

Help Services

Service Report for 13th August to 8th October 2015

Exceptional Service Activities

Section report focus

- The Help Services Section report for this period focuses on Moray House Library. The highlighting takes the form of additional reporting on site activities, a detailed review of self-check usage in Appendix 1, and analysis of Quick Calls.

New Library Management Platform

- The new Alma library management system and DiscoverEd resource discovery service, launched on 29 June, continue to provide users with an enhanced service.
- Help Services staff are building their knowledge of the systems and confidence in using them and supporting users. This has been challenging for new and returning staff in particular and a range of training and support has been provided, but the main aid is learning through practice, for which the start of year has provided plenty of opportunity.
- Alma and DiscoverEd areas have been created on the Helpdesk wiki to grow the knowledgebase by recording tips, issues and workarounds, and to provide a place to share experiences, comments and questions and answers. Email is used to communicate new information quickly.
- Work arising from the transition between systems continues.
- Subject Matter Experts are working on continuous process improvements in a number of areas of service.
- An example of service improvement is that on 28 September, all users who have either active fines or loans on their record will receive a weekly summary of their account. The notification users now receive includes:
 - Courtesy notice - 3 days before an item is due
 - Due date - sent the day items are due
 - Weekly account summary - for all users with active fines or loans. Sent every Monday morning.
 - Lost loan warning - sent 35 days after an item is overdue
 - Bill notice - Sent 42 days after an item is overdue
- Alma has been performing well, with short interruptions of service for routine monthly software updates and short notice planned maintenance.
- The Discovery Group has produced Powerpoint documents which formed the basis of 2 new videos for DiscoverEd on Renewing and Requesting items. These have now been produced by a member of staff from IS Skills team and, once the final video is available, will be linked from the DiscoverEd page.
- A DiscoverEd help point operated on the First Floor of the Main Library from Week One, and closed on 9 October.
- Help Services is working with the IS Helpline and L&UC Information Systems to develop a comprehensive process for handling planned and unplanned incidents.

Opening hours

- Site Library Helpdesks remained closed for the first part of one morning each week over the summer until 28 August, in order to allow Library staff dedicated time to take part in training.
- Moray House Library opened 9am to 8pm Monday to Thursday and Friday 9am to 5pm from 17 August to 11 September. Full Semester opening commenced 14 September.
- The Noreen and Kenneth Murray Library building and Helpdesk opened as per full Semester pattern from Saturday 12 September. This was a new departure, as previously full Semester opening commenced on Monday of Week One. The Library was quiet on the first weekend 12 and 13 September (the peak headcount excluding the café was 9 users and 10 users respectively), and a slow start during Welcome Week. However since the start of semester it has been very busy Monday to Friday, with the highest headcount recorded on 22 September at 11.30am of 143, excluding cafe area.
- Other site libraries not already operating as per full Semester, commenced these hours on 21 September.
- The Main Library building opened daily 7.30am to 2.30am from 31 August and this will remain the case up to and including Monday 21 December. The Helpdesk opened Semester hours from 7 September. This was a new departure, as previously full Semester opening commenced on Monday of Welcome Week. Daytime Headcounts on 12 September were: 11.30am 193; 3.30pm 311; 6.30pm 242. On 13 September they were: 11.30am 155; 3.30pm 360; 6.30pm 260.
- Full opening hours information is available at: <http://www.ed.ac.uk/is/library-opening>

Start of Year

Card Services

- During the Summer Card Services produced 10,200 cards in advance of the Welcome Week and Week One card distribution event. (See also Tables 3 and 4 below). Overall the submission of images online was a great success, enabling this number of cards to be produced.
- As usual, residents of Accommodation Services accommodation received their cards at their place of residency. The number of cards extracted and delivered to Accommodation Services was 5,688.
- For the first time, the card distribution event took place in the Main Library using the First Floor open access PC and study space, and Meeting Room 1:07 for on demand card production.
- Service commenced on 13 September in order to reach international students on International Arrival Day. Students were anxious to receive their cards and it was convenient for them to have this opportunity; also the effect was to lessen demand on the 14 and 15 September.
- The main event from 14 September was a great success. As usual the first 2 days of Welcome Week were the busiest but at no time did large queues form and the general atmosphere was more relaxed than at Adam House in previous years.
- Student Helpers assisted with directing new students through the West Door up to the First Floor, and after collecting their card, students were welcomed by a Library Welcome desk on the First Floor landing.
- Get Connected was also conveniently on the same Floor.
- Pre-produced cards collected at event over the 2 weeks totalled 4,150.

- 350 cards were left at end of event and passed to the Main Library Helpdesk for collection there.
- Cards produced at the event totalled 1,800.
- See also Card Services below.

Student Helpers

- Card Services employed 2 students during the summer and 7 additional student helpers for the card event.
- In addition to Card Services, 23 Student Helpers were employed from 13 September to 2 October in the Main Library, Law & Europa and Murray Libraries.
- 9 Helpers assisted at the Card Collection Event monitoring queues and directing students along the correct route. This proved to be very successful and feedback commented on the 'good organisation'. The Helpers enjoyed the experience and felt they were useful, particularly directing students downstairs once they had collected their cards.
- 4 Helpers were based at Law Library from 21 to 25 September and 28 September to 2 October. They were very helpful in guiding new students around the library and demonstrating the use of selfcheck machines and MFDs. Feedback from the Helpers was positive who enjoyed the experience and had a good relationship with the Law team.
- 2 Helpers assisted at Murray Library from 21 to 25 September to cover the lunchtime period. This was considered to be very helpful by the staff there and again the Helpers enjoyed the experience.
- The remaining 11 Helpers were based in the Main Library. Their main duties were to assist new users with any queries, both directional and procedural and 'queue bust' when needed at the Helpdesk. They were instructed to refer any queries they could not answer to the Helpdesk.
- The Helpers were asked to keep 5-bar gate statistics broken into six different categories. The vast majority of queries related to IT/Printer issues (approx. 800). The remaining queries were divided between Catalogue and Directional categories (approx. 350). There were a number of miscellaneous queries most of which related to the exit, ie 'how do I get out of the building'? There were also a number of Registry related queries.
- Feedback from Helpers shows they were generally pleased with their efforts and felt they provided a useful service. Interestingly some of the Helpers found it 'a learning experience' for themselves. Certain times were busier than others and in the 'quiet' times the Helpers were asked to 'rove' through the building.

Helpdesk enquiries

- Because of the high volume of enquiries expected at Helpdesks in Welcome Week and/or Week One a dual system of enquiry recording operated, whereby Unidesk Quick Call was supplemented by 5 bar gate recording against the set of Unidesk standard solutions.
- The 5 bar gate records were added to the Unidesk Quick Calls and the result was:
 - Welcome Week: Total Main Library =2974; All other Site libraries = 884; All locations = 3852.
 - Week One: Total Main Library = 3680; All other Site libraries = 1652; All locations = 5332.
- Over the two weeks Helpdesks recorded 9190 Quick Calls.
- Further analysis is provided under Performance Indicators.

Help for New Students service point

- This year's additional support for new and returning students took place in the first 2 weeks of semester. With the recent launch of DiscoverEd, an additional help point was situated on the first floor at the entry to the IS Meeting rooms in addition to our traditional spot on the mezzanine of the second floor.
- The 'Roving' rota team took a position at the entrance to the 2nd floor, with a high table and chairs present and the IS Help banner. A sign indicated for users to wait for five minutes for staff to return before seeking help in floors below.
- The use of the iPad has now become well established as a point of easy access to the University web pages.
- Users sought out assistance at the 2nd floor Help point so roving was less of an option during slots. Students were aware of the Help point as they entered the floor, so returned for assistance if necessary.
- The majority of slots were taken, with only a few slots daily not covered. As well as volunteers from the Helpdesk, staff assisted from L&UC, Academic Support Librarians and Research & Learning Services.
- There has been another increase in enquiries at the second floor Help point; **998** compared to 936 last year, and 566 in 2013.
- Half that number of enquiries were recorded at the first floor DiscoverEd Help Point; **500**. Of those, 60% were 'Directional' most likely as a result of being adjacent to new teaching spaces in the IS meeting rooms. DiscoverEd enquiries totalled **27**, ie. 5%, and **102** enquiries relating to Computing/printing.
- Breakdown is as follows from the second floor roving point (figures in brackets from 2014);
 - DiscoverEd use- **83** (103),
 - Direction-**321** (281),
 - Shelfmarks-**182** (186),
 - Procedures- **163** (141),
 - Computing- **203** (168),
 - Other – **44** (57).
- Some of the comments relating to enquiries include: 'How do I find this book?' (the most common query) , 'Where are the laptop clinics?', printer location and use, 'How do I get to 3rd floor?', location of toilets and water fountains, 'What and where is Get Connected ', 'How do I search for a book?', Connecting to Wireless, Locker use, printing problems, Recent Returns, 'Where can we study as a group?', 'How do I print?'. It should be noted that many users don't appreciate the need to use DiscoverEd to find a book, and are asking for sections in the library to browse in the hope they find their book.
- Staff comments recognised the need and appreciation of the service. Main points to note for next year;
 - -Improved signage for Laptop clinics and Third floor
 - -Ipad to be charged daily
- Consideration will be given to updating the stats sheet to reflect the changing requirements of students with respect to wireless access and increasing reliance on laptops for work. The terms 'catalogue' and 'OPAC' are no longer used
- A joint working group should be considered for next year if all parts of IS are to be involved in new student support. With enquiries greater on the second floor, this would appear to be the recommended position for a Help point.

Meeting and Training Suite

- In response to the University's requirement to release space for teaching purposes for Semester 1, IS repurposed the 3 meeting rooms 1:07, 1:09 and 1:11 for tutorials, seminars and other academic purposes.

- Commencing prior to Welcome Week, meeting suite support staff contacted bookers to cancel pre-arranged bookings in order to free up the rooms for scheduling by the Timetabling Unit.
- Additional guidance was displayed to guide the students and tutors, including a map and large format signs.
- All other necessary adjustments were made, demonstrating the flexibility of the service to react positively to the needs of the business.

Doors Open Day and Undergraduate Open Day

- Edinburgh Doors Open Day and Undergraduate Open Day coincided on 26 September and the Main Library saw a total of 2138 visitors. A further 56 Doors Open visits were recorded on 27 September.
- A new visitor guide to the library was created for this year's Doors Open Day and each visitor, whether Doors Open or UG Open Day, received a copy on entry from one of the student helpers stationed just outside the swipe barriers. The lock on the glass door at reception was released enabling these visitors to enter freely, which allowed the reception team to focus on those with reference and other non-swipe cards.
- A welcome stall was stationed in the forum with general library and collections information and this was staffed by a senior member of L&UC on the Saturday with help from the student helpers and a member of Help Services staff.
- Instead of offering tours taken by a member of staff a self-guided tour App was developed in a collaboration between Edina, L&UC and USD. Two members of Edina staff were on hand to assist users to download the app from either Google Play or the Apple App store and then to explain its use. The app guided users to a total of 6 areas on the Ground Floor, with video content playing on the users' mobile devices at each of these points. The videos were activated by Bluetooth beacons, although they could also be manually activated if necessary.
- Uptake of the app was modest, but it did create interest. Some visitors, particularly those visiting for UG Open Day, were on a tight schedule and did not have much time to spend downloading then using the app. Others were rather diffident about their technical competence and did not feel they would be able to use the app. The feedback received from those who did was very positive however, and the consensus was that the videos definitely enhanced the visitor experience by giving background information not otherwise available.
- A small group comprising staff from Help Services and L&UC have been tasked with forming a team of library staff to cover future events of this nature, with a view to enhancing the visitor experience.
- The next event is the Postgraduate Open Day on 18 November.

Lockers

- The Main Library began letting lockers for 2015/16 on 17 September. This had the effect of concentrating demand for this popular service such that queues formed at the Helpdesk. Consideration will be given to whether any improvement could be made to this process for 2016/17. However, it is not obvious how to manage this process in a fairer way. The current process at least seems to attract people who are more likely to use their lockers regularly. It also means that everyone, new students included, get a chance to rent one, rather than just the students 'in the know' from previous years. A waiting list, for example, would seem to disadvantage new students as the list would probably be full before they even arrived on campus.
- All the lockers in service were rented by 21 September; a small number of additional lockers will be released into service once replacement locks have been fitted.

Laptop loans

- The laptop fleet has been renewed with 60 new Dell devices: 44 at the Main Library and 16 distributed between the ECA, Moray House and Murray libraries.
- Laptops were loaned for 2 weeks until 31 August and reverted to the normal 3 day loan on 1 September.
- A meeting is scheduled to review the service, and to receive a presentation from a provider of self-service laptop loans storage on 29 October.

Social media

Twitter

- As of 2 October we have 1,332 followers. There was a steady rise in new followers, especially in September due to the start of a new academic year.
- The twitter team had been reduced due to staff moves to other departments but two new members have now been added to the team. A revised rota will commence from 12 October and this will allow for a continued 7 day coverage.
- August saw a variety of subjects being communicated. Areas covered were new databases, advice for new students, extended opening hours for resits and many others. The frequency of social media communications in August was reduced due to summertime hours and a loss of 3 members of the team.
- In September, adopted a twitter schedule with the purpose of maximising student awareness of services such as DiscoverED, across all mediums. This proved to be very successful as both new and returning students were targeted.

Top Tweets

- Top tweet for August 2015 (13-31) was: **“About to start @EdinburghUni? Find out how to connect here <http://edin.ac/1DSzI9T> #Eduni15”**. This was retweeted 4 times, received 16 link clicks, 2 hashtag clicks, 1 follow and was seen by 1,575 users on Twitter.
- Top tweet for September 2015 was: **“Coming to #edopenday on Monday? See programme <http://edin.ac/1JOECpm> Make time for @EdUniMainLib and @CRC_Eduni tour”**. This has been retweeted 7 times, favourited 2 times, received 9 link clicks, 2 hashtag clicks and has been seen by 2, 810 users on Twitter.
- Table 1 shows the Twitter activity in August and September

Table 1: Twitter activity for EdUniMainLib

Activity	August	September
Tweets	13	56
Retweets	7	89
New Followers	27	81
Mentions	11	57
Favourites	12	39
Link clicks	50	158
Profile visits	852	2,731
Impressions	10483	36,300

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

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

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

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

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

Impressions = Number of times user sees a tweet

Facebook

- On 13 September (day before Welcome Week started) we had 236 followers/page likes, as of 2 October we have 341 so over the last 3 weeks we have seen an increase of 105.
- Top Facebook post for September was “The Main Library in the late 1960s! How can one building change so much yet remain remarkably the same? Can you work out where in the building these photos were taken? And yes, there did used to be a smoking room - how times have changed. If you have photos of the Main Library from years gone by we'd love to see them.” This post reached 2,000 users on Facebook and received 21 likes.

Table 2: Facebook activity

Activity	April	May	June	July	August	September
Current Likes	123	136	172	192	222	341
New Likes	9	13	28	20	34	121
Post Reach	1,442	1,939	10,553	4,360	1589	8654
Engagement	239	257	263	154	51	329

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

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

Post Reach = Number of users who have seen our posts

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

IS Web site

- The migration to EdWeb of the web pages authored by Help Services into Live service went very smoothly on 18 August. Copy editors reviewed pages post-migration, with contributions from Section staff. A number of edits were made but overall the launch was successful. Content that was held back prior to migration was subsequently published.
- The pages continue to be reviewed regularly, to improve the user experience and ensure accuracy, and particularly over the next few months while other sections migrate to EdWeb. Problems with the Help Services pages should be notified by email to help-services-web-group@mlist.is.ed.ac.uk
- ‘Help with IS services’ pages are being amended in association with Operational Services.

Staff development (selection)

- As in previous years, Site Library staff were given dedicated time to take part in training with Site Library Helpdesks closed for the first part of one morning each week over the summer.
- Alma training sessions have been provided by and for Help Services, mainly aimed at new staff and term time only staff returning after the vacation. For example, at the Law Library evening staff are spending other duties time completing their Alma training.
- Meeting and training sessions on specific functional areas have taken place, for example Talis/Course Reserve, Cataloguing. Section staff have also attended DiscoverEd demonstrations.

Section services

Card Services

- Table 3 summarises Card Services' first card issue. First cards for staff are issued all year but peak at start of Session as new staff commence work at the University. Student first cards are produced mainly in advance of the arrival events and student start dates.

Table 3: Number of first cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	150	160	7419	7729
September	240	167	3009	3416
Session Total	390	327	10428	11145

- Table 4 summarises Card Services' replacement card issue. A significant proportion of replacement cards will have been issued free of charge as being expired (eg Undergraduates becoming Postgraduates).

Table 4: Number of replacement cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	113	45	356	514
September	172	56	2727	2955
Session Total	285	101	3083	3469

Online Print Credit

- The usage data in August was slightly down from last year, but September shows a significant decline. It can be explained partially by poor system performance on 21 September and brief suspension of the service through to the morning of 22 September. If this trend were to continue it will affect print credit income projections.

Online Print Credit (OPC): Performance

- System performance has been good overall in the reporting period, but there was a significant event on the afternoon of 21 September

- Service was suspended for the rest of the day at 16:56, and restored at 09:36 on 22 September.
- During the evening of 21 September the Duty Librarian was able to contact all users and manually add credit the same day.

This poor performance was caused by the general Coldfusion issue which affected multiple related systems.

Disability Computing Support (DCS) for Students

- A meeting was held to discuss exam support staffing options. The aims were to:
 - Put in place a staffing structure able to respond to meet increasing student demand.
 - Put in place resiliency measures aimed at identifying additional support in the event of DCS/Helpline being at full capacity.
- After reviewing several possibilities, the group agreed that the most suitable option would be to hire student helpers to assist with 1st line support at the 2 main exam diets. This option was approved, with planning due to begin in preparation for the winter exam diet.

Disability Computing Support for Staff

- One call is ongoing: it began as a request for Voice Recognition software support and now includes an ergonomic mouse loan.
- There was a request to support a member of teaching staff who is hearing impaired and requires assistive technology in the teaching space. They were initially directed to Learning Technology & Web Services, as they provide mobile hearing loops and have knowledge of the technology. However, the call coincided with the attendance of a member of DCS staff at a KeyTools workshop where technology specifically designed to allow a hearing aid user to pick up responses and questions in a teaching environment was demonstrated. It seemed to be a technology which might suit the tutor's specific requirements so the relevant information was passed to them.

uCreate: software usage

Table 5: Number of uses 2015/16

Month	Aug	Sep*	Sep Total	Oct	Nov	Dec	Jan	Total 15/16
Photoshop CS6 / CC	813	CS6: 46 CC: 591	637					
Illustrator CS6 / CC	105	CS6: 7 CC: 47	54					
InDesign CS6 / CC	42	CS6: 9 CC: 17	26					
Premiere Pro CS6 / CC	7	CS6: 2 CC: 3	5					
Acrobat Pro 10 / DC	1752	CS6: 153 CC: 1057	1210					
Data-stream 5 Advance	26	2						

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

- Use of Photoshop, Illustrator and Acrobat is similar to the same time last year. There is a marked drop in the use of InDesign and Premiere Pro. As all Adobe applications are now bundled in a single annual Creative Cloud subscription, there is no impact and the less used software is at least available to the few who require it.

uCreate: poster printing

Table 6: Number of posters printed

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

- The number of plain posters printed at uCreate ML during September more than doubled compared with September 2014. Much of these were signage printed by staff in preparation for the start of term. Interestingly, one student printed 35 copies of the same poster, presumably for publicising an event.

uCreate: equipment loans

Table 7: Number of loans

Month	2013 / 14	2014 / 15	2015 / 16
Aug	2	9	5
Sep	9	7	16
Oct	12	17	
Nov	11	7	
Dec	6	4	
Jan	9	7	
Feb	5	13	
Mar	4	14	
Apr	13	4	
May	7	8	
Jun	4	10	
Jul	9	6	
Total	91	106	21

- Equipment loans during September more than doubled from previous years. This is likely a result of the success of Welcome Week in promoting IS services.

uCreate: Box of Broadcasts

- The British Universities Film & Video Council (BUFVC) now provide Box of Broadcasts (BoB) user statistics via their website rather than through the BoB interface, as shown in Table 8 below:

Table 8: Box of Broadcasts usage and registrations

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

- Box of Broadcasts usage and new subscribers is well down on last year's numbers. Only clip creation is steady though accessed by only a handful of users. A publicity campaign is required to reverse this trend.

uCreate: other

- All 17 replacement machines have now been installed at uCreate.

DCS: other

- The TextHelp Read&Write Gold site wide maintenance contract for 2015/16 has been paid for by IS. It is in the process of being upgraded in the Open Access labs from version 11 to 11.5.
- There is now an accessible study room the Mary Bruck building at KB. The computer here is provided by LTSTS and the monitor from DCS.
- Deployment of replacement Accessible PCs is ongoing. Murray Library open access APC and Law Library PC have been deployed. Still to be deployed are New College Library and Manson Study Room, Moray House and Hugh Robson basement Lab Accessible PCs.
- A successful service review meeting was held with Student Disability Service and other stakeholders on 23 September.

Helpdesk services: focus on Moray House Library

Introduction

- Moray House library has undergone changes within the building in preparation for the academic year. The emphasis is providing additional study space while still providing easy access to print resources within the library.
- The new student accommodation Holyrood North is almost completed. The prediction is that students from this area will come to Moray House Library as a first point of call in search of open access computing and study spaces, as well as for any IT problems and card replacement services.
- In preparation for this the library has undergone a slight refurbishment and stock management over the past 4 to 5 months in order to provide more study space and make the library environment more pleasant.
- Many of our enquiries that are recorded through Quick Call have reflected these changes. See the Moray House Library section on Quick Call below.

Estates and Building work

- To provide extra study space the plan was to utilise the space on the mezzanine level. The mezzanine level already had some study desks and open access PCs as well as book stock. This area was cleared by the beginning of August with books moved to other areas (as described in collections management section below) and shelving taken away. Furniture for this area is expected to arrive in the week beginning 10 October and from there electrical points can be installed in order to allow student laptops and other equipment to be charged.
- The ground floor open access PC area has been repainted and looks brighter and more welcoming.
- Large "Silent Study" signs are now displayed on the wall in the mezzanine level and on the ground floor. Due the open plan nature of Moray House Library (MHL) there has always been a problem with noise. However MHL staff believe there has been a slight improvement, with the study areas being a bit quieter in comparison to September last year.
- New chairs replaced the chairs at the open access PC's on the ground floor, again making the study area more comfortable and welcoming.
- There is a number of disruptive works being undertaken within the Moray House campus, which is having an effect on the library environment and the enquiries we are receiving. Landscaping works are being undertaken behind the library which was formerly the car park. The works are expected to finish by January 2016.

Collections management

- It also contained the rest of the Library of Congress sequence and the children's Library of Congress and children's Dewey books. For better access and continuity, it was agreed with the Academic Support Librarian, and the former Library Services Manager that the Library of Congress books would be better on the first floor. From April 2015 MHL has undergone a book weeding project in liaison with the ASL and the Collections Lifecycle Manager. 1149 books have been withdrawn and the project is still ongoing. This has allowed space to be freed up on the first floor and allowing the Library of Congress books on the mezzanine level to be integrated into the rest of the stock. The children's section was moved down to the rolling stacks and is still in the process of being reclassified by a member of cataloguing staff.

DiscoverED and Alma

- The implementation of two new systems for circulation, cataloguing and acquisitions and accessing resources was a huge change for all MHL staff. Although there have been a few issues to sort, such as Reserve lists and processes for Acquisitions, MHL staff are now fairly competent in using both systems. Training from L&UC was also helpful. Communications from SMEs from the Main Library were very supportive and helpful for staff.
- Extra training was implemented for evening staff returning from the summer vacation period. This included hands on training sessions and shadowing with staff who were already competent in using Alma.
- The MHL Helpdesk supervisor was an original trainer in Alma and has also been providing advice and support for MHL staff.

Conclusion

- The past few months have been very challenging and productive period at MHL. Staff have had to cope with a major changes with the implementation of Alma, DiscoverEd, stock moves, and building works. The changes all over the School of Education campus has had an effect on enquiries within the library as many come to us as the first port of call. I believe providing the library staff with information on what is happening across campus and within IS is the key to help cope with changes that are going on and to answer enquiries competently and efficiently in line with our Customer Service Excellence.

Helpdesk services: other sites

Main Library

- Main Library activities are reflected in the reports detailing start of year, laptop loans, lockers rental, etc.

ECA Library

- After a quiet Welcome Week, business has picked up considerably from Week One onwards, particularly with printing enquiries. Library Services Manager prepared a Cloud Printing Help Sheet for our users designed to cover the basics of the service and provide troubleshooting tips for some common problems encountered by ECA students, particularly when printing large graphics files. This is being handed out by the Helpdesk team when assisting users.
- We have continued with Alma-related collections work following on from the migration. As with other sites, this has included checking the status of 364 items

which were assigned a “Technical – migration” status, most of which had been flagged as “Missing” on Voyager. After a shelf check and the withdrawal of items that have been missing since the full stock check conducted as part of the reclassification to Library of Congress in 2013, there are now only 80 items remaining “Missing”. Another task has been changing the Alma Holdings locations for 154 journal titles moved to our on-site store earlier in the summer.

- On 9 September the library became the home of a sculpture from the University collections: a bust of the prominent ECA benefactor Andrew Grant. The sculpture was created by leading Scottish sculptor and ECA academic Kenny Hunter to mark the 85th anniversary of the Andrew Grant Bequest earlier this year. More details can be found on the ECA Library blog here: <https://sites.eca.ed.ac.uk/ecalibrary/2015/09/10/eca-library-welcomes-new-artwork/>

Law & Europa Library

- A new 3M selfcheck machine and two 946 staff workstations, 1 with a book return box, have been installed. The selfcheck machine will provide additional opportunity for users to self-issue/return books in 2015/16, but is mainly intended to support the service on upper floors of the temporary Law Library in David Hume Tower (DHT) from next Summer and then in the refurbished Law Library in Old College from 2018. The two 946 staff workstations will allow RFID tagging of the Reserve collection in advance of the moves.
- Decant to DHT and Old College refurbishment meetings continue. The Director of L&UC and the Helpdesk Manager, Sites visited the library to look at the collections.
- The Helpdesk is running a Reserve reshelving experiment in preparation for the move to DHT. All Reserve returns are being placed on a trolley, students are then able to find books here and issue them. So far there have not been too many problems with books not being issued and it has, as hoped, substantially cut down the amount of staff shelving time.

New College Library

- Dr. Funk (the major New College Benefactor) visited on 14 September and presented us with the last cheque towards the Funk projects.
- The LSM spent the afternoon with architects looking at the layout of the Library at the request of the Fire Officer 15 September, and an inspection by the Fire Officer took place on 25 September.
- There was a Book sale preview for academic staff and book sale helpers on 15 September, and the Book sale on 16 and 17 September raised £1,800.
- A donation of books has been received towards the next book sale.
- The start of the new academic year meant we were busier than usual with reserve work.
- Following a successful pilot last year, New College Library staffing on Saturdays has been strengthened to 2 staff.
- New College Library was open to the public for Open Doors Day 26 September.

Noreen & Kenneth Murray Library

- The LSM with Academic Support Librarians helped with tours of the Library for the Dutch Librarians from University of The Hague on 25 August, and also for MSc Biology students on 15 September.
- The Helpdesk registered 20 SRUC students in September and 3 so far in October.
- The team has also been busy with issuing replacement cards (not new users) with 87 produced in September and 21 so far in October.

Medical/VetMed Libraries

- A number of Talis lists are being passed to the team to review. Between 14 August and 30 September, 53 lists were reviewed in MVM totalling 75 hours of work.
- The Helpdesk supervisors and the LSM have become more familiar with using advanced searches of the Alma repository to detect missing and lost books, among other things. All staff have continued to gain more confidence in the use of both Alma and DiscoverEd.
- A worksheet has been produced for Helpdesk staff on DiscoverEd and a new section to the Helpdesk wiki is being developed with guidance and tips on using DiscoverEd.
- The LSM helped at an Evidence Based Medicine session for first year students, and attended an NHS librarians meeting at St John's Hospital.

Royal Infirmary Library (RIL)

- The stock check of the book collection has been completed. Work on items in Alma Technical migration has been completed, and missing lists are being considered for suppression or withdrawal.
- The Chancellor's building participated in the University Open Day on 26 September.

Western General Hospital Library (WGH)

- Workroom lights have been adjusted as they were very bright; they can now be dimmed.
- Cabling has been added to the new computer desks, but not all workstations have satisfactory networking, leading to a meeting being held on 2 October to try to sort this out.
- Technical migration lists completed, a missing book list was checked against the shelves, and books missing for more than 2 years were withdrawn.
- Journal de-duplication with the annexe has recommenced, with just a few titles still to check. This has resulted in a further 2 metres of shelf space being cleared.

The Lady Smith of Kelvin Veterinary Library (Vet)

- Checking of a collection of donated books has been completed, and checking of a further donation from another collection has commenced.
- Induction tours for Graduate Entry (GEP) students were carried out.
- Library staff have finished checking the 'Technical Migration' books on the shelves and marking them 'missing' in Alma. (The Vet library had a long list of items in technical migration.)
- A report with 'Tag suppressed' items was also run, some of the items are actually available in the Library and have been unsuppressed from DiscoverEd.
- Library tours for first year students were carried out in Week One.
- The school has made 7 iPad minis available for students and staff from Vet School for 3 hours loan. These can be issued on Alma at the desk. They have already been pre-booked by some of the members of staff to be used during practical classes.

Performance Indicators

Circulation 2015/16

- The circulation data from the Alma library management system is incomplete for August and September. This section of the report will be completed subsequent to 13 October.

Unidesk Library Helpdesks operator group: standard calls

- August figures show a rise in terms of 1 day completion rates of logged incidents either owned or passed on by the Library Helpdesk operator group compared with the same month in 2014. Indeed, completion rates across the board were improved on August 2014. This was achieved with a lower volume of calls.
- The percentage of calls open was very low, at 1% in August.

Table 9: Library Helpdesks incident resolution 2015/16 (2014/15 % in brackets)

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
August	85% (86%)	838 (of 986)	1% (3%)	73% (60%)	86% (81%)	91% (91%)

- The proportion of Calls by sub-category in August saw Card Services again being the most numerous sub-category (58%), followed by Books (11%) and E-resources (6%). This indicates that the introduction of the new library management system and DiscoverEd services did not cause a significant spike in Unidesk enquiries.
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. For example, a Science & Engineering undergraduate responded to say: “xxx at the KB Murray Library Level 1 help desk was very friendly and helpful”.
- See: <http://www.ed.ac.uk/is/satisfaction-survey>

Unidesk Quick Call: Start of Year

- 3858 quick calls were logged in Welcome Week rising to 5332 in Week One. A direct comparison cannot be made with the 2014 as the figures we hold relate to the period 1 to 25 September when the number of enquiries recorded was 10,464, but it looks as though the desks were busier this year.
- The vast majority of calls in Welcome Week (77%) were recorded in the Main Library, which is not surprising given the number of new student events taking place in and around George Square during that week. The number of calls recorded in Week One increased greatly in all site libraries except the Western General Hospital library, with Law & Europa Library recording over 3 times the number in Welcome week.
- Figures 1 and 2 show the breakdown of Quick Calls by site:

Figure 1: Quick Calls by Standard Solution by site Welcome Week 2015

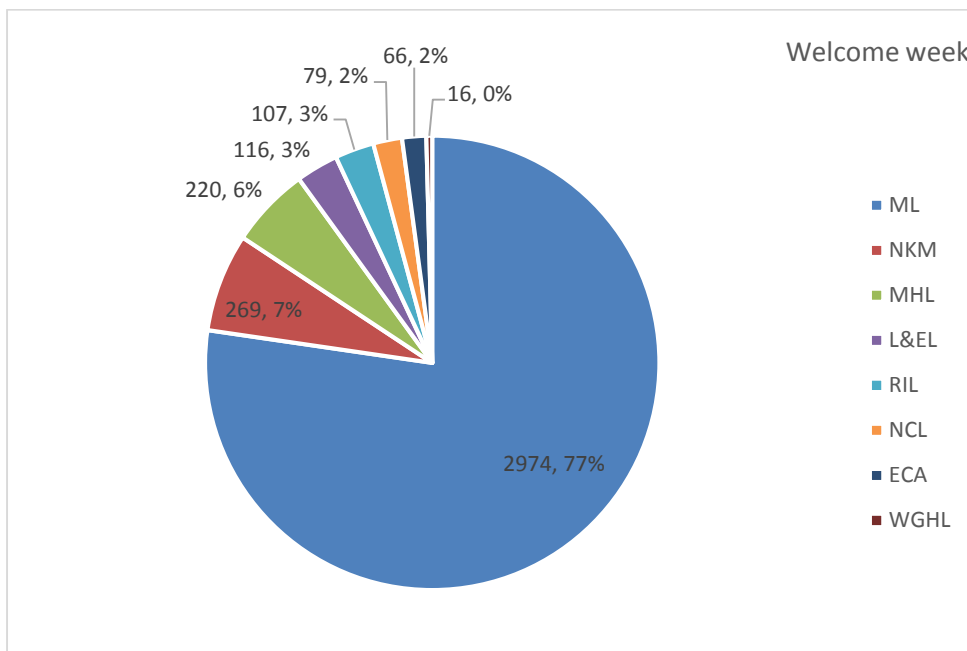
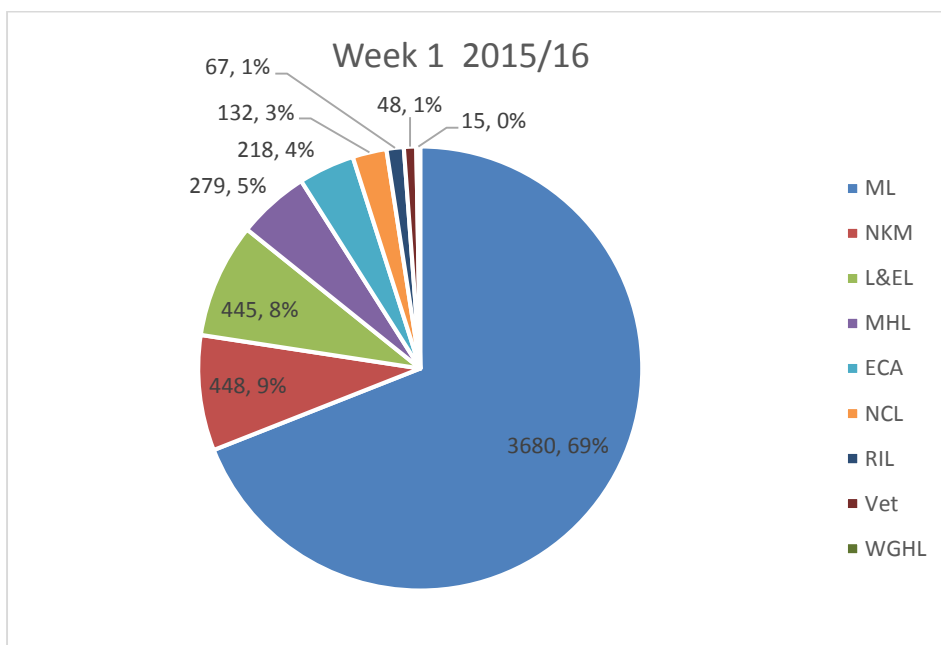


Figure 2: Quick Calls by Standard Solution by site Week One 2015



- Tables 15 and 16 below show the top 10 enquiries during these 2 weeks. In Welcome Week the top enquiry related to student cards, with 402 of the 443 occurring in the Main Library. The Murray Library saw 27 card enquiries, Moray House 5, Vet 3 and Royal Infirmary 1.
- Enquiries regarding how to print were the second most numerous, but if we add 'Printing: other' and 'Printing: technical problems' calls then printing issues become the most numerous with a total of 556 (14.4%).
- IT Help was given at the Helpdesks 349 times, but if adding the number of 'IT help: other' enquiries increases the IT Help sought to 463 (12%). Requests for help with

finding material, either on the shelf or through the catalogue, also raised a significant number of calls, together accounting for 10.3% of the total.

- In Week One the pattern shifts more towards finding material (15.2% when catalogue and shelf enquiries are added together) and circulation related enquiries, and self-issue/return queries more than doubled although printing issues were the highest in this week. IT Help requests at the Helpdesks dropped by 50% over the 2 weeks and card queries also fell from 11.5% of the total to 8.9%.

Table 10: Top 10 Quick Call standard solutions Welcome Week 2015

Welcome Week			
Rank	Standard Solution	No	% of total
1	Card: queries	443	11.5%
2	Printing: how do I?	408	10.6%
3	IT help: Helpdesk	349	9.0%
4	Direction/information	278	7.2%
5	Finding material: locating material on the shelf	245	6.3%
6	Circulation: enquiries	213	5.6%
7	Finding material	155	4.0%
8	Print credit enquiries	152	3.9%
9	Circulation: self-issue/return	120	3.1%
10	IT help: other	114	3.0%

Table 11: Top 10 Quick Call standard solutions Week One 2015

Week 1			
Rank	Standard Solution	No	% of total
1	Printing: how do I?	560	10.5%
2	Finding material: locating material on the shelf	514	9.6%
3	Card: queries	476	8.9%
4	Circulation: enquiries	417	7.8%
5	Circulation: self-issue/return	340	6.4%
6	Finding material	299	5.6%
7	Direction/information	276	5.2%
8	Print credit enquiries	270	5.0%
9	IT help: Helpdesk	239	4.5%
10	Photocopying: how do I?	124	2.3%

- Figures 3 and 4 below show a complete breakdown of the standard solutions for Welcome Week and Week One.

Figure 3: Welcome week 2015

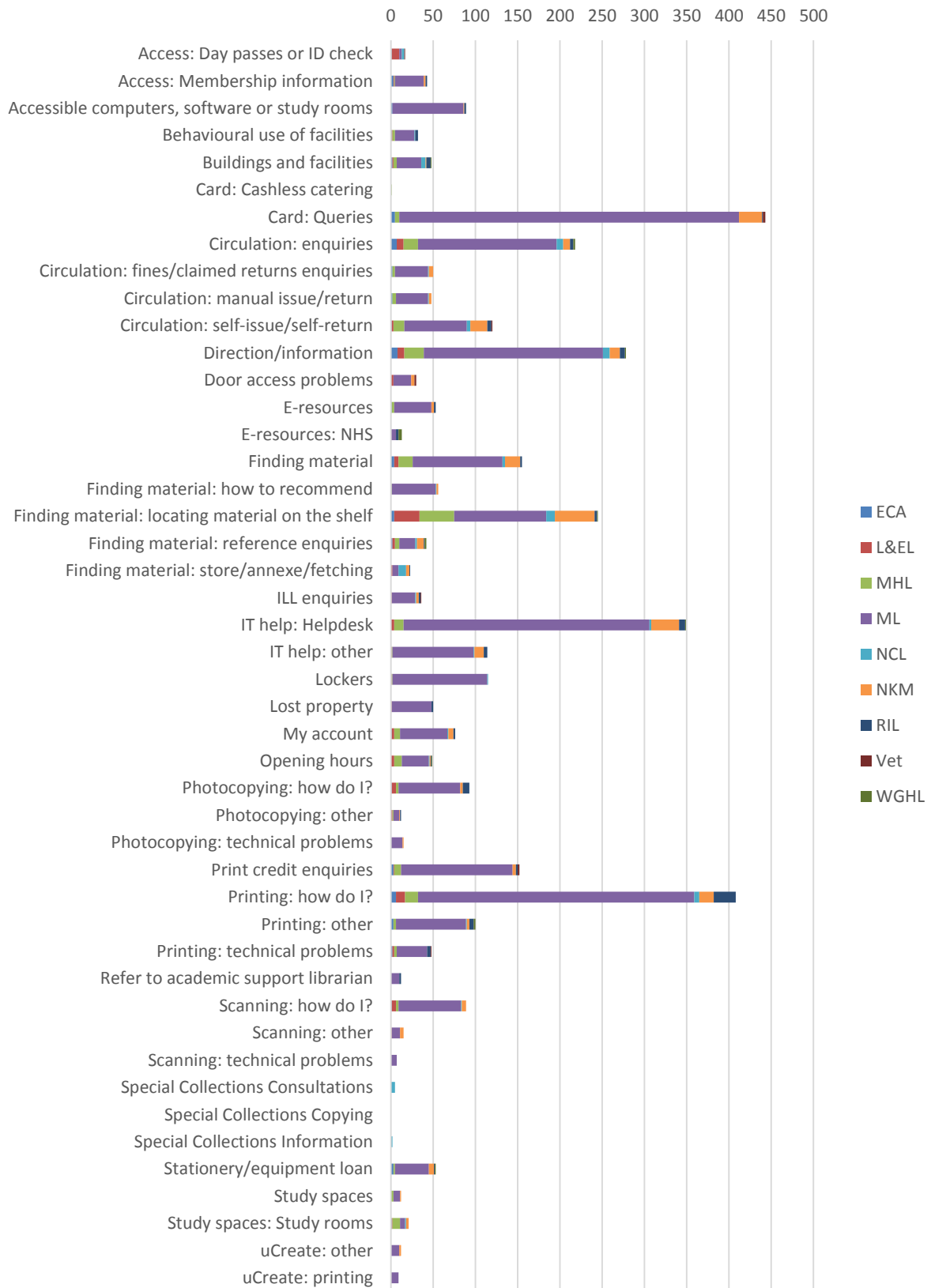
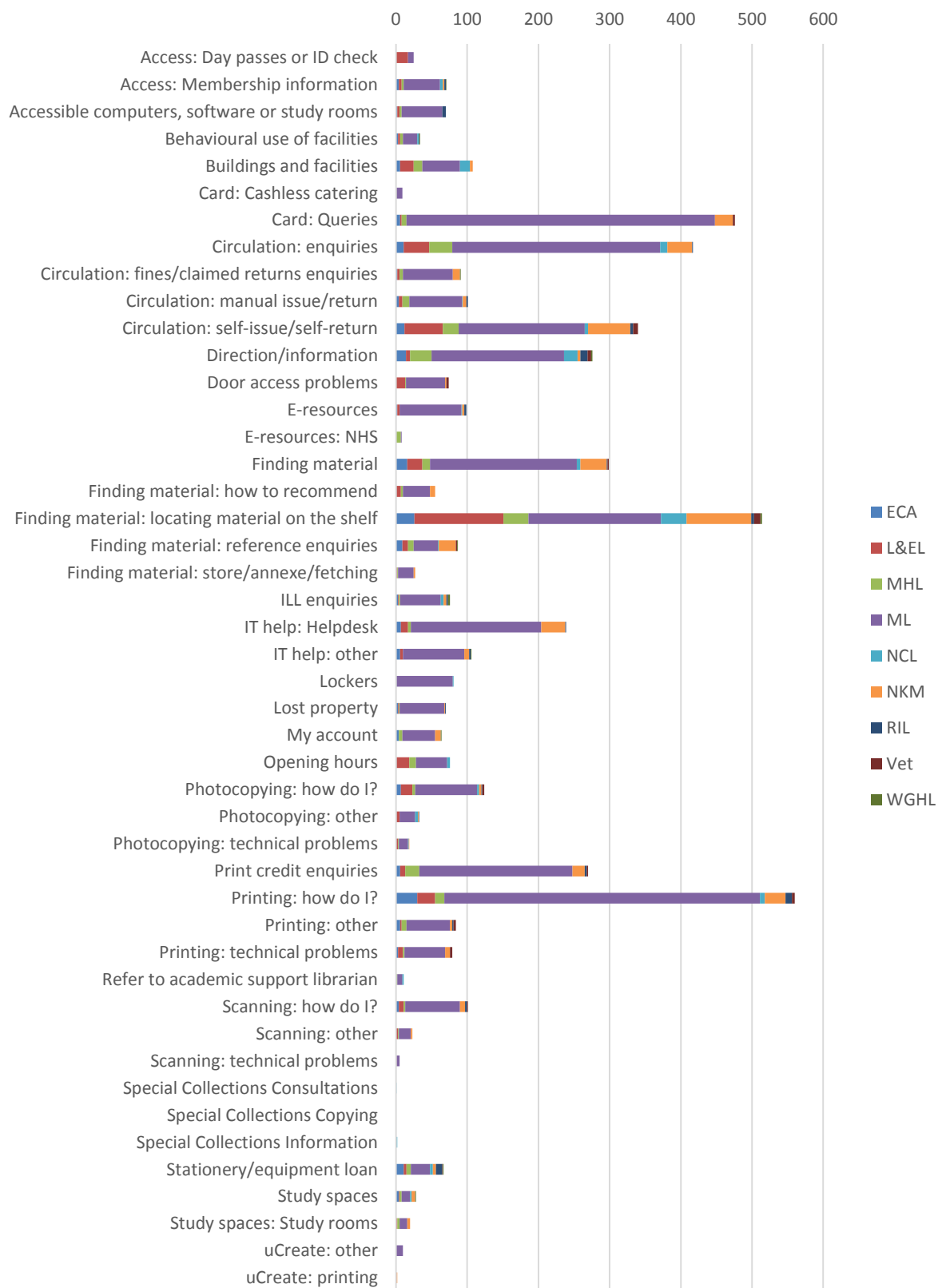


Figure 4: Week 1 2015



Unidesk Quick Call: focus on Moray House Library

- Table 17 below shows a dramatic increase between August and September in finding material, direction/information and circulation enquiries, all increasing around the 60-65% mark. This is expected for Welcome week and week one of semester as students try to find their way around and how the library works.

Table 12: Top 5 Quick Call standard solutions Moray House Library August and September Welcome Week and Week One 2015

Top 5 enquiries	Aug 2015	Welcome week and week one	Difference
Moray House Library		(Sep 2015)	
Finding material: locating material on the shelf	33	76	Increase 56.5%
Printing enquiries	29	28	Decrease 3.5%
Print credit enquiries	25	28	Increase 10.7%
Direction/information	18	53	Increase 66%
Circulation enquiries	17	49	Increase 65.3 %

- The large increase in direction/information enquiries are possibly due to building works going on within the campus. The area behind the library which was formerly a car park is now undergoing landscaping works to turn it into a garden. The usual routes into this area have changed, although there is pedestrian access the entrance way to get to other buildings in the quad such as Thomson's and Paterson's Land, but it is still slightly confusing for users and staff have received many any enquiries on how to access other areas of the campus and where is now suitable to park.
- Although there is an increase in finding material from August to September 2015 the figure has actually decreased by 20% from September 2014's figure. Due to the implementation of DiscoverEd, which appears to be much more user friendly and clearer to search for the students, this may be the reason the figures have decreased. The documentation and posters advising students of the changes and how to search, plus the workshops the ASL has provided on DiscoverEd seems to also have a positive effect on students searching for resources and requesting items.
- A slight decrease and only a small increase in printing and print credit enquiries could be due to the fact that the Moray House semester pattern is slightly different. Many of our students begin in the middle of August and have to begin class exercises and coursework almost immediately. Induction talks are given by the Academic Services Librarian and tours of the library are given by Library staff from mid-August. These also include advice on how to activate computing and printing accounts.
- This can also be seen by looking at other sites enquiries for print credit and printing over the same period as illustrated in the table below:

Table 13: Top 5 Quick Call Printing and Print credit standard solutions at Sites August 2015

Site	ECA	LAW	MHL	ML	NCL	NKM	RIL	Vet	WGH
Printing	2%	22.2%	29.3%	15.1%	1%	10.1%	14.1%	4%	2%
Print credit	0%	3.1%	37.8%	24.2%	0%	18.2%	12.1%	4.5%	0%

- Another reason could be international students need banking letters and documentation within the first few weeks of beginning university. Moray House does include a high number of students in this category due to providing courses on English Language teaching, plus there is a large contingent of international students staying in accommodation nearby.
- The MHL Helpdesk staff have noticed a difference in the number of enquiries on activating computer accounts and resetting passwords. Last year many students encountered problems activating their Office 365 account and EASE passwords. There seems to be a considerable difference in IT Helpdesk enquiries this year with a 48.8% decrease in comparison to September 2014. The students have better instructions and communication on how to activate their accounts. The Library Services Manager asked students when conducting tours if they had managed to set up their Office 365 account and the majority had. There may also be a decrease in students coming to the desk with IT enquiries as there is now the option to reset EASE passwords on the PC Kiosks, as well as activating their computer account and being able to register for wireless.

Barry Croucher 08 October 2015

Revised 12 October 2015

Appendix 1: Moray House Library selfcheck usage August 2014 to August 2015

- The data for this report is derived from the 3M Command Centre software.
- The report covers the period 01 August 2014 to 31 August 2015, and includes both self-issue and self-return.
- Over this 13 month period, there were 77348 self-service transactions; of this, 42410 (55%) were self-issues and 34938 (45%) were self-returns.
- For self-issue this reflects a range in actual transactions from 827 in August 2015 to 8593 in March 2015, with an average of 3262 self-issues per month; for self-return usage ranged from 854 self-returns in July 2015 to 7113 in March 2015, with an average of 2688 self-returns per month.
- In August 2015 there were 2192 self-service transactions – 89% of the total in August 2014. The use of the self-issue facility in subsequent months this Session will establish whether there is a downward trend in usage.
- The pattern of use displayed over the 13 month period shows two peaks, in November and especially March-April; November accounts for over 12% of the total self-service transactions and March-April 34%.

Figure 1 SELF-SERVICE TRANSACTIONS, AUGUST 2014 TO AUGUST 2015, MORAY HOUSE LIBRARY

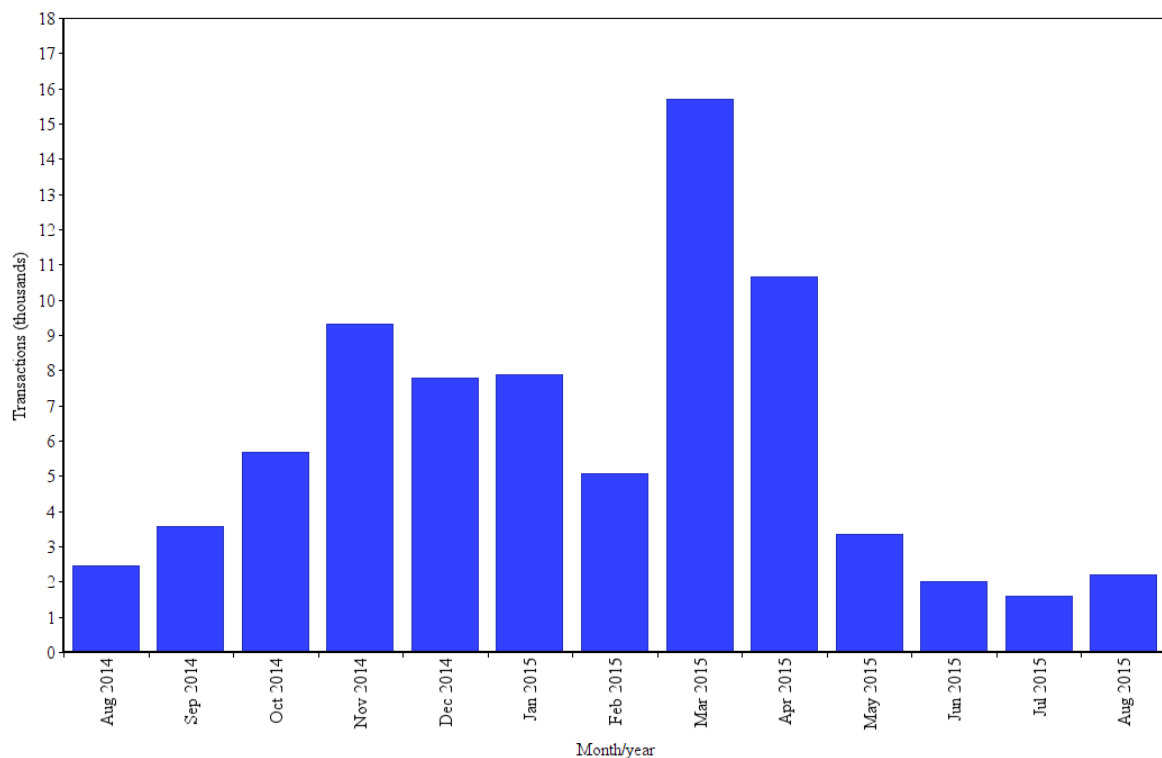


Figure 2 SELF-ISSUE AND SELF-RETURN, AUGUST 2014 - AUGUST 2015, MORAY HOUSE LIBRARY

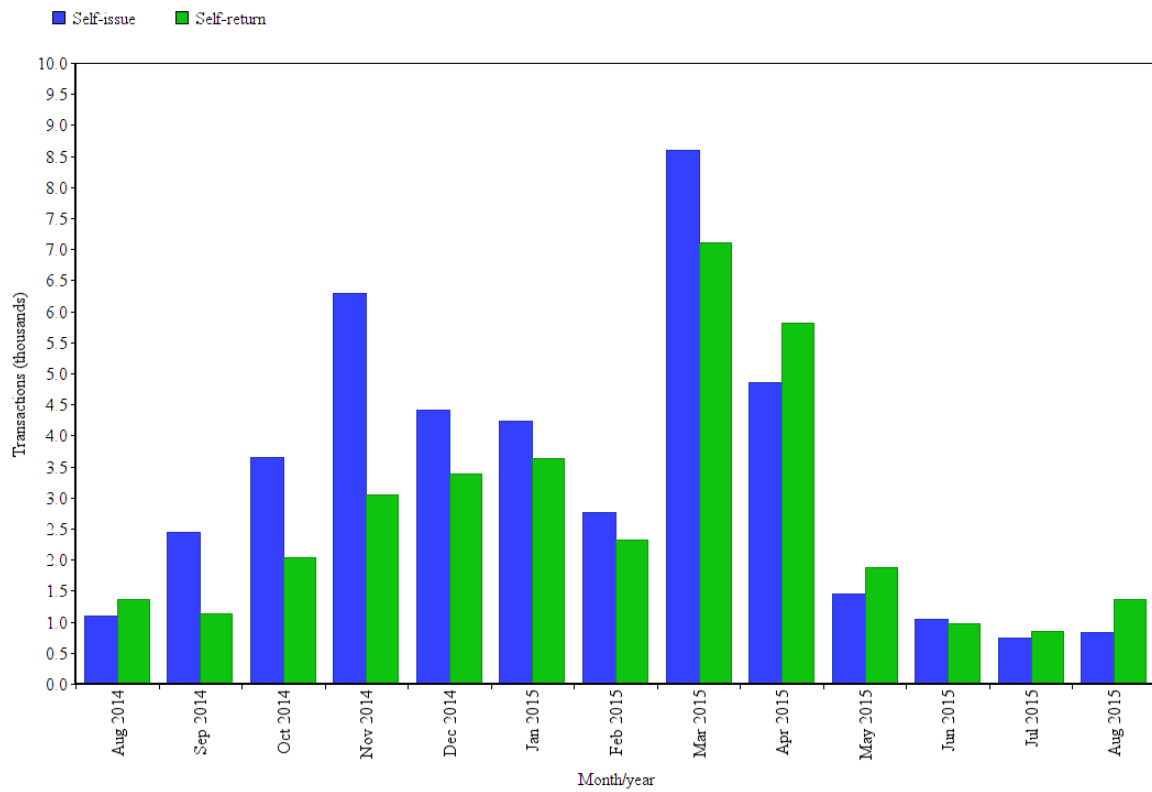
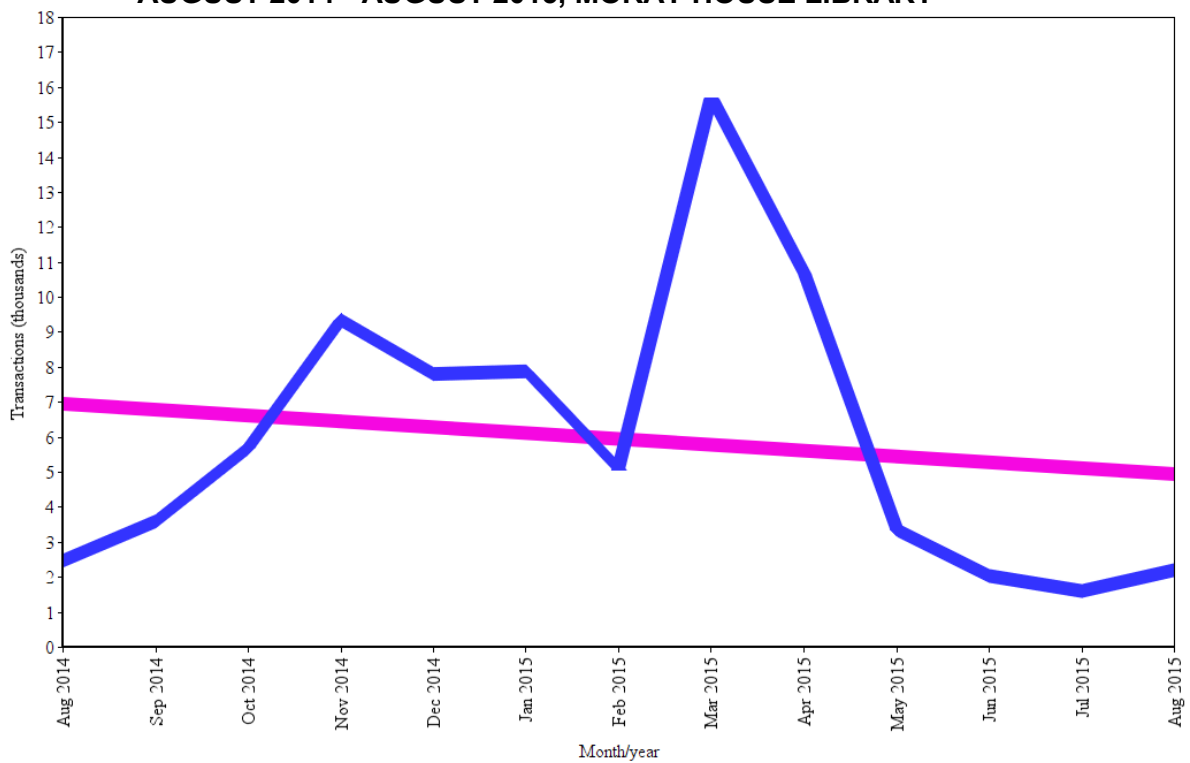


Figure 3 SELF-SERVICE TRANSACTIONS ANNUAL PATTERN AND OVERALL TREND, AUGUST 2014 - AUGUST 2015, MORAY HOUSE LIBRARY



- The general pattern of use in Moray House library is similar to overall usage in the site libraries, although the period of peak usage in the first semester is more concentrated than is shown by the average figures, and Moray House library also shows a more extreme pattern of troughs and peaks.
- For example, self-service transactions in September-October 2014 accounted for 12% of the overall total in Moray House library, compared with 19.6% for the site libraries as a whole; in March 2015, self-service transactions were 20.31% of the overall total, but in the site libraries as a whole this was only 14.64%.

Figure 4 SELF-SERVICE TRANSACTIONS ANNUAL PATTERN COMPARING MORAY HOUSE LIBRARY WITH ALL SITE LIBRARIES, AUGUST 2104-AUGUST 2105

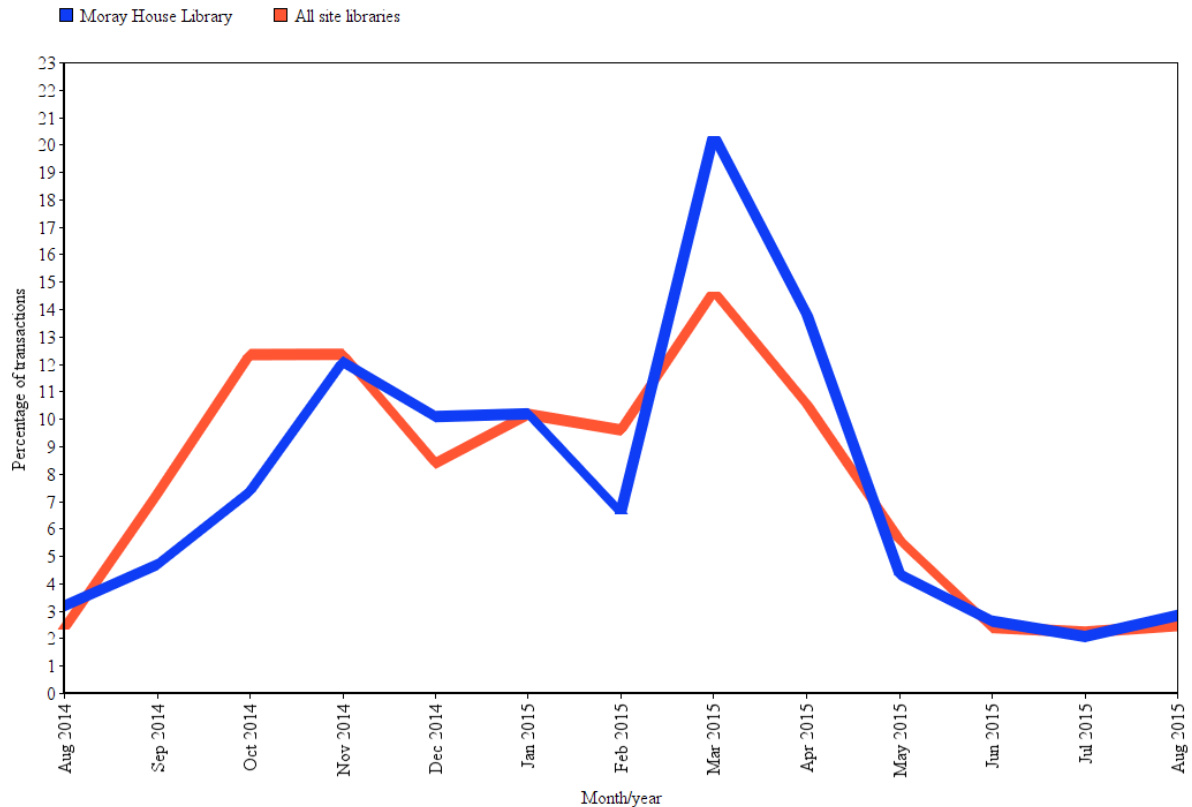


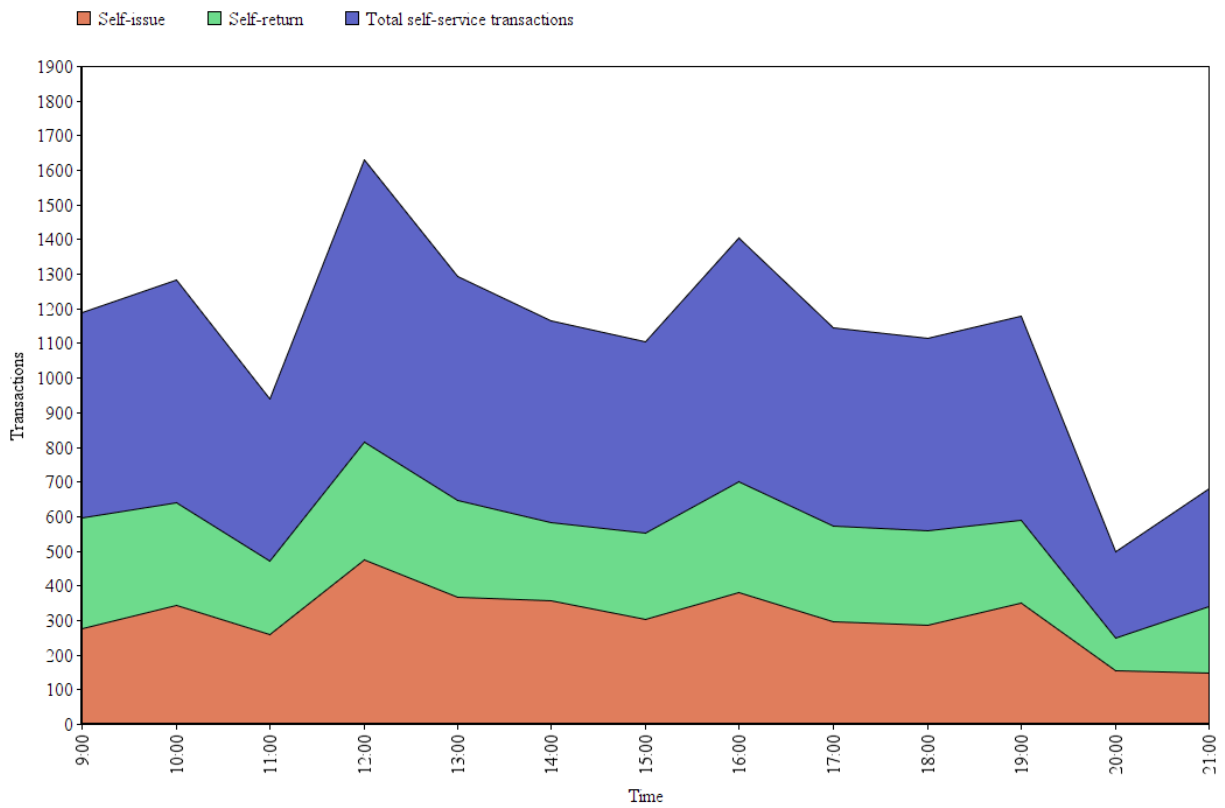
Figure 5 SELF-SERVICE TRANSACTIONS BY DAY OF THE WEEK, AUGUST 2014- AUGUST 2105, MORAY HOUSE LIBRARY

Monday Tuesday Wednesday Thursday Friday Saturday Sunday



- Over the 13 month period, the greatest use of the self-service facility was on a Monday and Tuesday, accounting for 22.57% and 19.18% of self-service transactions respectively.
- Friday was the quietest day but this is a marginal distinction; the breakdown shows that 16.32% of self-service transactions occurred on a Wednesday, 16.99% on a Thursday, and 14.45% on a Friday.
- Saturday accounted for 5.36% and Sunday for 5.14% of self-service transactions.
- 15706 (20.3%) of the self-service transactions in the period August 2014-August 2105 took place in March 2015. This breaks down to 8593 (20.26%) self-issues and 7113 (20.36%) self-returns.
- In March 2015, the busiest days were Monday and Tuesday which together accounted for 7304 (46.5%) self-service transactions in the month; of this, 3996 were self-issues and 3308 were self-returns.
- Usage of the self-service facilities peaked at midday, the hour 12:00-13:00 accounted for 11.14% of total usage on these days. Self-service transactions decreased sharply after 20:00, and self-issues and self-returns between 20:00 and 22:00 accounted for 7.53% and 8.68% respectively of the overall totals.
- The busiest days in March 2015 were Monday 9 March and Tuesday 10 March which together accounted for 2782 self-service transactions (17.7% of the total for the month); of this, 1457 were self-issues and 1325 were self-returns.

Figure 6 USE OF THE SELF-SERVICE FACILITY BY HOUR, MONDAYS AND TUESDAYS IN MARCH 2015, MORAY HOUSE LIBRARY



- On Mondays and Tuesdays in March 2015, the average number of user log-ins per hour was 28, and the average number of transactions per user was 4.

Figure 7 USER LOG-INS, MONDAYS AND TUESDAYS IN MARCH 2015, MORAY HOUSE LIBRARY

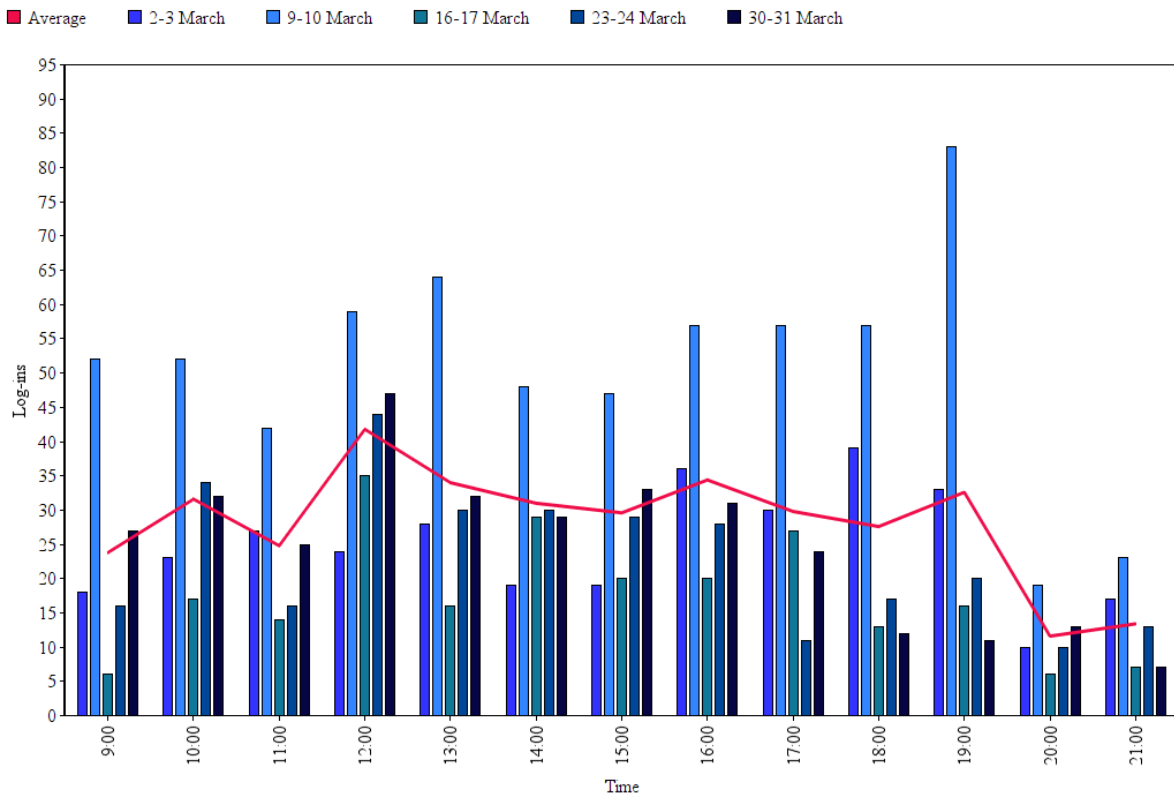


Figure 8 USER TRANSACTIONS PER LOG-IN, MONDAYS AND TUESDAYS IN MARCH 2015, MORAY HOUSE LIBRARY

