednesday 16 November and resulted in some services not being available on the following morning i.e. all workroom machines including the card printer, accessible study room PCs and 7 open access computers were unavailable on the 17th until approximately 10.45am.
- All Group Study rooms signage has been updated.
- We received a visit from staff of the Systems Accounting Section on 29 November to check compliance with the Payment Card Industry Data Security Standard.

Performance Indicators

Circulation 2016/17

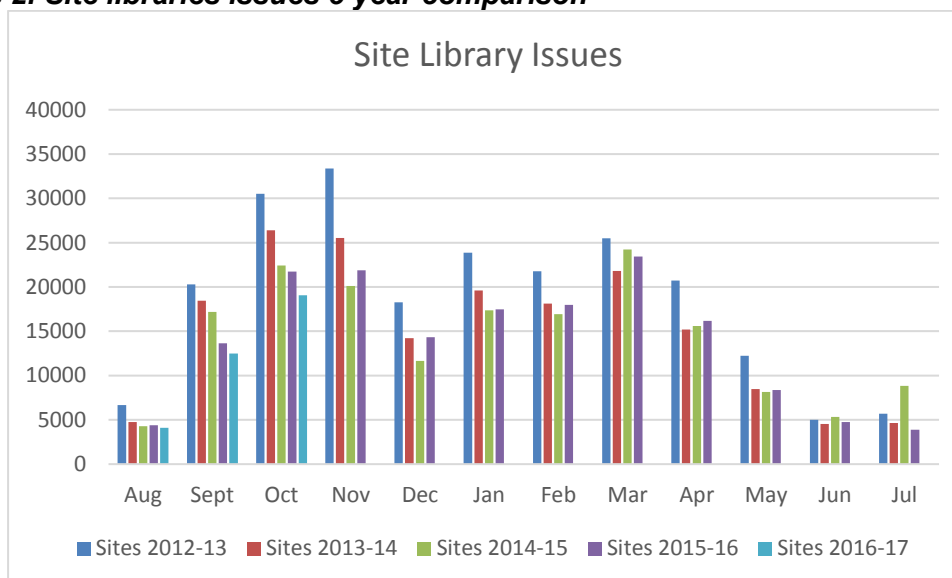
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 1 below.

Figure 1: Main Library issues 5 year comparison



- Issues at the Main Library were slightly higher in September 2016 compared with the previous year, but the general downward trend is evident in October's figures.
- At Site Libraries the trend of declining loans year on year continues.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 5 year comparison



- 2016/17 circulation figures (issues and returns) are presented in Tables 8 and 9.

Table 8: Number of issues

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

Table 9: Number of returns

No. of Returns	2012-13	2013-14	2014-15	2015-16	2016-17
Aug	28950	31409	26237	24615	21556
Sep	36971	35544	31826	31073	22380
Oct	81001	81021	71227	66900	50479
Nov	99139	95936	84219	72866	
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	15484	
Jul	19338	18133	17298	16297	
Annual Total	735244	696791	614556	551750	

Self-issue and self-return 2016-17: All Help Services locations

- USD KPI #7 for 2016-17 is 90% of library material issued to be borrowed by self-service. The KPI **was met** in October, and was the same as this month last year.
- USD KPI #8 for 2016-17 is 90% of library material to be returned by self-service. The KPI **was met** in October, and was the same as this month last year.

Table 10: Selfcheck in relation to loans 2016-17 (2015-16 % in blue):

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

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

Unidesk Library Helpdesks operator group: standard calls

- The Library Helpdesks operator group was final resolver of 868 calls in August, 922 in September and 551 in October. Targets for percentage resolved in 1 day (target 60%), in 3 days (75%) and 7 days (80%) were met in each case every month. Of these calls, more service requests were resolved than incidents.
- The group also handled 110 calls in August, 165 in September and 165 in October.

Table 11: Library Helpdesks final resolver and/or handled calls by Subcategory 2016/17

Category	Subcategory	August	September	October
Core services & systems	Card Services	575	520	230
Library	Library Resources Plus	112	122	154
Library	Discovery	103	117	118
Advice & Consultancy	Help & Support	75	69	89
Core services & systems	Personal Print, Copy, Scan	14	147	34
Learning & teaching	Course Reading	29	41	30
Library	Study Spaces	4	7	10
Rest		73	306	145

- The usual predominance of Card related calls in August and September is evident, along with the high incidence of print, copy, scan at start of Session.
- Calls related to library resources and discovery are consistently significant.
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: <http://www.ed.ac.uk/is/satisfaction-survey>

Unidesk Quick Calls recorded by sites in October 2016

In October a total of 5152 calls were recorded, less than half the September total (11,267).

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

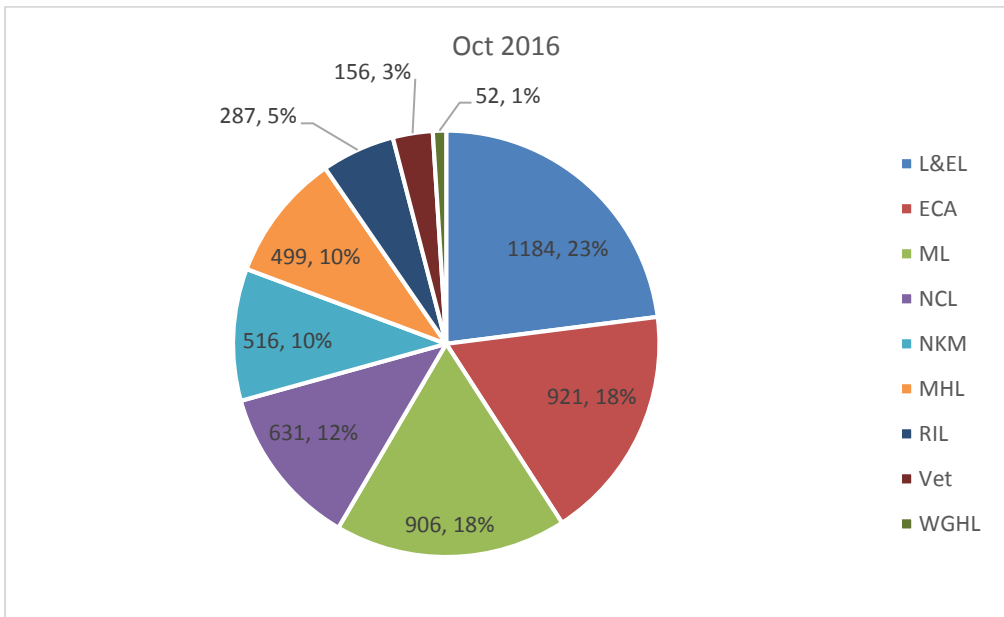


Table 12: Quick Calls recorded by sites Sept - Oct 2016

	ECA	Law	MHL	ML	NCL	NKM	RIL	Vet	WGH
Sept	661	639	963	7259	411	683	305	282	64
Oct	921	1184	499	906	631	516	287	156	52
% change	+39%	+85%	-48%	-87%	+53%	-24%	-6%	-45%	-19%

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

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	632	12.3%
2	Circulation: enquiries	480	9.3%
3	Direction/information	336	6.5%
4	Finding material	336	6.5%
5	Circulation: self-issue/self-return	288	5.6%
6	Stationery/equipment loan	249	4.8%
7	Card: Queries	245	4.7%
8	Buildings and facilities	182	3.5%
9	Printing: how do I?	180	3.5%
10	Access: Day passes or ID check	179	3.5%

Table 12 shows that ECA, L&EL and NCL saw increase in calls compared to September. All other sites saw a fall, with the Main Library calls reducing by 87%. This can perhaps be explained in small part by the fact that the focus of student activity in Welcome Week and Week One was the Main Library and after the start of teaching students will have discovered the site libraries most suited to their needs. This, however, cannot be the whole reason; counter-intuitively, when the Helpdesk is very busy, the recording of Quick Calls drops as staff find they do not have time to do this.

The reduction in the number of calls at Moray House can partly be explained by the fact that Education students go off on placements at the start of October and also, having started earlier than other students, August instead of September, they are less likely to need to ask for help by October.

Similarly, this can explain the fall in number of enquiries in Vet, RIL, WGH and NKM; as students become more proficient in their use of the libraries and have mastered printing procedures they need to ask fewer questions.

The libraries which have recorded increases in enquiries all have different potential reasons for this: The Law library move to David Hume Tower over the summer vacation means that returning students have required staff assistance in locating material more than previously; New College has always recorded a proportionately larger number of 'Finding material on the shelf' calls and we would expect these to be fairly high towards the beginning of the academic year; while ECA sees increased requests for borrowing stationary as well as help with finding material both on the shelf and on the catalogue.

Figure 4: All sites enquiries by Subcategory in October

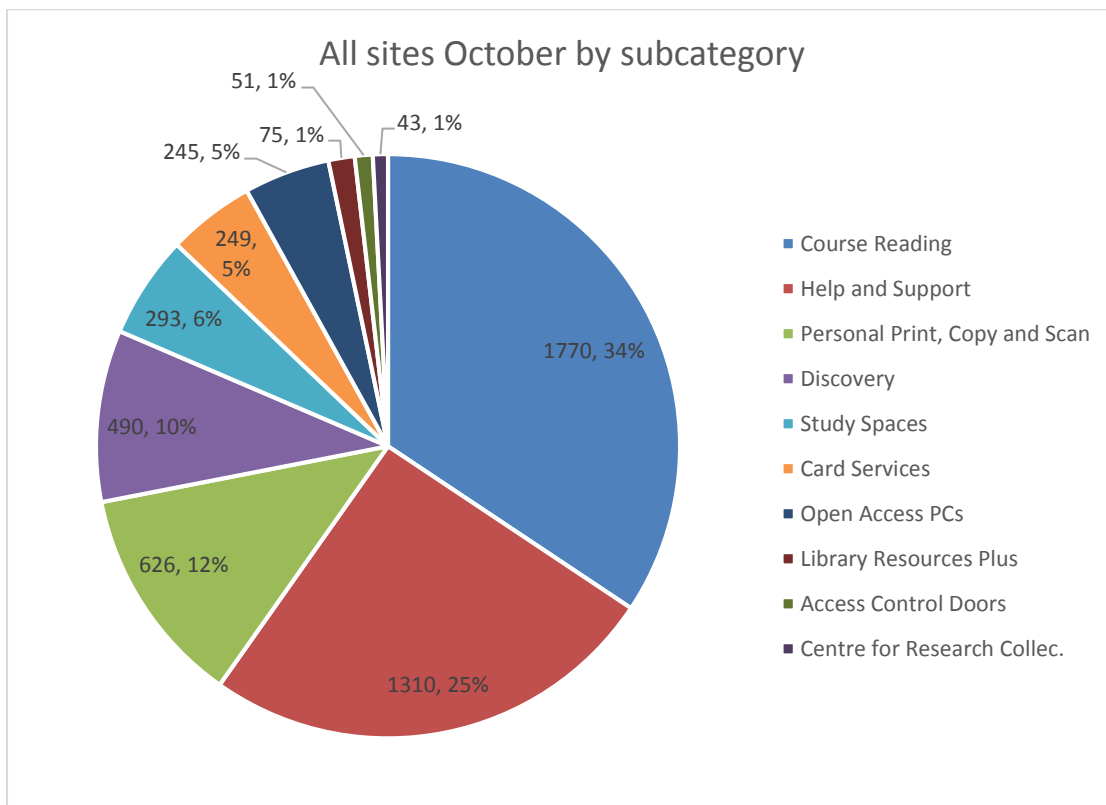
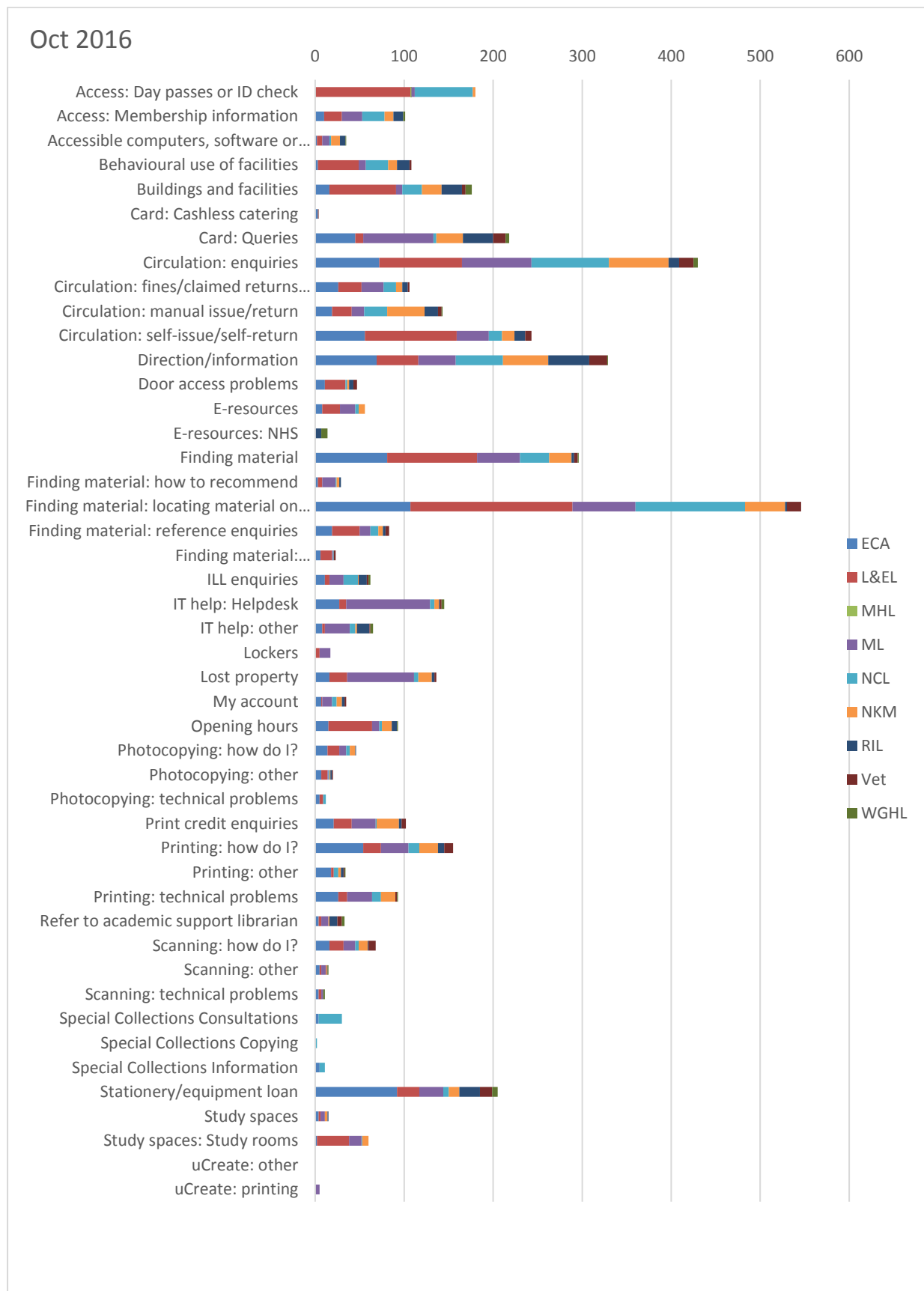


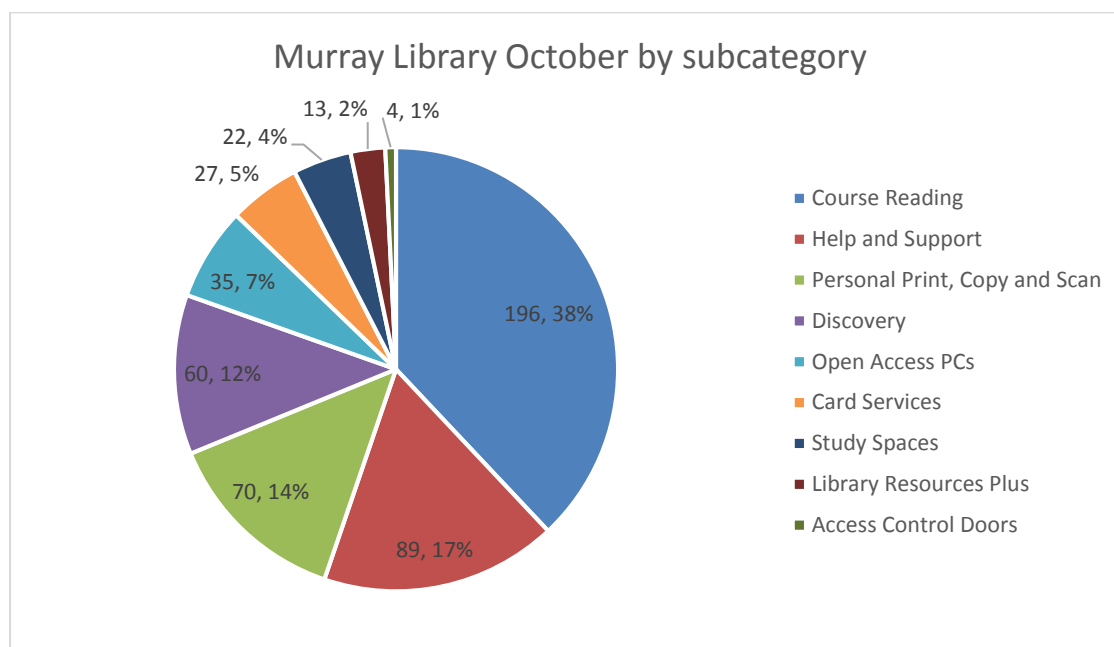
Figure 5: Complete breakdown of enquiries by Standard Solution in October



Focus on the Noreen and Kenneth Murray Library

Total calls in October = 516

Figure 6: Murray Library enquiries by Subcategory in October



Course Reading-related enquiries accounted for the largest share: 38% of the total. Of these, 44% (86 enquiries) were for help locating material on the shelf, 25% (50) enquiries about circulation and 23% (45 enquiries) relate to self-issue/self-return. This actually marked a fall in the relative share compared to September, during which Course Reading accounted for 44% of all enquiries. Personal Print, Copy and Scan, on the other hand, increased its share from 9% in September to 14% in October.

Figure 6 shows the share of each subcategory across all sites for comparison. It can be seen that enquiries relating to Course Reading, Personal Print, Copy and Scan, and Discovery all account for a greater share of the total at the Murray Library than they do on average across all sites. Comparing the top 10 Standard Solutions for October at the Murray Library (Table 14) with those across all sites (Table 13) illustrates some specific enquiries that account for these differences.

Comparing the top 10 Standard Solutions at the Murray Library in October (Table 14) and September (Table 15) demonstrates that, in the context of a 24% decrease in the total number of enquiries recorded:

- Card queries fell in importance as would be expected, from 12.4% in September to 5.2% in October.
- Nearly three times as many enquiries about Stationery/Equipment loan were recorded in October (44, 8.5%) than in September (15, 2.2%).
- Direction/information enquiries dropped out of top 10, with 7 recorded in October compared to 17 in September.
- The increased share accounted for by printing enquiries was due more to falls in other types of enquiries than any increase in printing problems, e.g. both months saw 25 "Printing: how do I?" enquiries, and only two more technical problems with printing were recorded in October (17) than in September.

Table 14: Top 10 Quick Call standard solutions Oct 2016: Murray Library

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	86	16.7%
2	Circulation: enquiries	50	9.7%
3	Circulation: self-issue/self-return	45	8.7%
4	Stationery/equipment loan	44	8.5%
5	Finding material	40	7.7%
6	Card: Queries	27	5.2%
7	Printing: how do I?	25	4.8%
8	IT help: Helpdesk	24	4.6%
9	Printing: technical problems	17	3.3%
10	Study spaces: Study rooms	15	2.9%

Table 15: Top 10 Quick Call standard solutions Sept 2016: Murray Library

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	133	19.5%
2	Card: Queries	85	12.4%
3	Circulation: enquiries	76	11.1%
4	Finding material	63	9.2%
5	Circulation: self-issue/self-return	60	8.8%
6	IT help: Helpdesk	48	7.0%
7	Printing: how do I?	25	3.7%
8	Direction/information	17	2.5%
9	Printing: technical problems	15	2.2%
10	Stationery/equipment loan	15	2.2%

Barry Croucher 01 December

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

Looking at self-issue and self-return for week 1 to week 9 of semester 1, 2013-2016, using data extracted from the 3M Command Centre.

Figure 1 ALL SELF-SERVICE TRANSACTIONS, WEEKS 1-9, SEMESTER 1, 2013-2016

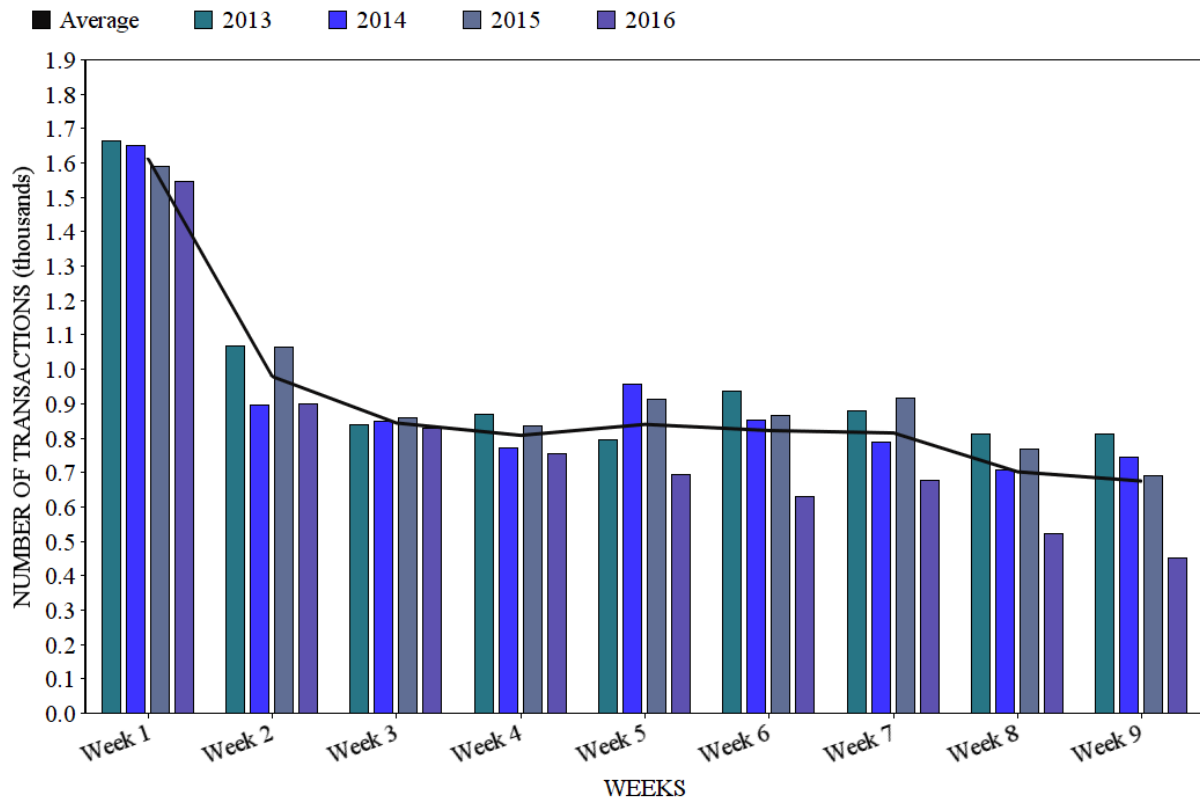
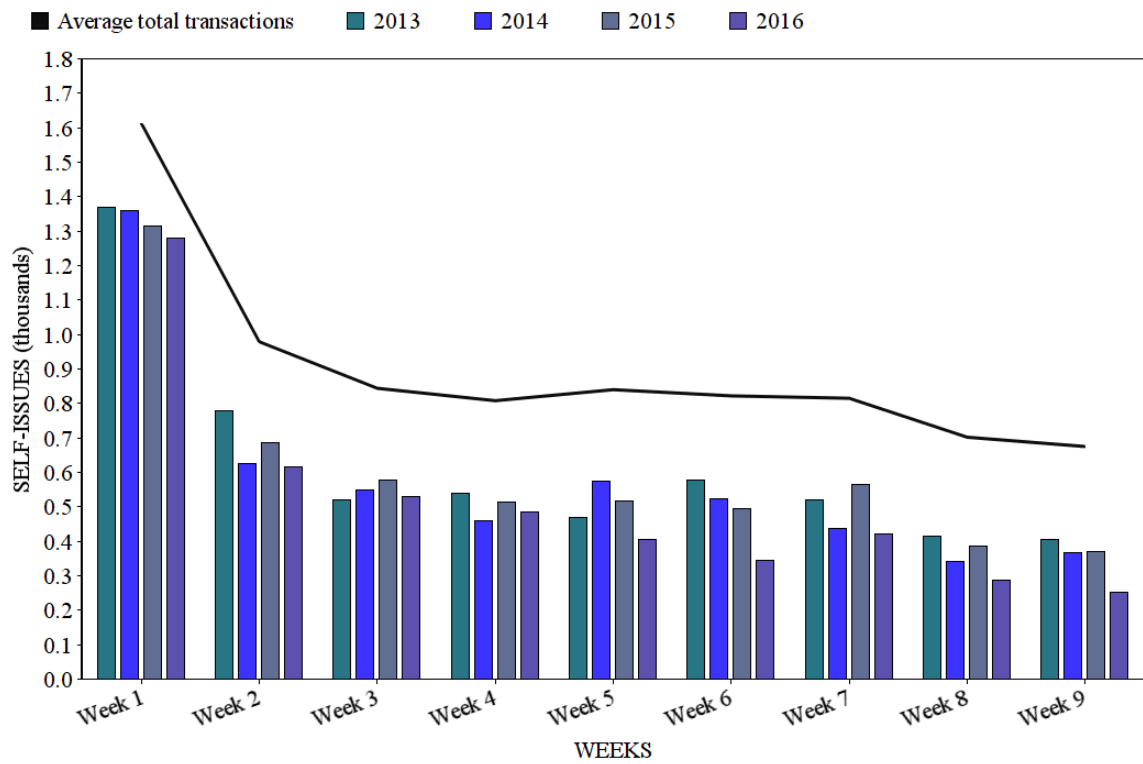


Figure 2 ALL SELF-SERVICE TRANSACTIONS, WEEKS 1-9, SEMESTER 1,



2013-2016

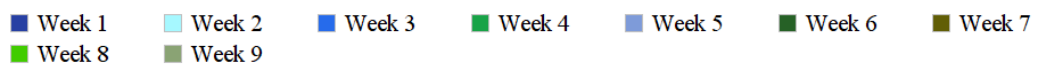
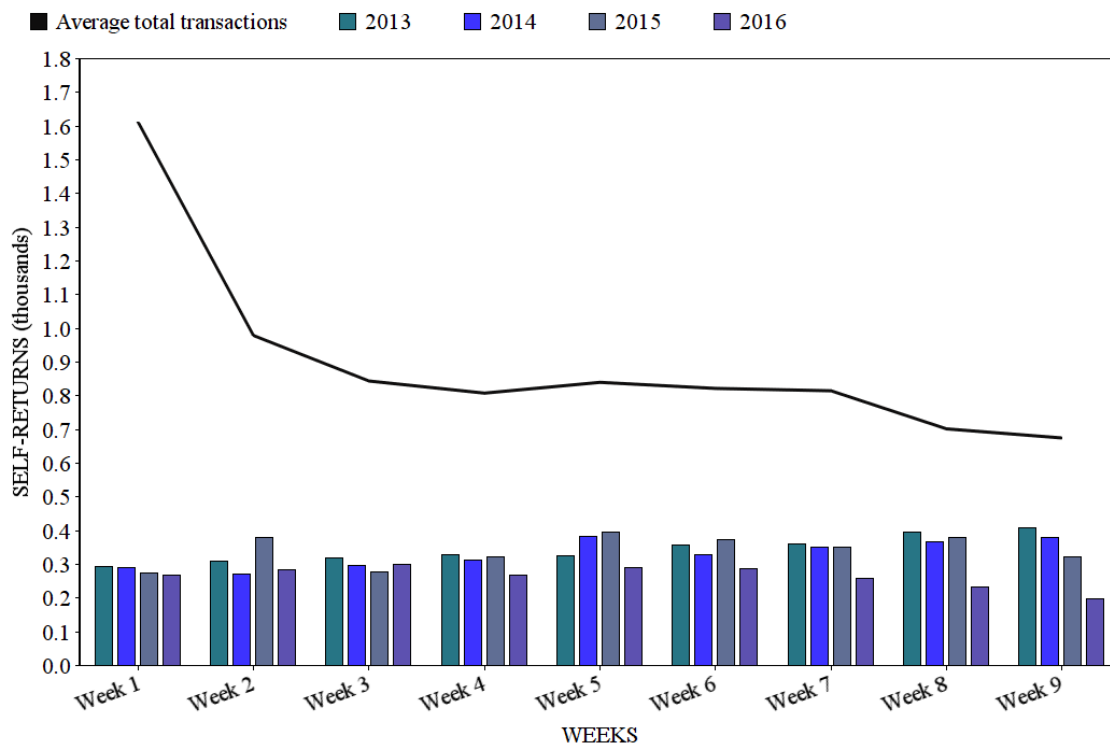


Figure 3 SELF-ISSUE, WEEKS 1-9, SEMESTER 1, 2103-2016

Figure 4 SELF-RETURN, WEEKS 1-9, SEMESTER 1, 2013-2016



Over the four year period, the pattern of transactions in weeks 1-9 follows a very similar pattern.

- Week 1 is always the busiest week, accounting for an average of 22.09% of the transactions over the period 2013-2016. The total number of transactions in Week 1 ranged from 1663 in 2013 to 1547 in 2016.
- Usage, both average and in each year, falls sharply after Week 1. The total number of transactions in Week 9 ranged from 812 in 2013 to 450 in 2016. Overall, transactions in Week 9 are 19% lower than in Week 1; the trend for the years 2013-2016 shows 12.84% of transactions in Week 2 to 6.42% in Week 9.
- Looking at the proportion of self-issue to self-return, over the nine weeks the average is 62% self-issue and 38% self-return.
- At no time did the number of self-returns exceed the number of self-issues; taken over the four year period, self-issues accounted for 51% and 52% of transactions in Week 8 and Week 9

Figure 5 ALL SELF-SERVICE TRANSACTIONS BY DAY, WEEKS 1-9, SEMESTER 1, 2013-16

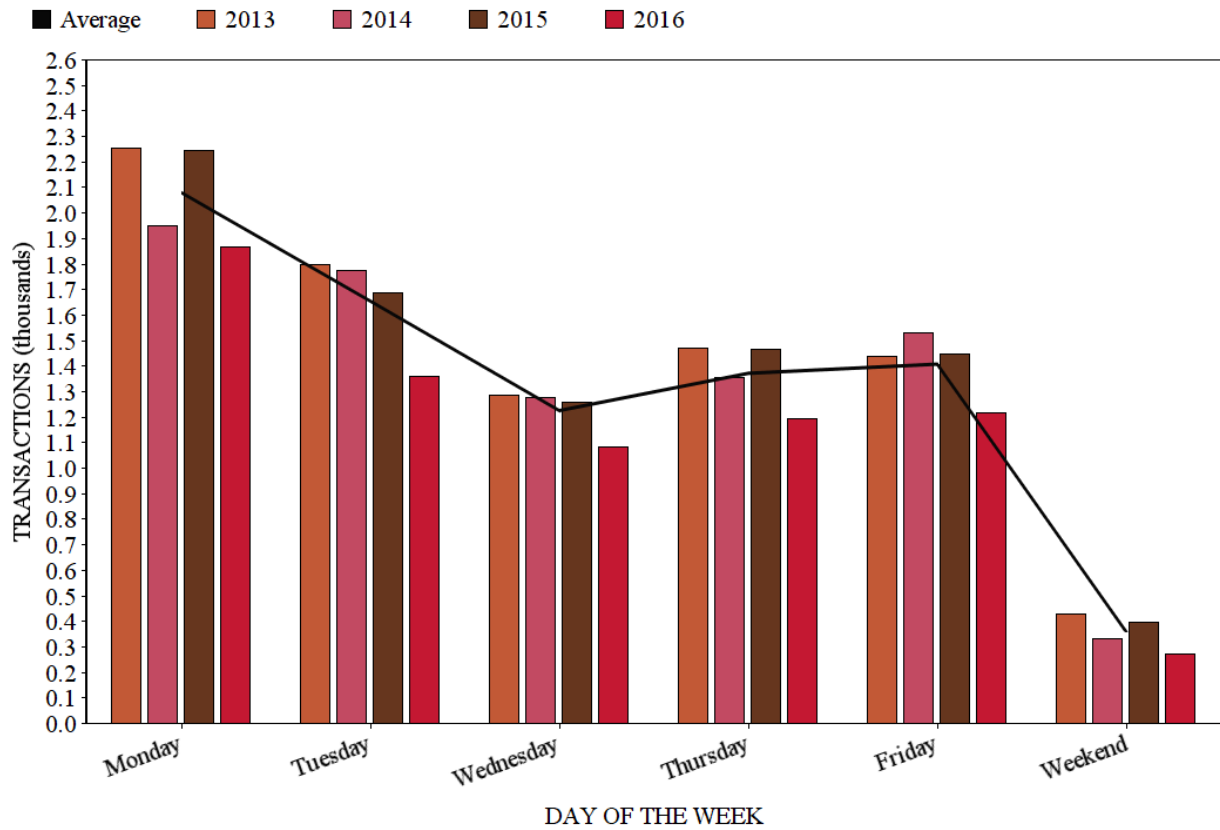
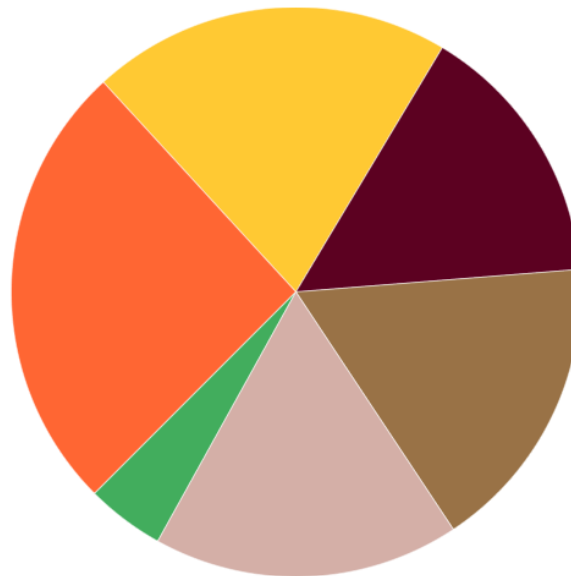


Figure 6 ALL SELF-SERVICE TRANSACTIONS BY DAY, WEEKS 1-9, SEMESTER 1, 2013-2016

Monday Tuesday Wednesday Thursday Friday Weekend



- Nearly 26% of all self-service transactions took place on a Monday; over the four years, this varied from 24% in 2014 to 27% in 2016.
- The quietest weekday was Wednesday, accounting for 15% of all self-service transactions; this varied from 15% in 2015 to 16% in 2014.
- Weekends accounted for under 5% of all self-service transactions over the four year period; this varied from just under 4% in 2016 to 5% in 2013.
- The average number of self-service transactions per day, taken over the four years, is as follows:

Monday	520
Tuesday	184
Wednesday	136
Thursday	152
Friday	156
Weekend	40