Help Services

Service Report for 1st October to 30th November 2017

Exceptional Service Activities

- The Site Libraries in focus in this report are the College of Medicine and Veterinary Medicine libraries.

Opening Hours

- There were no exceptional opening hours.
- A review was undertaken of New College Library opening hours arising from a request from New College for ISG and Estates to consider an extension of opening hours. A pilot will run in Semester 2 to include Sunday opening 12:00-17:00 and also Monday to Thursday opening to 22:00 for the 7 weeks from spring vacation through to the end of the examination period.
- Library opening hours are on the web site: www.ed.ac.uk/is/library-opening

Open Days

- The University held the second of 2 Undergraduate Open Days in Semester 1 on Saturday 7 October. A total of 1,554 visitors came to the Main Library, significantly fewer than the first Open Day on 23 September which coincided with the Doors Open Day. Visitor questions at the welcome desk included Study space, location of subject book collections, Disability & Student Services, building locations on campus; a few asked whether the Library provided sleeping facilities. In addition, 266 prospective students and parents visited Royal Infirmary Library which was open especially for the Open Day.
- The PG Open Day on 15 November saw substantially fewer prospective PG students and parents visiting the Main Library with a total of 95 visitors as opposed to 133 in 2016. The number of enquiries at the welcome desk increased slightly however – 64 in 2017, 58 in 2016. No library tours were conducted by staff, although these were available on request. Visitors were happy to take a self-guided tour and explore the library on their own. A few student led groups visited the library as part of wider George Square tours.

Social Media

Twitter – Main Library

- As of 30 November, we have 2,390 followers, up by 112 since September.

Top Tweets

- Top tweet for October 2017 was: *"[Gif of Charlie Brown]."* This was liked 2 times and was seen by 2,276 users on Twitter.
- Top tweet for October 2017 was*: "Interested in the Gaelic collections at newly refurbished School of Scottish Studies Archives/Tasglann Sgoil Eòlais na h-Alba edin.ac/2hfdwPh ? Get along to their drop-in session today 3-5pm, being held as part of Gaelic Week…".* This was retweeted 10 times, liked 5 times, received 2 link clicks and was seen by 2,662 users on Twitter.

Table 1: Twitter Statistics for October and November 2017

Period	1-31 October	1-30 November
Original Tweets	47	65
Retweets	48	77
New followers	45	67
Mentions	28	73
Likes	116	172
Link clicks	68	87
Profile visits	2, 815	3, 187
Impressions	34, 000	44, 500

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

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

Likes = Number of times our original tweets have been liked by another twitter user

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

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

Impressions = Number of times user sees a tweet

Twitter – Library and Museum

- As of 30 November, we have 1,856 followers, up by 82 since September.
- The weeks covered by the Main and Site Library Helpdesk teams were 2-8 October, 23-29 October and 13- 19 November.

Top Tweets

- Top tweet for October 2017 was: **"Some fantastic photos of @EdinburghUni from CRC_EdUni Image Collections (images.is.ed.ac.uk). When were these taken?".** This was retweeted 9 times, liked 20 times, received 31 link clicks, 24 profile clicks and was seen by 23,498 users on Twitter.
- Top tweet for November 2017 was: **"Sheet from Hugh Miller's manuscript draft of 'Testimony of the Rocks', c.1856…"** This was retweeted 15 times, liked 23 times, received 9 profile clicks and was seen by 3,906 users on Twitter.

Table 2: Twitter Statistics for October and November 2017

Period	1-31 October	1-30 November
Original Tweets	26	29
Retweets	56	73
New followers	43	39
Mentions	29	39
Likes	113	109
Link clicks	172	78
Profile visits	1, 931	2, 150
Impressions	51, 100	30, 400

Facebook

- As of 30 November, we have 898 page likes, up by 37 since September.
- The weeks covered by the Main and Site Library Helpdesk teams were 2-8 October, 23-29 October and 13-9 November.

Top posts

- Top Facebook post for October 2017 was: *"Do you want to come work with us? We've got two jobs currently advertised – could one be the perfect job for you?...".* This post reached 1,526 users on Facebook and received 22 likes, 5 shares and 2 comments.
- Top Facebook post for November 2017 was: *"Lots of free trials on just now! If you're interested in the history of the book or history of publishing, theatre history, socialism in the 20th century, Japan in the 20th century, social and cultural history, 17th to 19th poetry, Shakespeare, Wordsworth, etc., then one of these fantastic primary source trials may be for you".* This post reached 1, 905 users on Facebook, received 7 likes, 1 share and 3 comments.

Table 3: Facebook Statistics for October and November 2017

Period	1-31 October	1-30 November
Current Likes	881	898
New Likes	20	17
Post Reach	6443	5588
Engagement	510	223

Current Likes = Number of likes our Facebook page has received
New Likes = Number of new users who have liked our Facebook page
Post Reach = Number of users who have seen our posts
Engagement = Number of times a Facebook user liked, commented on or shared one of our posts.

Instagram

- As of 30 November, we have 367 followers, up by 83 since September.

Top posts

- Top Instagram post for October 2017 was: *"It's pretty dreich in Edinburgh today but even so there's lots of 'Autumn colour, a little birdsong and #newcollegeedinburgh looks stunning in its place at the top of the Mound"* [Video showing the exterior of New College Library]. This post received 99 views.
- Top Instagram post for November 2017 was: *"Moray House Christmas Tree is here!"* [Image of Moray House Christmas tree]. This post received 38 likes.

Table 4: Instagram statistics October and November 2017

Period	1-31 October	1-30 November
New Followers	38	45
Posts	19	21
Likes	470	481
Comments	2	6

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.

Section services

Card Services

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

Table 5: Number of first cards produced 2017/18

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	180	99	7061	175	286	7801
September	305	191	7660	322	363	8841
October	349	206	433	413	516	1917
November	265	104	161	366	415	1311
December						
January						
February						
March						
April						
May						
June						
July						
2017/18 Total	1099	600	15315	1276	1580	19870
2016/17 Total	*2211*	*2306*	*16436*	*1667*	*2464*	*25084*
2015/16 Total	*2019*	*2170*	*13231*	*0*	*0*	*17420*

- Table 6 summarises Card Services' replacement card issue for this Session.

Table 6: Number of replacement cards produced 2017/18

Month	Staff	Visitor	Student	Ref User	Borrower	Total
August	214	53	499	7	19	792
September	193	62	3893	22	24	4194
October	257	108	1299	22	21	1707
November	184	52	717	15	13	981
December						
January						
February						
March						
April						
May						
June						
July						
2017/18 Total	848	275	6408	66	77	7674
2016/17 Total	*2640*	*846*	*9145*	*9*	*47*	*12687*
2015/16 Total	*1649*	*654*	*7901*	*0*	*0*	*10204*

- A meeting took place on 07 November under the auspices of Operational Services to review Card Services web pages and digital image submission MyEd channel including email communications with students. This identified a number of service improvements including 'quick wins' to be effected.
- Insight into the student view of Card Services web pages and the digital image submission channel will be elicited in January and February 2018 arising from the Innovation project USI012: Selfies, Snapchat, Student Cards.
- A meeting was held on 23 November with to discuss the introduction of first card production at sites.
- Work progressed with regards data protection considerations in light of GDPR.

Online Print Credit

Online Print Credit: Performance

- The quarterly review of Online Print Credit with Applications Production Management took place on 29 November.
- System performance was adequate in October and November. In summary, there was 1 significant service outage albeit on high volumes of transactions.
- Reports of service availability are apparent using Applications system monitoring. Table 7 below shows the outages for the Print Credit Callback Service which is a key component in service functionality. No transactions can be processed without the Callback Service. There was only 1 loss of service on 08 November that occurred in the early evening.

Table 7: Print Credit Callback Service outages October and November 2017

Month	Start date/time	End date/time	Duration
October	Nil	Nil	Nil
November	08th 20:07:34	08th 20:13:46	6 Mins 11 Secs

Table 8 below shows the outages for the Print Credit Channel in MyEd. Unless a direct url is used, no transactions can be made without the channel being available to users. There were 2 short interruptions of the channel in the period under review, both in the early hours of the morning.

Table 8: Print Credit Channel outages October and November 2017

Month	Start date/time	End date/time	Duration
October	13th 03:33:19	13th 03:37:53	4 Mins 34 Secs
November	25th 02:40:09	25th 02:46:39	6 Mins 33 Secs

Customer Service Excellence Award

- October saw the end of the HUB promotional campaign in the Main Library for which posters, bookend publicity and bookmarks were produced to highlight the different loan periods for short loan and reserve items. The month of October also gave rise to the Main Library Quality Survey. This was being run at the same time as other institutions in the newly formed local CSE network of Napier, QMU, University of Dundee, University of St. Andrews and ourselves. We can all now benchmark our quality in order to achieve compliance in a very difficult element of the CSE accreditation. We are delighted to say that we achieved over 98% in all 4 questions where customers were asked about our quality of service based on a response of 176 survey returns. This compared very well with all other institutions. Some of the comments about staff were;
    - "Great service. Very efficient & knowledgeable"/ "Quick and friendly"/ " Very helpful & professional"/ " Beyond helpful"/ " It has really been easing my transition into University life"/" they are very polite & helpful"/
    - And finally...." They are helpful and patient, no matter how many silly questions I ask. This is a great help to me as I'm still learning how to get to grips with a return to education in general".
- Lots of great evidence has been received this year showing that we are appreciated for the service we provide. Preparation is now underway to complete our CSE document for our next assessment on 15 February 2018. On that day there will be site visits to Vet and Royal Infirmary libraries.
- Manual recording of enquiries also took place in November, in which over 2700 enquiries were recorded across all sites, up approximately 500 on February figures. These benchmarking figures are also an element that we can provide as evidence in our CSE offering.

Disability Computing Support (DCS) for Students

Student exams

- Following extensive planning in November, Student Disability Computing Support for exams was successful with no hitches. In total 13 student exams were supported.
- Unusually, enquiries from 3 different schools reached the service, seeking information about how to support candidates who appear to have only declared their requirement for additional support during the exam period.
- We were able to provide some advice and all three issues were apparently resolved locally.
- A medical student whose adjustment was previously supported on the old online medical exam system was unable to be supported by the new exam system. However through close collaboration and team work with the medical school a temporary workaround was implemented for this diet.
- Enquiries are being made about the accessibility of the new exam system and whether testing has been done.

Disability Computing Support for Staff

- There are 12 open calls in UniDesk.
- Eight have reported limb or joint discomfort.
- Three involve minor or severe visual impairments.
- One involves a combination of physical and visual impairment.

- All have borrowed ergonomic or other assistive technologies, therefore the pool of available loan equipment is currently very low.
- This is an unusually high number of DCS calls to have ongoing at any one time, but it could be reflective of a growing awareness that alternative technologies are available to assist productivity and that the service Staff DCS exists to provide support in that area. It is evident that some recent service users heard about it from others who have previously benefited from accessing it.

Staffing & IT Support Desk

- The IT Support Desk remains a very popular and well used service by the student community. Between 10 September and 29 November the IT Support Desk resolved over 4,000 incidents. Credit for this success goes to all the staff involved, who with great team work are able to handle and resolve such a high volume of problems.

Image 1. IT Support Desk staff from Help Services and Operational Services

uCreate

- A uCreate refresh proposal is currently in progress and should be ready for release in January.
- Adobe recently launched Creative Cloud 2018. The ECA computing team were hoping to upgrade their labs to the latest version over the Christmas Break, with uCreate and relevant training rooms to follow suit so soon after.
- However, the ECA upgrade has been postponed until summer with the knock on effect that the other areas will not be updated until then either.

- uCreate lab machines are experiencing adobe software license loss. This is an ongoing issue which is being monitored by desktop services. We hope the release of Creative Cloud 2018 will allow us the opportunity to move to a different licensing system.

uCreate: software usage

Table 9: Number of uses 2017/18

Month	Aug	Sep	Oct	Nov	Dec	Jan
Photoshop	659	297	479	817		
Illustrator	181	153	180	180		
InDesign	61	43	129	198		
Premiere Pro	48	16	36	84		
Acrobat Pro *	18	0	0	67		
Data-stream 5 Advance	37	1	16	29		

- *According to software metering reporting, Adobe Acrobat use in uCreate dropped from an average of around 2000 uses in previous years to 0 uses in the last couple of months. This is anomalous. Desktop Services investigated and metering has been re-established.
- Otherwise, software usage in uCreate is buoyant.

uCreate: poster printing

- There has been a large increase in poster printing in the Main Library Ucreate during the current reporting period. In total 809 plain posters were printed in comparison to 458 during the same period last year. This equates to a 76% year on year increase. While glossy printing demand remained almost unchanged with an increase of only 8 posters. These printing stats show how popular, plain poster printing is in the Main Library and how invaluable the second plain printer is to meet current demand.

Table 10: Number of posters printed

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
uCreate ML – PLAIN												
2016/ 17	66	152	122	336	146	50	229	315	152	159	142	73
2017/18	28	35	52	226								
uCreate ML – GLOSSY												
2016/ 17	24	41	49	114	41	11	44	77	64	40	57	17
2017/18	74	41	73	98								
uCreate KB – PLAIN												
2016/ 17	4	17	28	33	9	5	68	60	17	27	16	7
2017/18	24	17	42	27								
uCreate ML: Poster-Plain-1 (formerly uCreate KB-GLOSSY)												
2016/ 17	22	8	26	14	9	2	13	8	12	8	10	10*
2017/18	40	121	130	401								

- Note that Glossy Printing is no longer available at KB Centre: therefore no more stats will be gathered from the start of August.

Helpdesk services: Focus on College of Medicine and Veterinary Medicine (CMVM) Libraries

- The Helpdesks at both the Royal Infirmary and Western General Hospital Libraries monitored NHS enquiry statistics for 3 weeks from 6 – 23 November, recording the length of time spent on these enquiries. This information was requested in advance of Service Level Agreement discussions with NHS Lothian.
- SCONUL sample week statistics were taken at all MVM library sites during the week beginning 6 November.
- Queue monitoring was carried out during week beginning 20 November.

Western General Hospital Library (WGHL)

- A meeting was held on 10 October to discuss the future of the WGHL collections in the light of the proposed refurbishment of the Medical Education Centre.
- A member of L&UC staff visited the WGHL to deliver a book repair training session, which was also attended by staff from RIL.
- Helpdesk staff helped process Main Library ILL requests during October, handling 131 requests.

Royal Infirmary Library (RIL)

- A successful fire drill was carried out in the Chancellor's Building on 5 October.
- Portable Appliance Testing was completed in the Library during October.
- Helpdesk staff helped out with Main Library ILL requests during October, handling around 250 requests.
- A member of Helpdesk staff created a child page on the Helpdesk wiki with site specific information for staff.
- The Helpdesk Supervisor updated the opening hours' webpages for Help Services.
- Helpdesk staff continue to cover slots on Unidesk, QuestionPoint and Online Print Credit.

The Lady Smith of Kelvin Veterinary Library (Vet)

- The Helpdesk Supervisor attended ELISA Training and Development Group meetings on 3 October and 8 November.
- A member of staff from Disability computing support visited the Veterinary Library on 4 October to finalize the software updates on the accessible PC that is now fully operational. She also delivered a very useful orientation session on how to use assistive technology available at Veterinary Library. The website and the accessible PC quick start guide have been updated.
- The User Services Director visited Easter Bush Campus on 5 October starting with the IS Operational Services Easter Bush Campus Team and a tour across the campus buildings, followed then by a visit and a tour of the Library.
- An Academic Support Librarian for Medicine visited the Veterinary Library on 13 October.
- A fire drill was carried out successfully on 24 October in the Veterinary School Building.
- The ISG Buildings Manager visited the Veterinary Library on 31 October to establish further requirements to accommodate a free-standing workstation.

- The installation of the workstation has been arranged for 5 December. (The installation has been postponed until 17 January on School's request).
- Three members of staff from the Centre for Research Collections visited the Veterinary Library on 28 November.
- The Helpdesk Supervisor continued supporting the following services: UniDesk, Online Print Credit Errors, QuestionPoint out-of-hours service, EdWeb editing and Student Disability Support – library adjustments.
- The Library update has been sent to the School to collate and submit the annual report to American Veterinary Medical Association and the Royal College of Veterinary Surgeons. The Library and information resources update included the following improvements in the Veterinary Library:
  - o adding a standing height desk and an adjustable height desk with an accessible PC,
  - o liaising with the School and the VSC to improve the signage and ensure that the Library continues to be a space conducive to study,
  - o continuing to work with the School's Digital Education Unit (DEU), and hosting the EMS placement database they created in the Veterinary Library,
  - o purchasing 148 new print books and 225 new ebooks for the Veterinary Library collection in academic year 2016-17.The Library purchased all BSAVA ebooks as they became available for library purchase,
  - o procuring a new online resource list system for the University Library. Leganto was the chosen Resource List system and over the summer all lists were transferred from Talis to Leganto. These lists are now embedded in the VLEs. The School has 118 lists, the second highest number in the University of Edinburgh,
  - o purchasing several new eresources, including *JoVEScience Education Advanced Biology*and the*Nature Reviews* backfile, further increasing the resources available to students off-campus. Information Services continued its subscription to *Lynda.com*, which it is hoped will help enhance students' technical and business skills.

Helpdesk services: other sites

ECA Library

- Having now been through the busiest time of Semester 1, the impact of the loss of the 2nd floor study space and the effectiveness of the new study space layout on the remaining 2 floors can be considered. Despite a net loss of 30 study spaces since end of December 2016, the average weekday headcount taken at 3pm (the busiest time of day) in October this year was identical to 2016 (41), while November was only slightly lower (47 in 2017 compared to 53 in 2016). This suggests that the new layout has been effective in making more efficient use of the remaining space. The new layout has meant that the library still feels more spacious even with a larger number of individual study spaces. Further improvements to individual study provision could still be made on the ground floor in the long term but this would require more extensive weeding of our collections.
- Given the relocation of the School computer labs (Q Digital) to the floor above the library there were concerns about the impact on the library Helpdesk when no ECA IT staff were available (after 4.30pm weekdays and all day at weekends). So far the impact has seemed to be less than initially feared, but we are recording instances of library Helpdesk staff being asked about Q Digital issues (16 recorded this Semester but this is probably an under-recording). Meanwhile, ECA Library staff are responding to such requests with general IT advice when appropriate, offering supported use of alternative library IT facilities if suitable, or referring users to the IS Helpline if required (ECA IT's preferred route for out-of-hours support). the Library

Services Manager (LSM) and Academic Support Librarian (ASL) will provide feedback to ECA IT management if it becomes apparent that levels of service insufficient or are negatively affecting library Helpdesk service and staff.

Law Library

- This year has seen an improvement in the library footfall and use of the Computer Room in G.04.
- The previous year's problems with heating have been solved and students are now used to the facilities being based in DHT.
- The LSM sits on the Special Collections Advisory Committee (a curatorial sub-committee of University Collections Advisory Committee) on account of the Gordon Duncan Room material. She attended a Committee of Curators for University Collections and SCAC joint meeting in the Centre for Research Collections on 4 October.
- The LSM also attended the DHT MOBUG on 10 November.

Main Library

- A Helpdesk Supervisor has been involved with developing the new till/cash procedures, taking account of the upgrade to Uniware.
- Two Helpdesk Supervisors covered The Helpdesk Manager's staff rota and deployment duties during his paternity leave, and were also involved in the recruitment of new Helpdesk staff.
- Team members contributed suggestions by email regarding the Main Library review and/or attended group meetings with the Help Services Manager and Deputy Manager.
- The Help Services Manager hosted a visit from Omnia Vocational College, Helsinki, on 07 November.
- Two members of Helpdesk staff staffed an information desk at the Postgraduate Fair on 15th November.
- A Helpdesk Assistant attended the LMP Discovery Group meeting on 20 November.

Moray House Library

Estates and Facilities issues

- On 7 October the remaining work in the 2016-17 Small Capital Works programme was completed: the fitting of a door to the print/copy room on the 1st Floor. This should reduce noise carrying throughout the Library from the print/copy room.
- 10 October – the LSM met with managers from ISG Facilities to discuss signage requirements at Moray House Library, and on 8 November attended a further meeting on the same topic.
- 24 October – the LSM and Helpdesk Supervisor met with the Building Manager and Health & Safety staff to discuss fire safety procedures at Moray House Library
- The Library received its 2nd adjustable height desk on 7 November. This addition means we now have an adjustable height desk with an open-access PC and one users can use their own laptop on. Both are on the 1st Floor (entrance floor) to facilitate access for all users.
- 20 November – the LSM and Helpdesk Supervisor met with the Building Manager and a manager from the City Team who have moved in to the 3rd Floor of Dalhousie Land to discuss shared responsibilities for the building.
- 21 November - the Helpdesk Supervisor met with a member of the Project Management team to walk round the building with the aim of her producing updated floor plans of the Library.

- On 24 November the LSM met with a member of Estates staff to discuss how to schedule electrical testing in the Library with minimal inconvenience to students.

Collections work

- 5 October – the LSM met with the Preventative Conservator re. the Disaster Response and Recovery plan for Moray House Library which is progressing well.
- There is going to be an exhibition in the Main Library opening in March next year with the provisional title of "How, why, what?" A considerable number of items have been selected from Moray House Library Special Collections to be used. A Helpdesk Assistant at Moray House Library has picked the chosen material from the shelves, issued the items so they show as unavailable on DiscoverEd and packed up the material.
- CDs which come with a book at Moray House Library have historically been put into a DVD case to be put on the open shelves alongside the book. Shelf space is getting very tight in certain areas so to free up space, the LSM decided to insert the CDs back into the book. Two Helpdesk Assistants are carrying out this project. It has already freed up considerable space in the P shelfmark range.
- The Helpdesk Supervisor is working on tidying up the cataloguing of Moray House Library's Reference material.

New College Library (NCL)

Estates

- The Library Services Manager, had a meeting with IS Facilities to discuss signage for NCL on 10 October, and had a follow up meeting with The Building Manager and Records Management Technician on 7 November.
- The contractors took down the last bit of protection for the boiler works on 23 October. This was in the special collections stacks and was inspected first to make sure there were no leaks.
- The ASL, Preventative Conservator and LSM had a debrief meeting about protective work for the boiler works and the environmental monitoring on 30 October. The environmental monitoring is showing humidity and temperature is within the safe ranges.
- The Preventative Conservator did a risk assessment of the Semple Room which is in the Divinity School but contains NCL special Collections on 10 November.
- The Records Management Technician had a walkthrough with the LSM in order to produce accurate floorplans for NCL's 'Disaster Response & Recovery' plan on 13 November.
- The LSM had a meeting on 21 November with the contractors to finalise details for the refurbishment of NCL's coffee room and some minor work in the photocopy/printer room. This work is scheduled to start 13 January and is expected to take 2 to 3 weeks.

Collections

- NCL staff relabelled and made space for 442 re-classified books and 342 re-classified pamphlets in October and November. That brings the totals up to re-classified books to 1030 and re-classified pamphlets to 1930 from start of these projects. This has been quite a heavy workload for NCL and peripatetic staff so many thanks to them.
- We have noticed an increase in requests for special collections and believe this to be a result of the ongoing cataloguing projects increasing findability.

- The University Auditor visited NCL Special Collections on 5 October.
- The LSM, ASL and a Helpdesk Assistant had a meeting about scanning requests of special collections and archives on 9 November. There has been an increase in requests for scanning as more special collections items are catalogued. All scanning requests will be sent to the Digital Imaging Unit in CRC for the time being. This is not ideal especially for very frail items.

Noreen & Kenneth Murray Library

- From 2 October until 24 November two student helpers were employed, one working each afternoon for 2 hours. They undertook the roving help and shelving, freeing up the Helpdesk staff to deal with enquiries at a busy time.
- The uCreate support desk moved from JCMB to the Murray Library office.
- The ASLs use the library office on Thursday lunchtimes to conduct 1-1 training with students.
- A Main Library Helpdesk Supervisor visited on 3 October to help with settings on the new till.
- On 1 November the Help Services Team Manager and Helpdesk Supervisor met the IT Services Manager and the Building Manager to discuss and revise plans for the move of uCreate from KB Centre to the Murray Library. This was followed by the IT Services Manager's regular monthly update to the Helpdesk staff.
- Anybooks collected 5 boxes of disposals on 2 November.
- The Helpdesk staff have started a project for disposing of books which are being sent for processing by the Astronomy Library.
- Helpdesk staff completed the task of identifying the appropriate school of the authors of theses which have been added to ERA.

Performance Indicators

Circulation 2017/18

- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2017/18 Session compared with the 4 previous Sessions is shown in Figure 1 below.

Figure 1: Main Library issues 5 year comparison
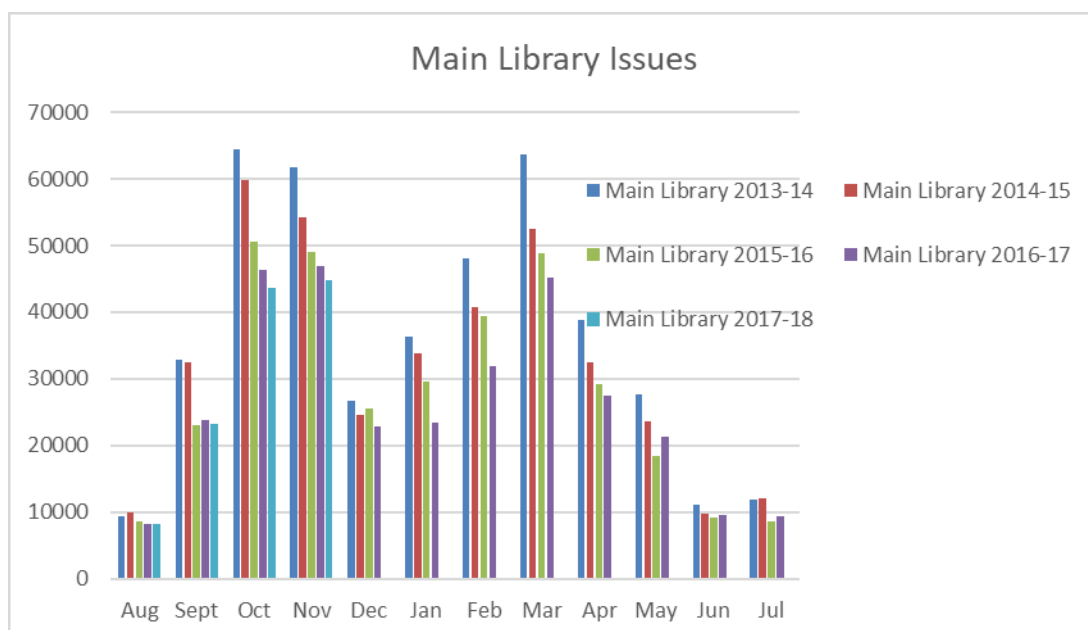
- Issues at the Main Library in October and November 2017 were lower than in the same 2 months in 2016, indicating continuation of the previous general downward trend.
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2017/18 Session compared with the 4 previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 5 year comparison
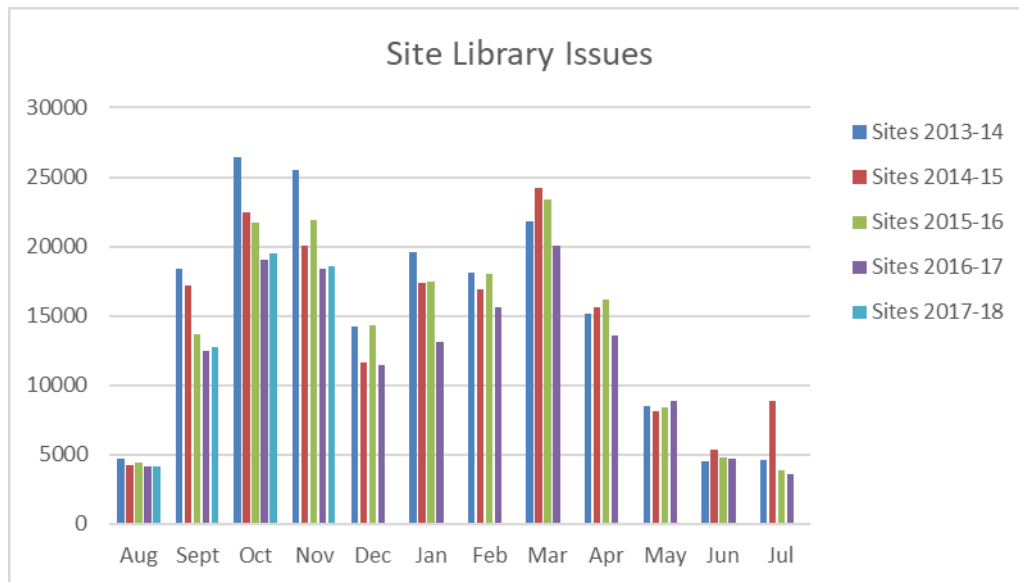
- At Site Libraries the trend of declining loans montly, year on year, was not exhibited in October and November, with a small rise in issues being both months. Given that this was also the case in Auigust and September there does seem to be a trend emerging of stable and slightly rising borrowing at sites.
- 2017/18 circulation figures (issues and returns) are presented in Tables 11 and 12.

Table 11: Number of issues

Number of Issues	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Aug	18161	14036	14285	12942	12382	12415
Sep	57635	51325	49568	36748	36381	35970
Oct	101498	90899	82250	72368	65329	63138
Nov	100602	87182	74283	70957	65384	63423
Dec	45899	40952	36290	39893	34241	
Jan	62678	55947	51096	47110	36545	
Feb	73786	66216	57645	57470	47607	
Mar	91515*	85547	76808	72321	65145	
Apr	67711	53985	48013	45442	41103	
May	43032	36134	31770	26739	30106	
Jun	15573	15667	15118	13922	14149	
Jul	17954	16475	20960	12444	13040	
Annual Total	696044	614365	558086	508356	461412	

Table 12: Number of returns

No. of Returns	2012-13	2013-14	2014-15	2015-16	2016-17	2017-18
Aug	28950	31409	26237	24615	21556	23847
Sep	36971	35544	31826	31073	22380	23809
Oct	81001	81021	71227	66900	50479	49394
Nov	99139	95936	84219	72866	60434	59372
Dec	74768	64341	56748	50316	45607	
Jan	52649	54200	48133	44025	31593	
Feb	69627	63721	57681	50205	39314	
Mar	98267	91474*	86317	77607	62717	
Apr	87115	81729	67279	59017	50199	
May	65997	60466	49224	43345	39491	
Jun	21422	17817	18367	15484	16796	
Jul	19338	18133	17298	16297	13832	
Annual Total	735244	696791	614556	551750	454398	

Main Library book sorter usage

- The Main Library self-returns are transacted through 2 book sorters. One sorter is external to the secure line (the front sorter). The other is in the forum (the back sorter) and has 2 user interfaces, one closer to the study pods and one closer to the HUB entrance.
- Over 95% of Main Library returns are handled by these machines. The 2 sorters provide resilience in case of mechanical or technical malfunction.
- Usage is of interest in the context of future renewal of the equipment and the Main Library review.
- Table 13 shows usage for August and September 2017.

Table 13: Book sorter usage for August and September 2017

Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	1310	1992	2917	6219
Tuesday	1343	1862	2635	5840
Wednesday	1142	1714	2269	5125
Thursday	1184	1981	2657	5822
Friday	1256	1452	2451	5159
Saturday	729	915	1438	3082
Sunday	604	681	1226	2511
Total	*7568*	*10597*	*15593*	*33758*
%	*23*	*31*	*46*	*100*

- Table 14 shows usage for October and November 2017.

Table 14 book sorter usage for October and November 2017

Day	External sorter	Internal sorter – pod side	Internal sorter – HUB side	Total
Monday	2222	6381	7052	15655
Tuesday	1766	5725	6481	13972
Wednesday	1446	5320	5967	12733
Thursday	1730	5561	6173	13464
Friday	1268	4373	3524	9265
Saturday	771	3063	2448	6282
Sunday	813	3780	3317	7910
Total	*10016*	*34203*	*35062*	*79281*
%	*12*	*44*	*44*	*100*

- In August and September, the external sorter was used for 23% of transactions, and for internal sorter there was a tendancy to use the interface adjacent to the HUB. But in October and November when there were higher volumes, the internal sorter was used for 88% of transactions with no difference between user interfaces.

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

- USD KPI #7 for 2017-18 is 90% of library material issued to be borrowed by self-service. The KPI **was met** in November 2017, and is equivalent to the same month in 2016.
- USD KPI #8 for 2017-18 is 90% of library material to be returned by self-service. The KPI **was met** in November 2017, but is 2% lower (94%) than in November 2016.

Table 15: Selfcheck in relation to loans 2017-18 (2016-17 % in bue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12415	10940	88% (88%)	Y	23847	21810	91% (91%)	Y
Sept	35970	33758	94% (94%)	Y	23809	21736	91% (91%)	Y
Oct	63138	60391	96% (95%)	Y	49394	46556	94% (95%)	Y
Nov	63423	60936	96% (96%)	Y	59372	55911	94% (96%)	Y
Dec			(96%)				(95%)	
Jan			(94%)				(93%)	
Feb			(95%)				(93%)	
Mar			(97%)				(95%)	
Apr			(96%)				(95%)	
May			(95%)				(94%)	
June			(92%)				(90%)	
July			(91%)				(90%)	
Total			(95%)				(94%)	

Unidesk Library Helpdesks operator group: standard calls

- Statistics for the Library Helpdesks operator group are currently unavailable.

Unidesk Quick Calls recorded by sites in October-November 2017

- This period saw a mixed picture in terms of the number of calls recorded. October was up on last year with 5577 Quick Calls recorded. (5152 in October 2016), while November saw 4081 enquiries, down from 4347 in 2016.
- We continued to see departures from the previous norm of the Law and Main Libraries being the top 2 sites in terms of enquiries recorded. While Law was very busy in October with 1408 enquiries recorded, up from 1184 in the same month last year, this fell by nearly half to 742 in November. Moray House Library recorded the most enquiries in November (831, close to double its November 2016 total of 441). Similarly Moray House's October 2017 total of 998 was exactly double that of the previous October (499).
- As well as Moray House Library, New College Library recorded significantly more Quick Calls in October and November this year than last: 816 in October (631 in 2016) and 709 in November (493 in 2016). These increases were spread across the whole range of enquiries in both libraries. It seems likely that at least part of the increase is due to efforts by these sites' managers and Helpdesk teams to improve use of Quick Call. Examining gate counts, head counts and other statistics would help establish if this is also due to an increase in business at these sites.
- It is also notable that there is still a need to improve use of Quick Call at the Main Library Helpdesk, as the busiest library came 5th in the Quick Call totals in both October and November. Ironically the under-recording at this site is partly caused by the Helpdesk being extremely busy and staff finding it difficult to record enquiries in real time on the Quick Call interface. When enquiry tallies were recorded with pen and paper in September the picture was markedly different with the Main Library recording more than double the enquiries recorded across all the other sites. Hopefully this can be addressed by improving the layout and functionality of the Quick Call interface.
- For an in-depth analysis of Quick Calls at the Medicine and Veterinary Medicine libraries, see *Appendix 2*.

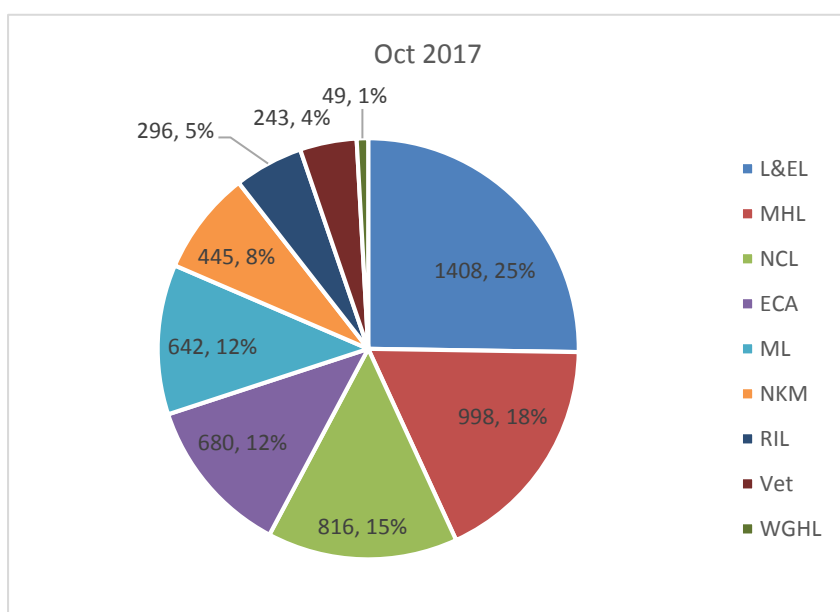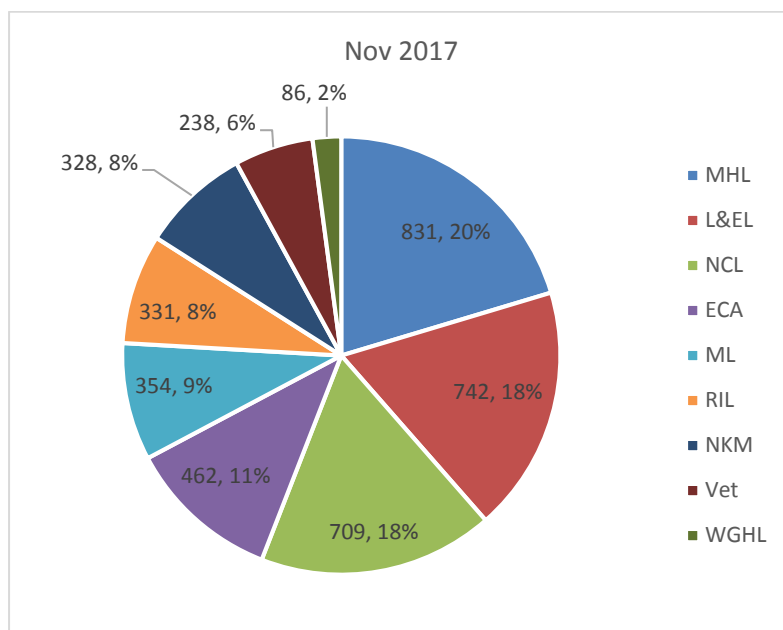### *Figure 3: Quick Calls by Standard Solution by site October 2017*

Figure 4: Quick Calls by Standard Solution by site November 2017

Nov 2017

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

831, 20%
742, 18%
709, 18%
462, 11%
354, 9%
331, 8%
328, 8%
238, 6%
86, 2%

Top 10 Quick Calls in October and November

- Despite the changes seen in site totals as discussed in the previous section, the top 10 enquiries in October and November were very much as would be expected for the period, with enquiries relating to searching, locating and borrowing material dominating.
- While some totals were up on last year, and others down, the picture of activity was broadly the same as in October and November 2016.
- One notable exception was "Stationery/equipment loan", which was down significantly on the previous year: from 249 in October 2016 to 175 in October 2017, and from 205 to 130 in November. These represent falls of 30% and 37% respectively. A significant contribution to this was made by ECA Library, where the introduction of a dedicated self-service table with various staplers and hole punches saw requests at the Helpdesk fall from 92 in October 2016 to 23 in 2017 and from 67 the previous November to 9 in the same month this year. These are falls at ECA of 75% and 86% respectively.
- Another notable change was with "Access: Day passes or ID check". November 2017 saw only 100 of this Quick Call, compared to 217 last year. This was driven by both Law and New College Libraries, which typically account for most incidences of staff-mediated entry, seeing their monthly total more than halved (from 142 to 66 at Law and from 64 to 27 at New College). This would appear to indicate that swipe access for external members with Yellow Cards is having an impact at these sites.

Table 16: Top 10 Quick Call standard solutions October 2017: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	712	12.8%
2	Circulation: enquiries	605	10.8%
3	Direction/information	412	7.4%
4	Circulation: self-issue/self-return	339	6.1%
5	Finding material	302	5.4%
6	Card: Queries	239	4.3%
7	Printing: how do I?	202	3.6%
8	Stationery/equipment loan	175	3.1%
9	Access: Day passes or ID check	172	3.1%
10	Buildings and facilities	164	2.9%

Table 17: Top 10 Quick Call standard solutions November 2017: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	468	11.5%
2	Circulation: enquiries	426	10.4%
3	Direction/information	334	8.2%
4	Finding material	233	5.7%
5	Circulation: self-issue/self-return	215	5.3%
6	Card: Queries	170	4.2%
7	Circulation: manual issue/return	144	3.5%
8	Lost property	142	3.5%
9	Stationery/equipment loan	130	3.2%
10	Behavioural use of facilities	111	2.7%

Figures 5 and 6 show a complete breakdown of enquiries by standard solution for October and November 2017.

Figure 5: Complete breakdown of enquiries by Standard Solution in October 2017
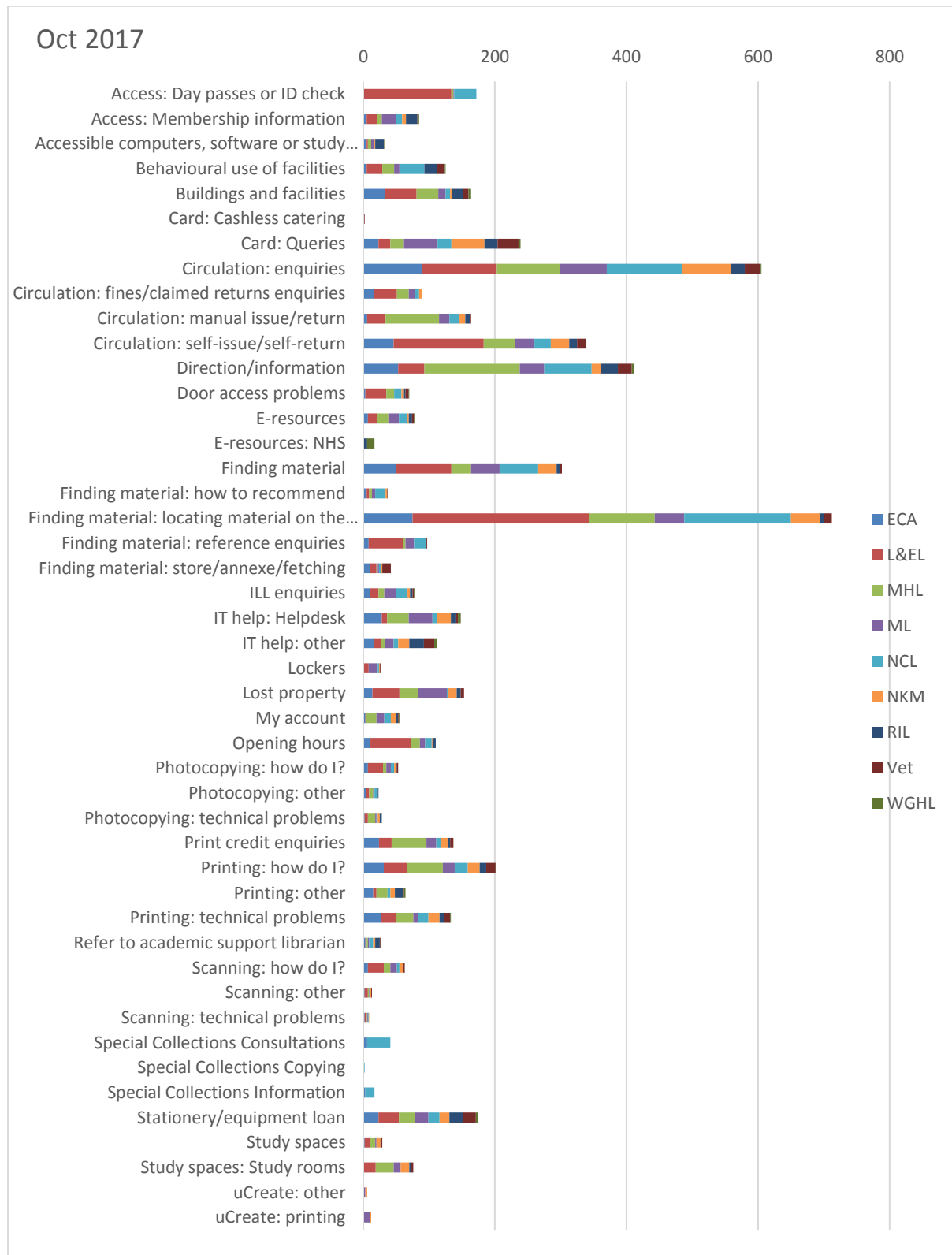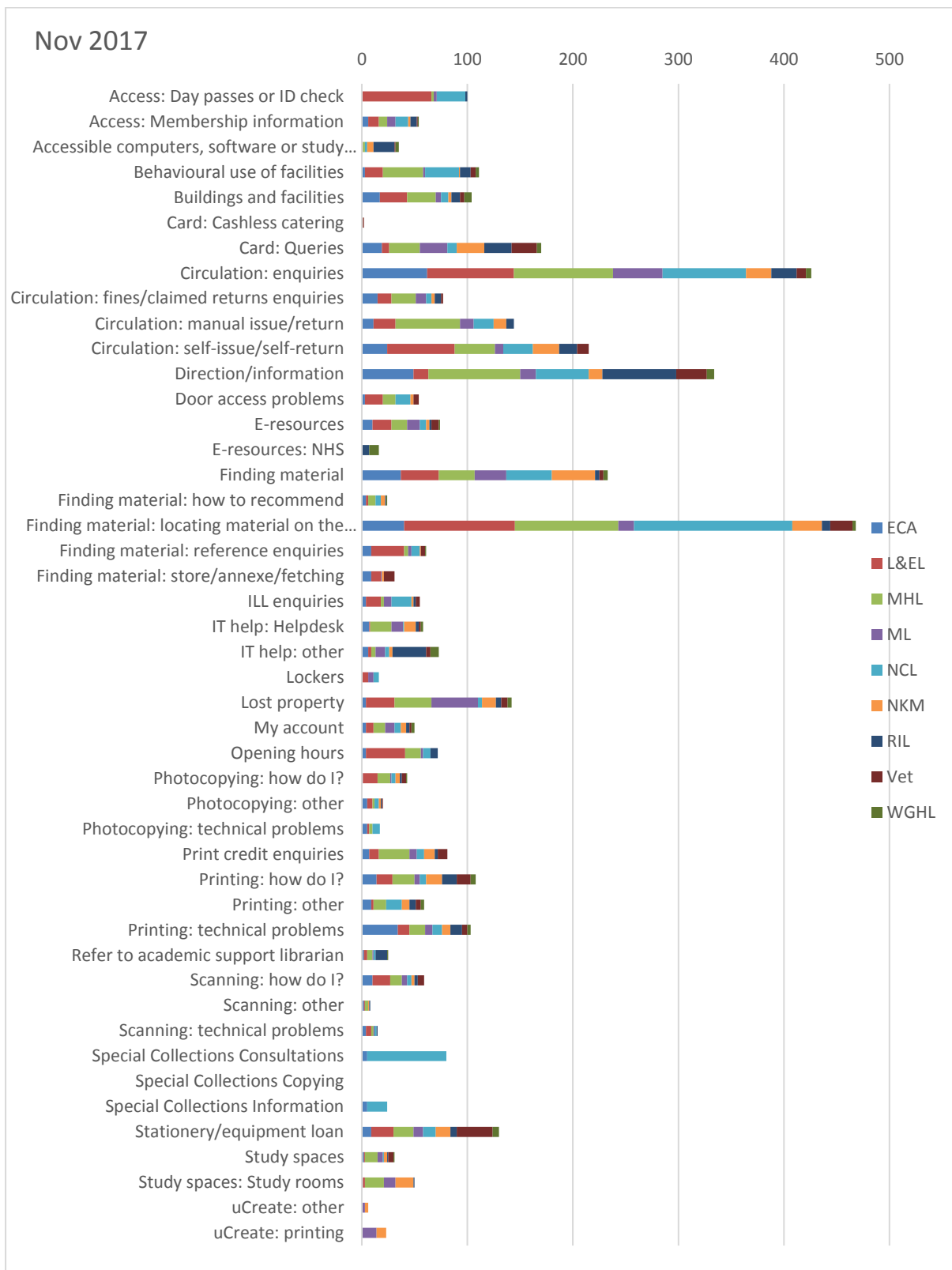
Figure 6: Complete breakdown of enquiries by Standard Solution in November 2017

Nov 2017

Categories (top to bottom):
- Access: Day passes or ID check
- Access: Membership information
- Accessible computers, software or study…
- Behavioural use of facilities
- Buildings and facilities
- Card: Cashless catering
- Card: Queries
- Circulation: enquiries
- Circulation: fines/claimed returns enquiries
- 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 the…
- Finding material: reference enquiries
- Finding material: store/annexe/fetching
- 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

SCONUL enquiry count: week beginning 06 November 2017

- All service points were required to keep five-bar gate count of enquiries according to the SCONUL enquiry definitions, for the week of 06 November.
- Table 18 shows the recorded counts:

Table 18: SCONUL enquiry count week beginning 06 November 2017: all sites

Library	Information related	Procedural & directional	IT related	Other University of Edinburgh	Total
Main Library	527	548	308	159	1542
Murray Library	22	31	30	15	98
Law Library	102	80	41	32	255
Moray House Library	106	153	42	6	307
ECA Library	64	100	34	15	213
Royal Infirmary Library	30	30	35	6	101
Vet Library	27	29	16	14	86
New College Library	58	66	10	2	136
Western General Hospital Library	4	11	6	1	22
Total	**940**	**1048**	**522**	**250**	**2760**

- Enquiries were higher across all categories in November compared with the last count taken week beginning 06 February 2017.

Queue monitoring

- One of the quality standards maintained by Help Services is that customers at the Helpdesks and Main Library Reception should be served within 5 minutes of waiting.
- Queue monitoring took place across service points 20-24 November 2017.
- There were no instances of customers at site libraries waiting more than 5 minutes.
- There were 2 instances of customers at the Main Library waiting for more than 5 minutes on 20 November and also on 21 November, and this was attributed to problems with the book sorter.

Barry Croucher 09 January 2018

Appendix 1: Medicine and Veterinary Medicine Libraries selfcheck use October-November 2016 and October-November 2017

Looking at circulation for the two month period October-November in 2016 and in 2017 for the Vet, Royal Infirmary and Western General libraries, using transaction figures extracted from Alma and self-service transaction figures obtained from the 3M Command Centre.

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

Figure 1 TOTAL TRANSACTIONS (helpdesk and self-service), October-November 2016 and October-November 2017, MVM LIBRARIES

October-November 2016 and October-November 2017
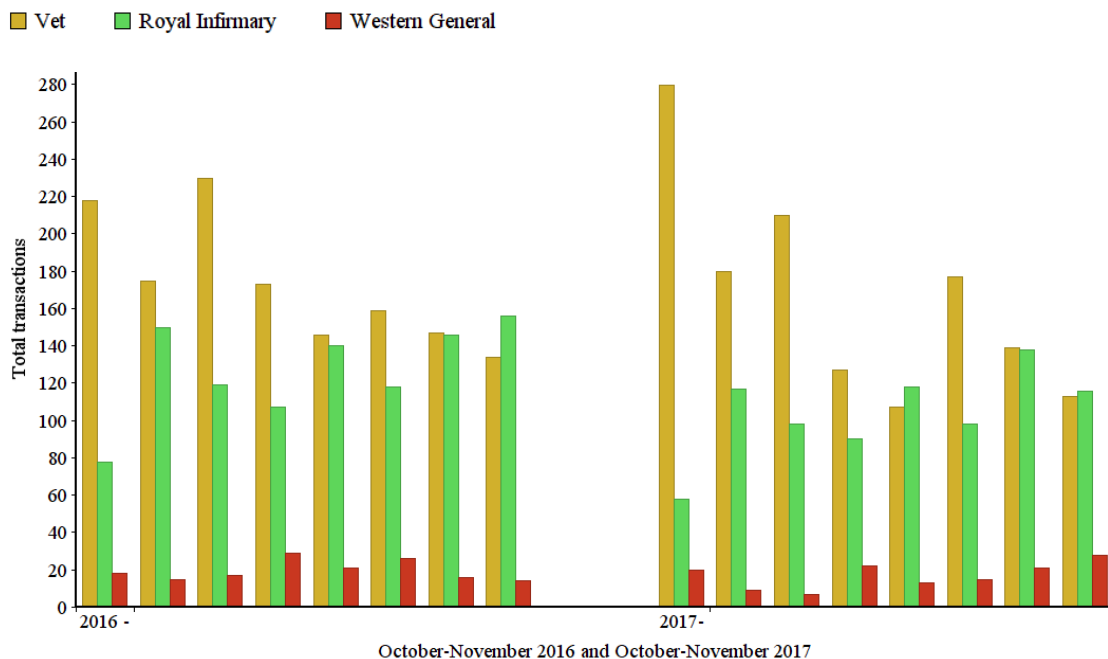
Considering all transactions (helpdesk and self-service),

- in the two periods, October-November 2016 and October-November 2017, there were 5182 transactions over the three libraries; there was a 10.46% decrease in transactions between 2016 and 2017.

- overall, the Vet library accounted for 55% of all transactions (53% in 2016 and 56% in 2017), the Royal Infirmary library for 39% (41% in 2016 and 37% in 2017), and the Western General library for 6% (6% in 2016 and 7% in 2017).

Figure 2 ALL TRANSACTIONS (helpdesk and self-service), full weeks October-November 2016 and 2017, MVM LIBRARIES
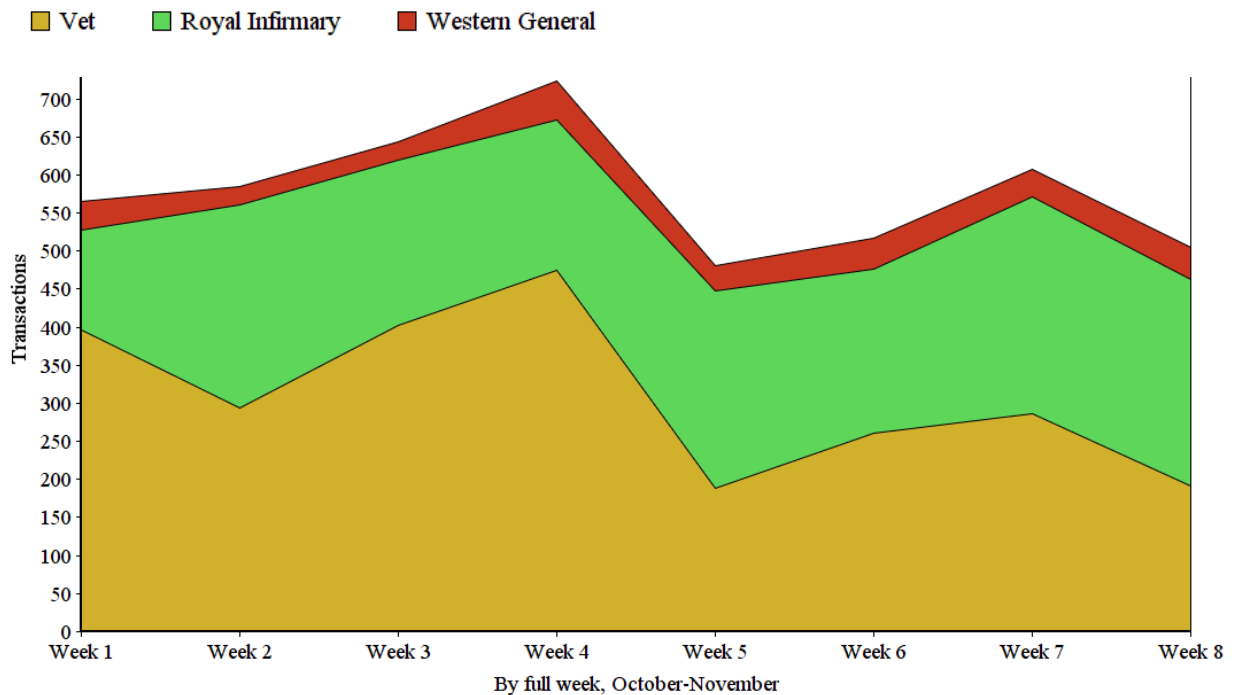
Considering the eight full weeks of October and November (ie 03 October-27 November 2016 and 02 October-26 November 2017),

- this timescale includes 92% of all transactions for the combined two month periods (93% for the Vet library, 91% for Royal Infirmary, 87% for Western General library).

- comparing the three libraries, the general pattern is similar. The busiest week overall was the third week in October, accounting for 14% of transactions, but there were variations between the three libraries: for example, during the first week in October in both 2016 and 2017 the busiest library was the Vet library, while the Royal Infirmary library recorded its lowest level of transactions during that week; the Western General library was busiest in the fourth week in October in 2016 and the fourth week in November in 2017.

Figure 3 TRANSACTIONS BY TYPE (helpdesk and self-service), October-November 2016 and 2017, MVM LIBRARIES
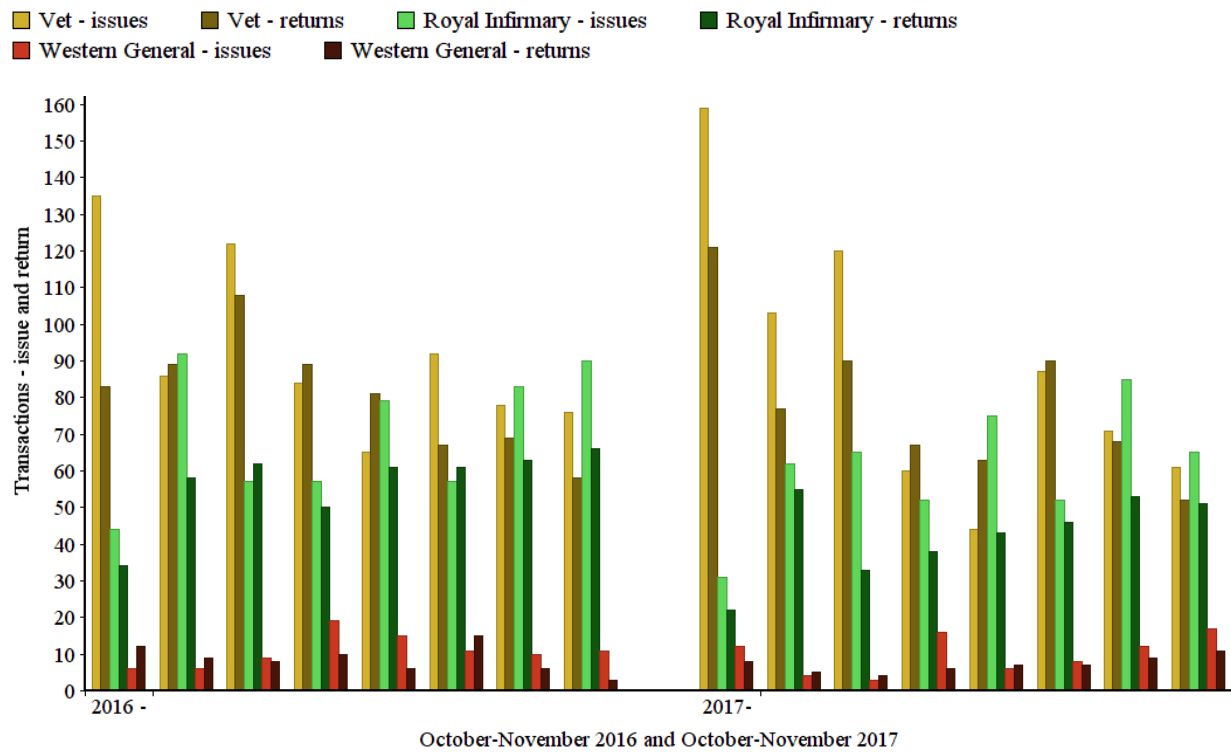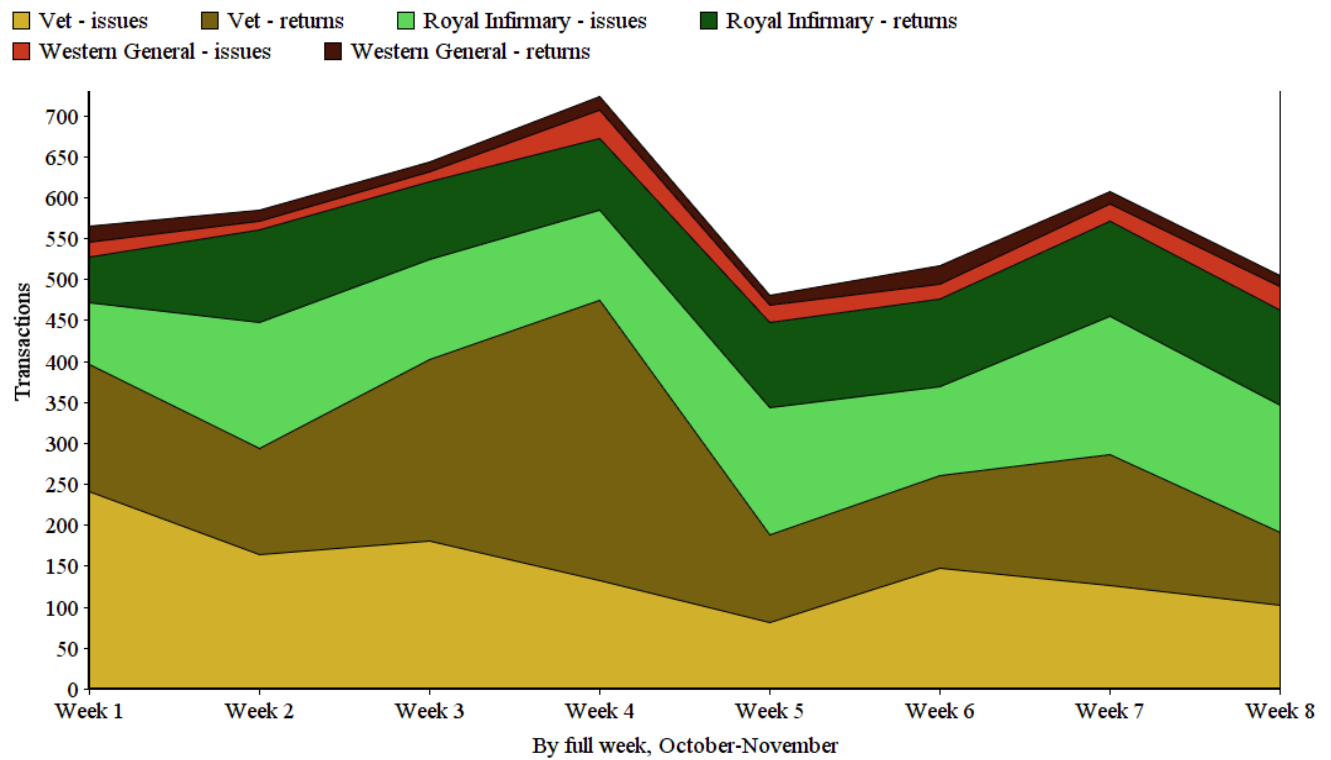

Legend: Vet - issues; Vet - returns; Royal Infirmary - issues; Royal Infirmary - returns; Western General - issues; Western General - returns

October-November 2016 and October-November 2017

Figure 4 TRANSACTIONS BY TYPE (helpdesk and self-service), full weeks October-November 2016 and 2017, MVM LIBRARIES

Legend: Vet - issues; Vet - returns; Royal Infirmary - issues; Royal Infirmary - returns; Western General - issues; Western General - returns

By full week, October-November

25

Considering the type of transactions, issue or return,

- overall 55% of transactions were issues and 45% returns. In October-November 2016 54% of transactions were issues, while these accounted for 57% in October-November 2017.
- issues accounted for 54% of transactions in the Vet library (53% in 2016, 55% in 2017), for 57% in the Royal Infirmary library (55% in 2016, 59% in 2017), and for 58% in the Western General library (56% in 2016, 60% in 2017).

Figure 5 ISSUES BY LOAN TYPE (helpdesk and self-service), October-November 2016 and 2017, MVM LIBRARIES
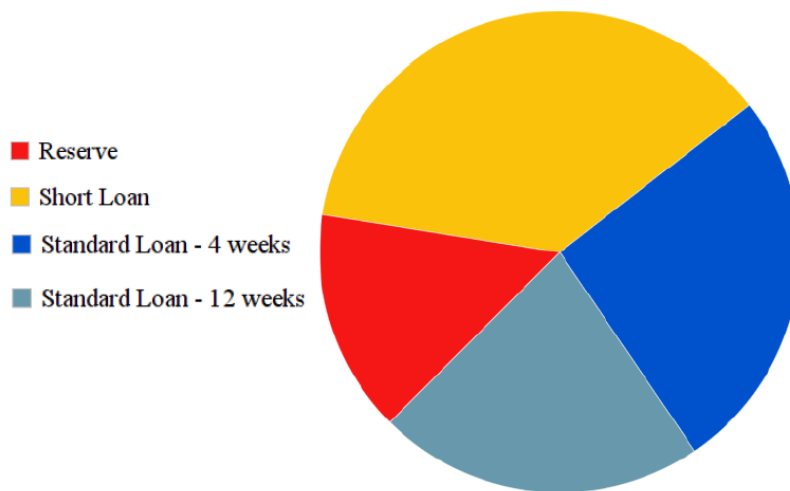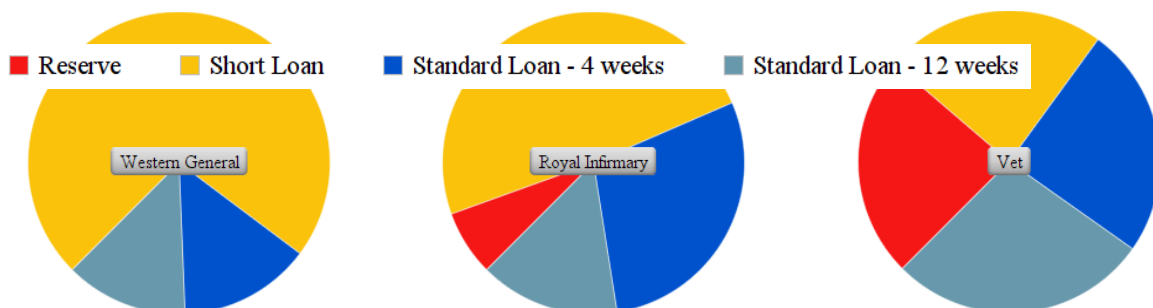

Figure 6 ISSUES BY LOAN TYPE (helpdesk and self-service), October-November 2016 and 2017, INDIVIDUAL MVM LIBRARIES


- 34% of Short Loans were issued at Vet, 53% from Royal Infirmary, 13% from Western General
- 59% of Standard loans were issued at Vet (53% of these being for 4 weeks), and 37% from Royal Infirmary (67% of these being for 12 weeks); only 4% of Standard Loan items were issued from the Western General

Considering issues by loan type,

- the pattern shows very little variation between 2016 and 2017.

- 53% of loans in the Vet library were Standard Loan (25% for 4 weeks, 28% for 12 weeks).

- 49% of loans in the Royal Infirmary library were Short Loan, as were 72% of loans at the Western General library.

- only 7% of loans at the Royal Infirmary library were Reserve, and the Western
- General library issued no Reserve items.

Figure 7 TRANSACTIONS BY HELPDESK:SELF-SERVICE, October-November 2016 and 2017, INDIVIDUAL MVM LIBRARIES
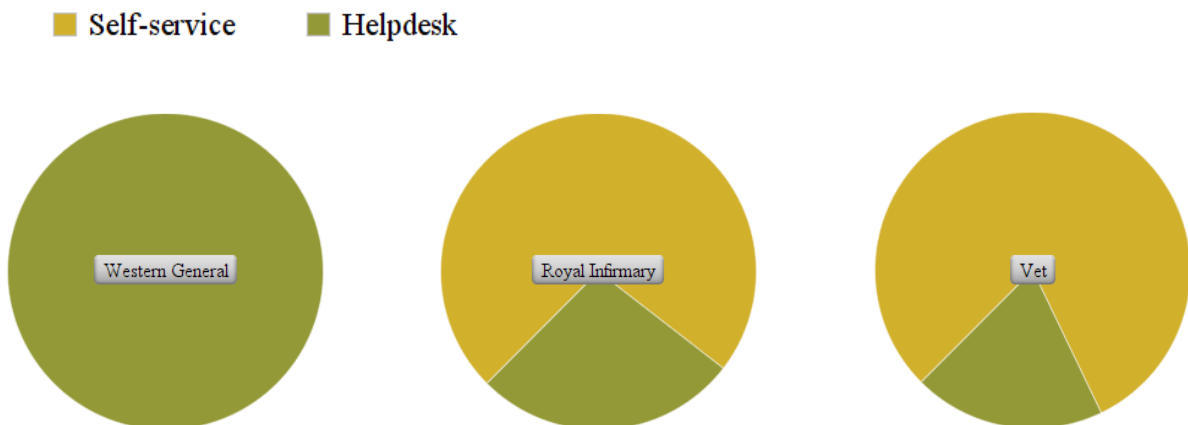
Considering the method of conducting transactions, either self-service or at a helpdesk,

- overall 72% of transactions were self-service; 62% of self-service transactions were conducted at the Vet library and 38% at the Royal Infirmary library.

- 46% of all helpdesk transactions were issues (43% in 2016 and 48% in 2017).

- self-issue accounted for 54% of self-service transactions at the Vet library, and 64% at the Royal Infirmary library; for both libraries these ratios were consistent between October-November 2016 and October-November 2017.

- at the Royal Infirmary library in 2016, 72% of transactions at the helpdesk were returns, but the corresponding figure in 2017 was 55%.

Appendix 2: Quick Call in Medicine and Veterinary Medicine libraries November 2017

Enquiries across the Medicine and Veterinary Medicine (MVM) libraries were up notably on October and November last year: 588 across MVM in October (495 in 2016) and 655 in November (519 in the same month last year). The October 2017 total comprised 296 at the Royal Infirmary Library (RIL), 243 at the Lady Smith of Kelvin Veterinary Library (Vet) and 49 at the Western General Hospital Library (WGHL). In November the breakdown was 331 at the RIL, 238 at Vet and 86 at WGHL.

Looking at the MVM libraries as a group, their top 10 enquiries differ significantly from those across all sites:

- Card Queries account for a much higher percentage, although this is due to the RIL and Vet libraries; the WGHL percentage is in line with that across all sites. This is because the Little France and Easter Bush campuses serve unique member groups beyond University of Edinburgh staff and students: NHS staff at the Royal Infirmary and a range of affiliated institutes and organisations (e.g. the Roslin Institute) at the Vet.
- The book-related Quick Calls "Circulation: enquiries" and "Finding material: locating material on the shelf" are much lower across the MVM sites, whereas they are consistently the 2 most common enquiries in the total for all Helpdesks. This reflects the prominence of e-resources, especially in the Medical subjects, as well as the fact that all three MVM libraries have small print collections kept in a single room, and as such users require less assistance in locating material.
- "IT Help: other" accounted for 7.1% of MVM Quick Calls in October and 6.7% in November, compared to a share of the all-sites total of 2% in October and 1.8% in November. This gives a clear indication of the impact on Helpdesks of having a dedicated College IT support team for referral – in particular at the two hospital libraries. All 3 MVM libraries saw very few cases of IT support provided by the Helpdesk: with RIL, Vet and WGHL seeing 3, 2 and 2 of these Quick Calls respectively.
- Printing support is also a prominent feature of business across all three MVM libraries, accounting for a higher proportion of their Quick Calls than the average in both October ("Printing: how do I" was 4.3% of MVM enquiries compared to 3.6% of all sites') and November (the same standard solution was 4.9% of the MVM total compared to 2.6% overall).

Table 1: Top 10 Quick Call standard solutions Oct 2017: MVM libraries

Rank	Standard Solution	No	% of total
1	Card: Queries	55	9.4%
2	Direction/information	51	8.7%
3	Circulation: enquiries	46	7.8%
4	Stationery/equipment loan	44	7.5%
5	IT help: other	42	7.1%
6	Behavioural use of facilities	32	5.4%
7	Buildings and facilities	29	4.9%
8	Circulation: self-issue/self-return	26	4.4%
9	Printing: how do I?	25	4.3%
10	Access: Membership information	20	3.4%

Table 2: Top 10 Quick Call standard solutions Nov 2017: MVM libraries

Rank	Standard Solution	No	% of total
1	Direction/information	106	16.2%
2	Card: Queries	54	8.2%
3	Stationery/equipment loan	46	7.0%
4	IT help: other	44	6.7%
5	Circulation: enquiries	38	5.8%
6	Finding material: locating material on the shelf	32	4.9%
7	Printing: how do I?	32	4.9%
8	Circulation: self-issue/self-return	28	4.3%
9	Accessible computers, software or study rooms	24	3.7%
10	Buildings and facilities	19	2.9%

Within Medicine and Veterinary Medicine, comparing the top 10 enquiries at each of the 3 site libraries for a single month (November 2017) illustrates the differences between them.

Even between the 2 hospital libraries there are significant differences in emphasis.

- The WGHL total was slightly over a quarter of the total number of enquiries at the RIL in November, but it recorded more enquiries about E-resources for NHS staff (9 compared to 7 at the RIL).
- Card Queries on the other hand were much more common at the RIL (7.9%) than the WGHL (4.7%).

Table 3: Top 10 Quick Call standard solutions Nov 2017: Royal Infirmary Library

Rank	Standard Solution	No	% of total
1	Direction/information	70	21.0%
2	IT help: other	32	9.7%
3	Card: Queries	26	7.9%
4	Circulation: enquiries	24	7.3%
5	Accessible computers, software or study rooms	20	6.0%
6	Circulation: self-issue/self-return	17	5.1%
7	Printing: how do I?	14	4.2%
8	Printing: technical problems	11	3.3%
9	Refer to academic support librarian	11	3.3%
10	Behavioural use of facilities	10	3.0%