Help Services

Service Report for 6th July to 30th September 2016

Exceptional Service Activities

- The Help Services Section report for this period focuses on the Law Library site activities.

Opening Hours

- The Lady Smith of Kelvin Veterinary Library (Vet Library) operated its summer pattern of 09:00 to 17:00, Monday to Friday, until 31 July. The Library resumed full opening hours on 1 August: 09:00 to 18:00, Monday to Friday.
- The other libraries maintained their normal opening hours throughout the summer until planned changes came into effect timed to meet user need at start of year.
- Main Library building remained open overnight 11 through 12 August: usage was down year on year.
- Moray House Library commenced evening opening to 8pm on 22 August: this was a week later than expected but was effected to coincide with the arrival of PGDE students.
- Main Library Helpdesk opening reverted to Semester pattern week commencing 5 September in order that there was full service for Arrival weekend.
- Other libraries commenced Semester service hours on 19 September.
- From week beginning 20 June to week beginning 5 September, the usual Summer Site Libraries training programme took place whereby opening hours are not affected but the Helpdesk opens at 10:15am one day a week in order to undertake on site training. The day assigned to each library was: Monday – Law; Tuesday – Noreen & Kenneth Murray Library; Wednesday – ECA; Thursday – Moray House; Friday – New College.
- Estates staff on duty in David Hume Tower face a difficulty in securing the DHT building while providing access for Law Library users. As a trial, it has been agreed with the School of Law that access after 9pm Monday-Thursday should be by University card and PIN. This means that non-card holders (reference users, SCONUL Access, Alumni) will need to gain access prior to 9pm.

Open Day Doors Open Days

- Saturday 24 September was Undergraduate Open Day and also the first of 2 days of the annual Edinburgh Doors Open event.
- The Duty Manager reported the day went very well as the student helpers were great at engaging the prospective UGs, the Deputy Director of USD assisted from 12 noon and additional assistance came from the IS Helpdesk. There were over 2,000 visitors, 900 of these before 12 noon, so it was very busy all day, but we managed to give visitors a good impression of the library.
- The planned opening of the Centre for Research Collections did not go ahead but instead there was continuous showing of the 1967 film of the Main Library in a first floor meeting room 1:07, and this was repeated on Sunday 25th.
- The Royal Infirmary Library opened between 9am and 3.30pm for the Open Day on Saturday 24 September and had a total of 237 visitors on the day. A member of Helpdesk staff was present to answer questions on services and collections.

Start of Year

Arrival weekend 10 and 11 September

- Main Library Helpdesk operated full service on Arrival weekend, with Reception open from 08:30 and Helpdesk service from 12 noon.
- On 10 September Reception had to cope with some fairly lengthy queues and the following list is a flavour of the sort of questions asked:
    - Can I get my student card today? I really need it for bank/gym/railcard. Can I get in without my card? These were a clear majority and time-consuming (up to 5 minutes each as they often led to follow-up questions).
    - How can I open a bank account?
    - Can I print before getting my card? A lot of new students need to print essential documents.
    - Accommodation Services told me to come to the library for my card.
    - Directions
    - Where is my department?
    - Where do I submit my immigration/visa documents?
    - Where are King's Building etc?
    - Studies-related queries.
    - Queries about EUSA related events.
    - Various questions from anxious parents.
- On 11 September Card Services operated a card collection and production event in the Main Library intended for international students, but no students were turned away. A student helper was just inside the entrance/at entrance to help way-find our new users to the card collection event with access via the West door. This helped Reception by removing this group of users from the reception queue. It is desirable that Card Services operate on the Saturday of Arrival weekend in 2017 to improve the student experience.
- The IS Library stand at the International Arrival event in Appleton Tower which was staffed by Help Services and an ASL was able to field a wide range of enquiries including promoting Get Connected and the card event.

Quick Call, Welcome Week 2016
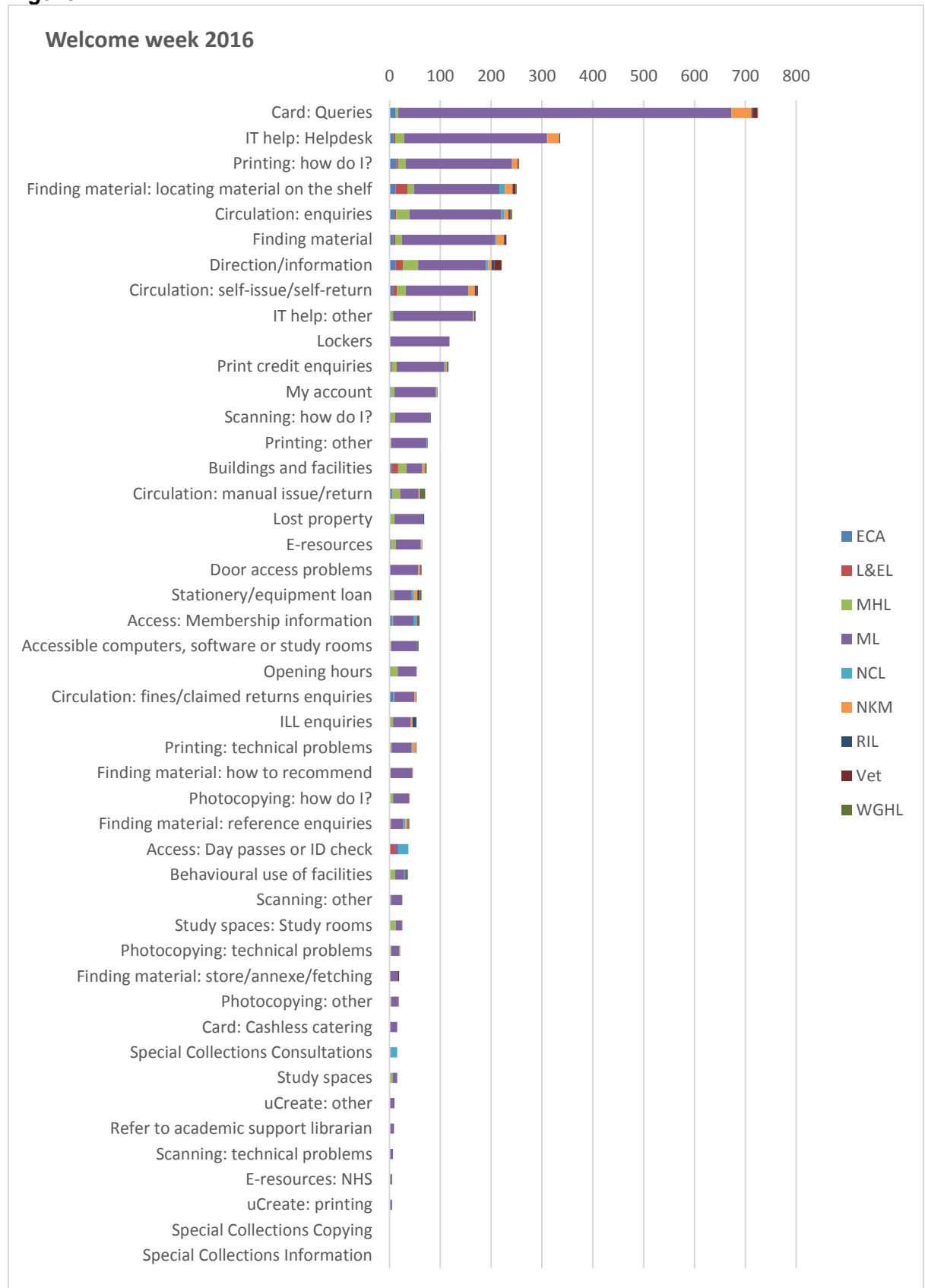
- During Welcome Week a total of 4,204 quick Calls were recorded, the vast majority, 3,285 (78%) at the Main Library. This result was to be expected, since the Main Library is the focus of Welcome Week events, with card collection, Get Connected IT clinics and 'welcome' information stalls and library tours all taking place there. Moray House library recorded 291 calls (7%) of the total.

Figure 1: total number of Quick Calls across the various libraries in Welcome Week
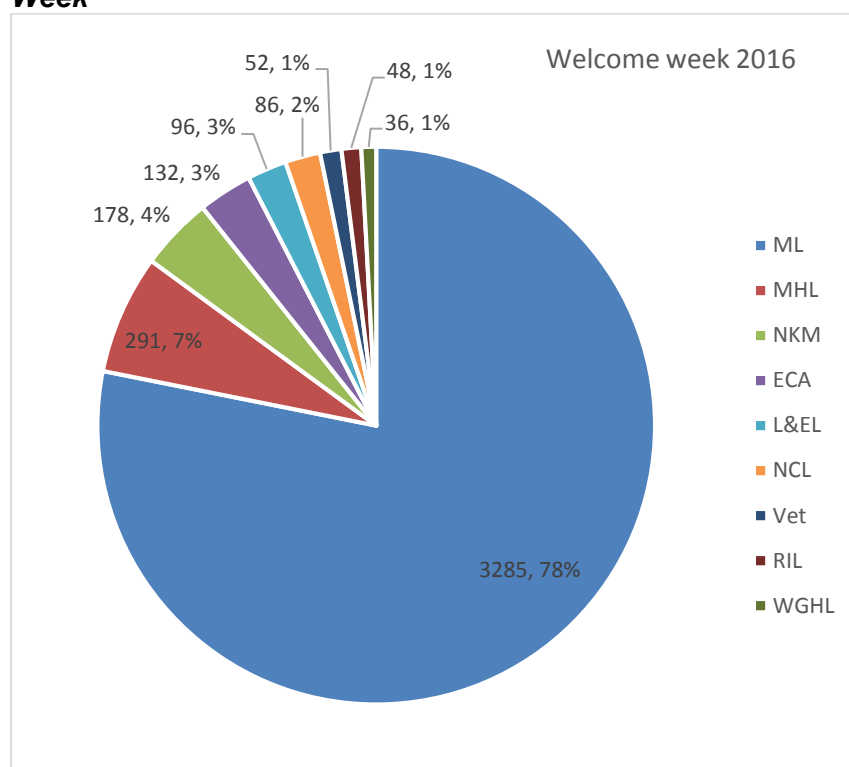
- Card queries accounted for 17.2% of the total, with over 90% of these recorded at the Main Library. As the main card collection event took place here this is unsurprising. The Noreen and Kenneth Murray library also saw a higher than usual number of card related enquiries (39).
- Although a long way behind card queries, IT related enquiries were the next most frequent calls recorded by Helpdesks (336), again with the majority, 281 (84%), occurring in the Main Library. IT enquiries were closely followed by requests for help with printing (255), Circulation (250) and Finding material (251).
- Quick Calls recorded at Helpdesks do not give the whole picture of the questions asked by students in Welcome Week as there were student helpers stationed in the Main Library foyer and at the ground floor printing point to help deflect traffic from the Helpdesk and also information/welcome desks on both the first and ground floors which helped with numerous directional and collections related enquires.
- Figure 2 on the next page shows the breakdown of calls by standard solution.

Figure 2

Welcome week 2016

Category
Card: Queries
IT help: Helpdesk
Printing: how do I?
Finding material: locating material on the shelf
Circulation: enquiries
Finding material
Direction/information
Circulation: self-issue/self-return
IT help: other
Lockers
Print credit enquiries
My account
Scanning: how do I?
Printing: other
Buildings and facilities
Circulation: manual issue/return
Lost property
E-resources
Door access problems
Stationery/equipment loan
Access: Membership information
Accessible computers, software or study rooms
Opening hours
Circulation: fines/claimed returns enquiries
ILL enquiries
Printing: technical problems
Finding material: how to recommend
Photocopying: how do I?
Finding material: reference enquiries
Access: Day passes or ID check
Behavioural use of facilities
Scanning: other
Study spaces: Study rooms
Photocopying: technical problems
Finding material: store/annexe/fetching
Photocopying: other
Card: Cashless catering
Special Collections Consultations
Study spaces
uCreate: other
Refer to academic support librarian
Scanning: technical problems
E-resources: NHS
uCreate: printing
Special Collections Copying
Special Collections Information

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

Quick Call, Week 1 2016

In Week 1 the number of calls recorded across all sites rose to 5,201, and increase of 23.7% on Welcome Week. The Main Library again accounted for the majority of calls, although its share fell slightly to 73% – despite recording 541 more calls than in Welcome Week. Most of the other libraries saw significant increases in the number of calls recorded (with the exception of Moray House and Western General Hospital). The increases on Welcome Week figures ranged from 57% at the Noreen and Kenneth Murray Library to 148% at the Law Library. This is to be expected given the return to Semester opening hours across all sites and the presence of returning students. Moray House Library's decreased share is also to be expected given that many of their new students start in August.

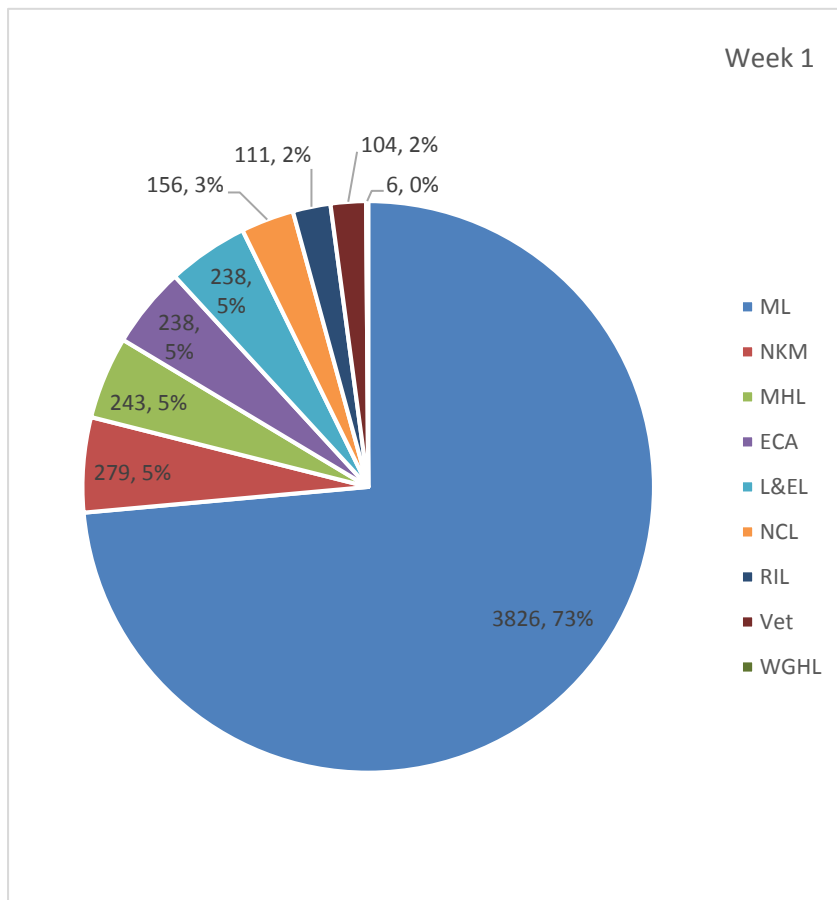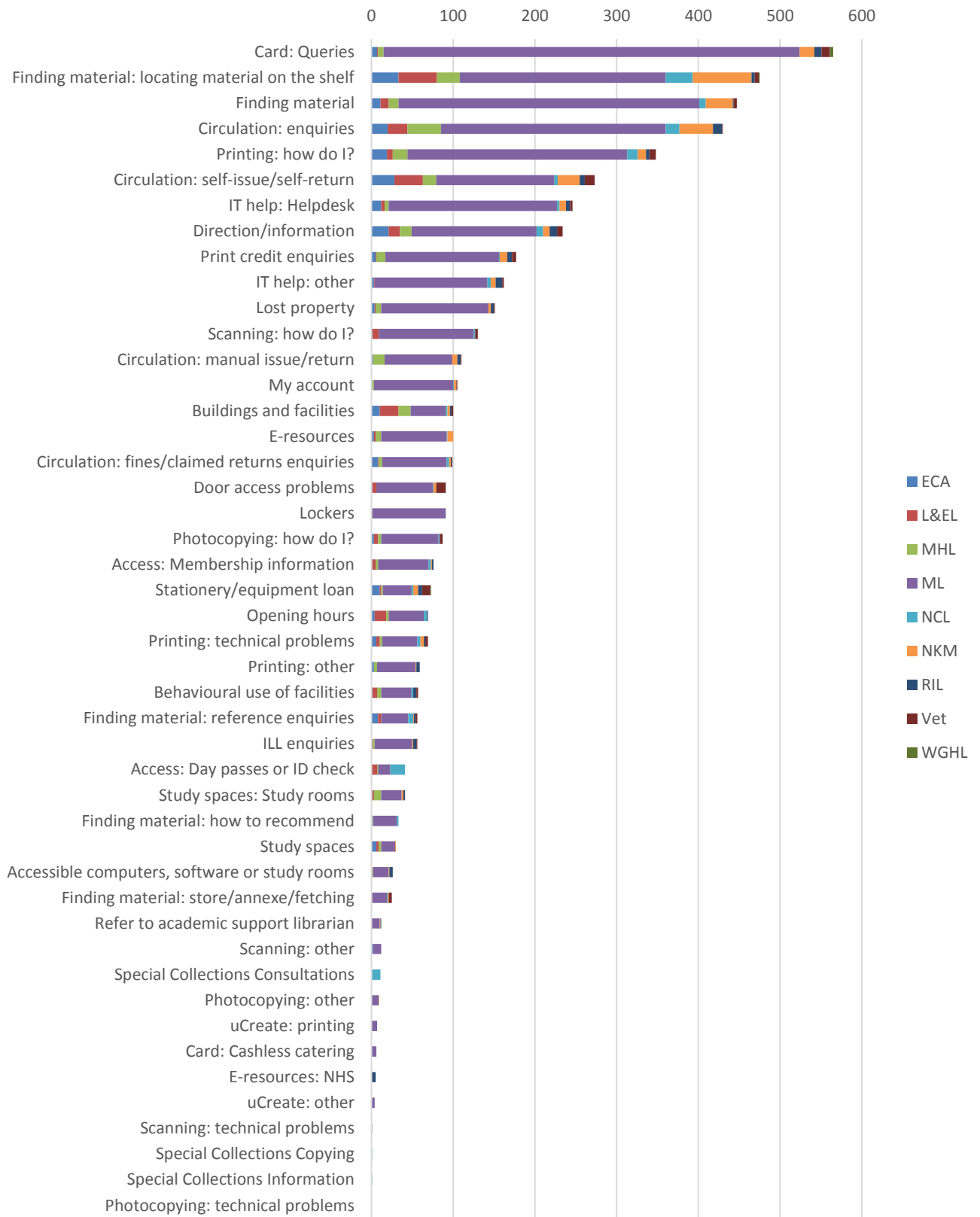***Figure 3: total number of Quick Calls across the various libraries***.

Figure 4 on the next page shows the breakdown of calls by standard solution for Week 1. This demonstrates significant changes to the balance of enquiries received. Card queries remained the most common, but their share fell from 17.2% to 10.9%. Other enquiries saw major increases: requests for help locating material on the shelf rose by 90%, Finding material on DiscoverEd by 94% and Circulation by 78%. These changes reflect the increased focus in Week 1 on finding course reading among both new and returning students.

Overall, Welcome Week and Week 1 saw a total of 9,405 enquiries recorded this year, representing an increase of 2.3% on the equivalent period's total of 9190 in 2015. It should be borne in mind that several sites other than the Main Library also had student helpers in Week 1, including ECA, New College and Law. Therefore significant numbers of enquiries will have been intercepted before reaching the Helpdesk, and the site libraries are therefore likely to have been even busier than these figures suggest.

Week 1 2016

Horizontal stacked bar chart showing query volumes by category for Week 1 2016, segmented by location (ECA, L&EL, MHL, ML, NCL, NKM, RIL, Vet, WGHL). Categories from top to bottom:

- Card: Queries
- Finding material: locating material on the shelf
- Finding material
- Circulation: enquiries
- Printing: how do I?
- Circulation: self-issue/self-return
- IT help: Helpdesk
- Direction/information
- Print credit enquiries
- IT help: other
- Lost property
- Scanning: how do I?
- Circulation: manual issue/return
- My account
- Buildings and facilities
- E-resources
- Circulation: fines/claimed returns enquiries
- Door access problems
- Lockers
- Photocopying: how do I?
- Access: Membership information
- Stationery/equipment loan
- Opening hours
- Printing: technical problems
- Printing: other
- Behavioural use of facilities
- Finding material: reference enquiries
- ILL enquiries
- Access: Day passes or ID check
- Study spaces: Study rooms
- Finding material: how to recommend
- Study spaces
- Accessible computers, software or study rooms
- Finding material: store/annexe/fetching
- Refer to academic support librarian
- Scanning: other
- Special Collections Consultations
- Photocopying: other
- uCreate: printing
- Card: Cashless catering
- E-resources: NHS
- uCreate: other
- Scanning: technical problems
- Special Collections Copying
- Special Collections Information
- Photocopying: technical problems

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

New Student Help Point, Week 1

- The New Student Help Point runs in Weeks 1 and 2 from the Second Floor landing in the Main Library.
- In the first week of Help Point there were 580 questions recorded, which is consistent with the last year's usage of 1,000 for the 2 week period. Peak times were the first 3 days, with 160 on the first day alone (Monday 26 September).
- Most popular enquiry involves directions within Main Library, with the usual problems of users being unaware of how to get to the third floor. The original signage above the double doors does not indicate this, and a quick and simple solution is being sought by the Buildings Manager. Directions to the laptop clinic were also common and this signage is being changed to denote Mobile Device Clinics.
- The next most frequent enquiry was finding shelfmarks within the building, as well as how to print.
- Some more unusual enquiries involve looking for hot water, high desks to stand and work and also quiet rooms for skype interviews. These requests have been passed to the Main Library Masterplan Group.

DiscoverEd/Alma

- New online payment of fines and fees went live on 26 July. This seems to be going well and there has been no system errors.   Some business processes have had to be revised, for example to ensure the true value of a lost book is displayed to the user in order to prevent over- or under-payment for lost books with a system generated default value.
- Performance issues with the hosted Ex Libris DiscoverEd, eg on 26 September, caused service issues which led to the Helpdesks being called upon to support users in the libraries. This matter has been escalated with the supplier by Library & University Collections.
- The implementation of floorplans (maps) of the Main Library and Murray Library in DiscoverEd should prove valuable in helping users to find print items in those libraries. An item identified by a search has a 'locate' option which drops a pin to show the virtual location on the floorplan. The floorplans are also useful as a standalone resource, for orientation and to identify facilities like toilets, see https://www.librarymaps.is.ed.ac.uk/
- Retired staff of the University of Edinburgh now have an entitlement to borrow 15 items from the Library through their free library membership.
- Consideration is being given to accept digital forms of address as proof of address for library members, as suggested by Help Services Continuous Improvement Group.

Customer Service Excellence Award

Summer 2016:

- As we move towards a 2 February 2017 assessment date for Rolling Programme 2, work continues to update our evidence document for presentation to our assessor.
- Further work has been completed by the Customer Journey Mapping (CJM) teams. In the Main Library, changes were suggested to help users with requesting through DiscoverEd. In New College Library, the difficulties for users searching for Special Collections were highlighted by staff. At ECA a CJM with student helpers was started and the uCreate team have recently completed mapping with our Student Helpers to see how the process of poster printing could be improved.

- The Continuous Improvement Group suggested changes to the Fine appeal process which are about to be formally launched. Updated web pages will highlight our 3 working day reply target. Also, an online appeal form will be made available for use from the web pages. A new Main Library Fine appeal team have established a rota to make this target achievable.

Social Media : This section is to be updated

Twitter – Main Library

- As of 30 September we have 1,841 followers.
- In July, the twitter team tweeted a warm welcome to LEAPS students and Summer School students. We also tweeted items relating to "summer fun". This included the #EdMainLibQuiz, tweeting on #Caterday and staff recommended books from the collection.
- In August, the team highlighted 24 hour opening, the new Godfrey H Thomson Main Library exhibition and University related Edinburgh Festivals content.
- In September, the Twitter team focused tweets towards new and returning students. We promoted the Main Library card events, DiscoverED, activating Office 365 and much more. Where appropriate, we included the hashtag #EdWelcome. September was a very successful month as the feed gained 93 new followers. We hope to reach 2000 followers by the end of the year.

Top Tweets

- Top tweet for July 2016 was: *"Can you recognise this creature of Scottish legend? #FolkloreThursday"* This was retweeted 1 time, liked 4 times, received 4 profile clicks, 3 link clicks and was seen by 1,434 users on Twitter.
- Top tweet for August 2016 was: *"Remember! We are open all night tonight. There will be no 2.30am closure. Closing times return to normal on Friday"*. This was retweeted 1 time, liked 1 time, received 6 profile clicks, 2 link clicks and was seen by 1,746 users on Twitter.
- Top tweet for September 2016 was: *"On International Day (11th Sep) we'll be welcoming new students in Appleton Tower. Come join us! #EdWelcome"*. This was retweeted 4 times, liked 5 times, received 3 profile clicks, 3 link clicks and was seen by 2,588 users on Twitter.

Table 1: Twitter Statistics for July, August and September 2016

Period	1-31 July	1-31 August	1-30 June
Original Tweets	83	50	71
Retweets	49	22	49
New followers	44	44	93
Mentions	68	33	52
Likes	83	54	83
Link clicks	73	44	73
Profile visits	2,944	2,562	3,274
Impressions	39,000	25,600	49,300

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.)

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 September, we have 1,243 followers.
- The weeks covered by the Main Library Helpdesk team were 4 – 10 July, 25 – 31 July, 15 – 21 August, 5 – 11 September and 26 September – 2 October.
- A member of staff from New College Library joined the team recently as the start of a plan to recruit Site Library staff to the Library and Museum Twitter team. She has successfully tweeted four items and we look forward to many more from her.
- On the weekend of Welcome Week, the team tweeted a welcome from each Site Library and a link to the opening times and contact details of each library. During the week of 5 – 11 September, where appropriate, the team used the hashtag #EdWelcome.
- The team also tweeted reminders that each site library had started weekend opening.

Top Tweets

- Top tweet for July 2016 was: ***"Main Library Summer Improvements –Temporary Disruptions to Users: visit the library blog at...".*** This was retweeted 2 times, liked 1 time received 6 link clicks and was seen by 1, 089 users on Twitter.
- Top tweet for August 2016 was: ***"It's #InternationalCatDay so the unforgettable @edinlibrarycat & kittens playing chess (via*** *images.is.ed.ac.uk****)".*** This was retweeted 6 times, liked 12 times, received 7 link clicks, 7 profile clicks and was seen by 2, 586 users on Twitter.
- Top tweet for September 2016 was: ***"Want to work with us? Head of Digital Library & Deputy Director of Library & University Collections..."*** This was retweeted 11 times, liked 2 times, received 1 profile click and was seen by 2, 086 users on Twitter.

Table 2: Twitter Statistics for July, August and September 2016

Period	1-31 July	1-31 August	1-30 September
Original Tweets	15	18	57
Retweets	21	29	93
New followers	38	52	64
Mentions	25	14	24
Likes	11	33	35
Link clicks	40	40	110
Profile visits	1, 397	1, 513	2, 474
Impressions	13, 900	16, 600	33, 600

Facebook

- As of 30 June, we have 596 page likes.
- The weeks covered by the Main Library Helpdesk team were 4 – 10 July, 25 – 31 July, 15 – 21 August, 5 – 11 September and 26 September – 2 October.
- A member of staff has joined the Facebook team from New College Library. This is the start of a plan to recruit Site Library staff to the Facebook team. As well as posting general content, the member of staff will post items related to New College Library.

- Prior to Welcome Week, the team posted separate posts for each Site Library and Main Library. The posts highlighted each Site's collections and linked to contact details and opening times.
- There was a further post reminding followers that all site libraries were open and the weekends and a link to opening hours.

Top posts

- Top Facebook post for July 2016 was: ***"Online Fine & Fee Payments. Want to borrow a book but blocked due to fines? Helpdesk closed? No problem! From today, you can now pay your library fines and fees online via DiscoverEd! We are very happy to introduce online payment options for ALL library users..."*** This post reached 433 users on Facebook and received 2 likes and 1 share.
- Top Facebook post for August 2016 was: ***"If you're heading along to this fantastic event, keep an eye out for some brilliant photos of items in our collections".*** This post reached 492 users on Facebook and received 7 likes.
- Top Facebook post for September 2016 was: ***"Edinburgh Alumni #onthisday William Robertson Born 19th Sep 1721. William Robertson (1721–93) was educated at the University and became Principal in 1762. He was Moderator of the General Assembly of the Church of Scotland and Historiographer Royal".*** This post reached 529 users on Facebook, received 6 likes and 1 share.

Table 3: Facebook Statistics for July, August and September 2016

Period	1-31 July	1-31 August	1-30 September
Current Likes	547	566	596
New Likes	19	19	30
Post Reach	3902	3299	8051
Engagement	124	261	755

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.

Student Helpers

- Two student helpers were recruited by Card Services to start on 1 August to create the student cards for the new intake and stayed until Week One.
- Seven student helpers were employed by Card Services additionally to assist with card production and distribution in Welcome Week and Week One.
- An additional 22 student helpers were employed during September to assist with a range of library activities over Welcome Week and start of year, being deployed at Main Library, Law, ECA, NCL, and Murray Library.
- A report on student helpers will be provided for the next Section report.

Section services

Card Services

- From 21 July the daily card duties that were normally performed in the Lower Ground Floor East office of the Main Library has operated fully from the screened part of the Helpdesk. This is to improve operational efficiency and was required by the release of the LGF East office for study space.

- In August there were 9961 new cards made (326 Staff; 200 Visitor; 9,435 Student); there were 762 replacement cards made (209 Staff; 62 Visitor; 491 Student).
- A card replacement service was set up at New College Library and is operating normally.
- The main activity during the reporting period was the pre-production of cards for arriving students. We created over 11,500 cards over a 6 week period, with the majority distributed to University accommodation.
- A card collection event for PGDEs ran at Charteris Land on Monday August 22. 236 cards were produced in advance and 65 on the day.
- The main card collection event operated at the Main Library between Sunday 11 and Friday 23 September. Of 4,800 cards ready for collection on 11 September only 407 were left uncollected on 23 September. 2313 cards were produced on demand over this period.
- Table 4 summarises Card Services' first card issue up to the end of July with summary totals for the Session.

Table 4: Number of first cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	150	160	7419	7729
September	240	167	3009	3416
October	283	251	293	827
November	183	145	97	425
December	115	70	343	528
January	202	162	769	1133
February	149	84	130	363
March	136	105	103	344
April	129	112	113	354
May	133	290	122	545
June	173	299	376	848
July	126	325	457	908
Session Total	2019	2170	13231	17420

- Table 5 summarises Card Services' replacement card issue up to the end of July, with summary totals for the Session.

Table 5: Number of replacement cards produced 2015/16

Month	Staff	Visitor	Student	Total
August	113	45	356	514
September	172	56	2727	2955
October	150	85	803	1038
November	134	36	613	783
December	85	31	374	490
January	150	87	684	921
February	162	78	544	784
March	140	50	555	745
April	125	52	481	658
May	131	50	327	508
June	141	51	205	397
July	146	33	232	411
Session Total	1649	654	7901	10204

Online Print Credit

- The usage data in July shows that the number of transactions was typically low with the number of transactions slightly less than in 2015 but the value of credit a little higher.

Online Print Credit (OPC): Performance

- System performance was satisfactory in July and August Performance was poor in September due to a couple of issues which have now been resolved.
- Manage Print went live on 26 September: the need to use this tool in the process of investigating incidents and updating users' accounts meant that enhancements were identified and applied quickly by Service Delivery.
- These patterns highlight the vulnerability of the service to short term technical difficulties with the complex infrastructure and the immediate impact on users and support staff.

Disability Computing Support (DCS) for Students

- DCS supported 7 resit exams (8-19 August). Support for all but 1 exam was performed by student helpers with no issues to report.
- Exam adjustment deadlines for 2016/17 were agreed with Student Disability Service (SDS) and Registry:
  - Semester 1 – support can be provided for IT adjustments added by 18 October.
  - Semester 2 – support can be provided for IT adjustments added by 17 February.
- In July, IS received an enquiry from a user experiencing difficulties accessing a University subscribed e-Resource. When dealing with the enquiry, it was evident that there was confusion as to the roles of specific teams in handling such requests. This led to a conversation amongst IS colleagues regarding the most efficient manner for handling similar requests in future. A short term working group has been set up between IS and SDS colleagues to investigate this further and plan to meet in November. In the meantime, IS colleagues met to discuss a detailed workflow for consideration by the working group. This is currently being converted in a flow chart. Additionally, a Danish company recently gave a demo of an assistive technology file conversion tool which may be able to assist with such requests. This will be considered during the working group meeting in November.
- DCS approached by colleagues at Western Sydney University in July looking to introduce similar IT exam support service to ours. Advice and guidance was provided.
- The Law Library Accessible PC was set up on the first floor of the Library at DHT during August.
- TextHelp Read&Write Gold maintenance contract has been renewed for 2016/17.
- The regular service review meeting with the Student Disability Service took place on 13 July and was satisfactory.

Disability Computing Support for Staff

- As of 22 September, 6 calls were open for Staff DCS, 3 were ongoing from July, 2 from August and 1 from September, though the latter is a reopened call originating from August.
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- Eleven new items of kit bought for equipment loan pool (in addition to the Livescribe) including ergonomic/mini keyboards, number pads, monitor hood and vertical mouse.
- A member of staff has gained TextHelp Read & Write Trainer certification which will be useful for supporting staff and student users.

uCreate: software usage

Table 8: Number of uses 2015/16

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

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

Table 8: Number of uses 2015/16 continued

Month	Feb	March	April	May	June	July	Total 15/16
Photoshop CS6 / CC	172	99	98	264	158	50	1369
Illustrator CS6 / CC	39	27	18	42	10	28	719
InDesign CS6 / CC	13	16	37	37	11	2	418
Premiere Pro CS6 / CC	2	2	1	3	22	32	110
Acrobat Pro 10 / DC	620	630	777	538	285	272	13374
Data-stream 5 Advance	20	3	4	0	0	1	76

- After quickly rising from low to high use during 2013 to 2015, all monitored software use has since declined to below 2013 levels. It is difficult to ascertain the reason behind this pattern. Possible explanations are:
  - Significant increase in educational discounts for individual Adobe subscribers

- o More recent option to subscribe to bundled applications for an even lower cost, rather than subscribing to the full Creative Cloud suite.
  - o Growing number and wider range of free or low cost non-Adobe mobile and desktop substitutes becoming available for unsophisticated multimedia creation and editing projects.
  - o Downloading to personal desktops and taking advantage of the month long free trial to complete short terms projects or tasks.
  - o Greater access to low/no outlay for pre-subscription software versions.
- As mentioned in the previous report, the drop in usage is not reflected by the numbers signing up to or willing to join lengthy waiting lists for regularly held Adobe design application workshops. These are about to increase from fortnightly to weekly to alleviate over-subscription.

uCreate: poster printing

Table 7: Number of posters printed

	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
uCreate ML - PLAIN												
2015 / 16	111	123	90	234	110	42	193	297	158	192	78	54
2014 / 15	N/A	51	114	231	115	32	408	206	171	103	83	48
2013 / 14	48	85	87	186	109	47	162	210	108	107	130	7
uCreate ML – GLOSSY												
2015 / 16	33	28	N/A	90	99	25	56	82	61	46	29	9
2014 / 15	N/A	N/A	40	73	39	34	51	66	48	21	29	N/A
2013 / 14	7	29	11	109	22	5	35	N/A	N/A	N/A	N/A	N/A
uCreate KB – PLAIN												
2015 / 16	6	17	8	29	13	6	46	40	21	15	11	8
2014 / 15	16	28	16	15	16	8	56	9	28	20	17	14
2013 / 14	3	6	5	16	2	29	35	18	24	12	7	3
uCreate KB – GLOSSY												
2015 / 16	14	12	3	9	5	4	32	15	11	7	5	1
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

- At the Main Library, poster printing remains consistent with previous year for total number of posters printed. Most notable change is glossy printing, which has grown from previous year.
- At King's Buildings, plain poster printing down slightly from the previous year for total number of posters printed. As with Main Library, glossy printing at KB has increased slightly.
- Much of uCreate poster printing takes place in the form of School projects and one possible reason to explain the rise in glossy printing at both locations, is that schools may now paying for users to print glossy, rather than plain, which has traditionally been the case. This will be examined further with future school project requests.

uCreate: equipment loans

Table 8: Number of loans

Month	2013 / 14	2014 / 15	2015 / 16
Aug	2	9	5
Sep	9	7	16
Oct	12	17	12
Nov	11	7	8
Dec	6	4	12
Jan	9	7	23
Feb	5	13	15
Mar	4	14	21
Apr	13	4	9
May	7	8	10
Jun	4	10	7
Jul	9	6	5
Total	91	106	143

- **uCreate equipment loan service ceased 17 August 2016 and the assets integrated into the LTS loan service**
- The uCreate loan equipment service was small scale but ran quite successfully for a number of years. Students appreciated the freedom of being able to borrow for study and personal projects without having to obtain clearance from their School. It also provided them with an opportunity to learn about responsibility, being liable for some expensive items of kit. And, overall, they were very responsible borrowers. The pool of Nikon and Canon DSLR cameras increasingly proved the most popular items, as much for creating video as for stills. Some amateur filmmakers, from across all Colleges, were regular customers.
- The annual turnover of loans increased over time but that lead to its administration becoming increasingly time consuming and difficult to provide efficiently. Therefore, passing the pool of uCreate loan equipment to LTS central administration makes sense, as they manage a much larger system-based operation run by more staff and on a full time basis.

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 9 below.

Table 9: Box of Broadcasts usage and registrations

	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Programmes recorded												
2015/16	26	61	84	119	63	60	82	79	82	61	51	35
2014/15	134	173	124	85	159	75	70	57	97	91	84	45
2013/14						132	246	274	196	195	206	120
Programmes watched												
2015/16	2182	3260	4193	2182	7144	8596	7796	8823	8104	7390	6580	3018
2014/15	6333	8700	8750	9064	13733	13202	6728	7471	7313	7488	5199	3756
2013/14						7271	8769	9702	9185	10578	7282	6176
Clips created												
2015/16	9 by 4 users	12 by 4 users	15 by 10 users	13 by 8 users	11 by 5 users	14 by 12 users	8 by 4 users	17 by 14 users	8 by 3 users	39 by 4 users	19 by 5 users	4 by 2 users
2014/15	0	0	0	0	0	80 by 6 users	22 by 8 users	79 by 11 users	4 by 3 users	11 by 3 users	10 by 6 users	5 by 3 users
2013/14						0	0	0	0	0	41	54
Users registered												
2015/16	30	62	189	224	215	291	239	238	133	95	64	20
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 has undergone a major upgrade over Aug and Sep. The service was degraded during that time but as of mid-Sept it has been fully functional. However, as with the previous upgrade, statistical information will be unavailable until further notice.
- All BoB activities have trended slightly downwards from last year with the usual seasonal dips during vacation periods. Several upgrade enhancements including improved learning space integrations may see figures increase again (See Box of Broadcasts web page in the uCreate web space).
- BoB/BUFVC memberships renewed for 2016/17.

uCreate: other

- On Sep 21, a miscommunication error between Desktop Services and uCreate colleagues, led to the Adobe CC software suite on the 16 uCreates at ML and 10 at KB being unexpectedly upgraded.
    - The upgrade caused a licensing error, making entire software suite unavailable to users from the 21st to 23rd Sep. This also forced a last minute cancellation of a uCreate led Adobe workshop scheduled during this period. Unfortunately, the workshop was already fully booked with a waiting list of 21.
    - Help Services managers since conducted internal review and plan a change process review meeting with Desktop Services colleagues. The issue will also be discussed at Special CAB review meeting.
- uCreate staff are assisting with the Educational MakerSpace pilot (1st Oct - 30th May). MakerSpace aims to provide UoE users with a facility to experiment and participate in new forms of digital creation.
- After 10 years usage, the uCreate ML large format scanner has been removed from service. During the past few years it has developed a number of technical faults and is no longer able to offer a reliable service. Due to the significant repair/replacement costs vs low usage figures, the decision was made not to replace this scanner. Users can continue scanning large format images by using the facilities at ECA.

Helpdesk services sites: focus on Law Library

Law Library

- The Library is now known as the Law Library.

Law Library Move

- Staff: Law Library staff should be congratulated on the work that they have carried out over the last two years to ensure that the collection was ready in time for the move in June 2016. The reduced capacity of open shelving in DHT meant that the collection had to be rationalised.
- This has involved an enormous amount of checking, assessing and weeding of the collection that has resulted in the reduction of duplicate and online material. Additionally it has allowed lower usage stock to be moved to the Annexe and Main Library Store. The result is a more streamlined and up to date collection without the loss of the integrity of the content.
- Of the initial 2095 lm of books and 1906 lm of Serials approximately 600 lm has been weeded, nearly 1300 lm has gone to the Annexe and 270m is in the Main Library Store; this includes the entire Europa Library. All of the Annexe titles are requestable via DiscoverEd and the Law Library operates a collecting service for the Europa material.
- Due to the work that has been carried out we were not only able to fit the collection into the library, but there is now sufficient capacity in DHT to allow for stock expansion.

The move itself

- The library space in DHT had been prepared with new shelving on each floor and a Workroom constructed on the Ground Floor next to the Helpdesk. All the existing furniture and original Helpdesk have been used in the library. The shelving from Old College has been donated via the Waste team to Zero Waste in Dunbar.
- A member of staff was given additional project hours to carry out collections work prior to the move and also additional hours from IS to help with staffing the Old College Library during the move.

- The move began on 6th of June with the closing of the Library in Old College. During the next week the Helpdesk, library equipment and Ground Floor stock were moved, this area was re-opened on 13th June.
- Over the course of the next 3 weeks the rest of the stock was moved onto the First, Second and Third Floors, with the move being completed by 27th June which was ahead of schedule.
- The opening of the computer room in DHT G.04 was delayed until the arrival of new furniture in early September.

Study spaces

- The Law Library has 202 study spaces, which is a loss of 47 from Old College. This is compensated for by the addition of the Computer Room G.04 with 41 computer study spaces that Helpdesk staff are now responsible for.
- There are now two centrally bookable Group Study rooms each with 4 study spaces available on the First Floor.

Masters students

- Arrangements were put in place for Masters students to account for the closure week and limited access to stock whereby loan periods were extended and items transferred to the Reserve to ensure availability.

The DHT experience

- All of the comments about the new temporary library have been very positive, the new layout is very straightforward and should help students locating material. The study spaces are light, airy and quiet, everyone enjoys the lack of traffic noise.
- There have been very few problems or delays caused by the move, the impact on students has been minimal.

Planning for the move back to Old College

- As the library is due to move back to Old College in late 2017/early 2018 we cannot rest on our laurels; a reclassification project for the Law Library material is being initiated, and meetings about the collection and refurbishment plans will continue to be held.

Helpdesk services at other sites

College of Medicine and Veterinary Medicine (MVM) Libraries

- A number of Talis lists are being passed to the team to review. So far this academic year there have been 22 reviews, representing 43 hours work.

Western General Hospital Library (WGH)

- The NHS replaced 2 PCs and 1 printer in the Library in September.

The Lady Smith of Kelvin Veterinary Library (Vet)

- Vet Library staff have been working on the permanent Reserve book list to perform annual stock check. A stock check of general book collection is still in progress.
- Vet Library staff have been working on identifying and withdrawing older editions with the Academic Support Librarian. As a result 34 items have been withdrawn so far.
- A member of Helpdesk staff was assigned a UniDesk duty slot on Thursdays 9am – 1pm.

- The Helpdesk Supervisor joined the web editing team and the Course Collection User Group, attending a meeting on 15 September.
- Desiree Stalder from University of Bern visited Vet Library on 15 August and Àngels Carles Pomar, Head UAB Medical Library from Universitat Autònoma de Barcelona, visited the Vet Library on 2 September.
- Induction library tours for Graduate Entry Programme students were carried out on 10 August.
- Library tours for first year students were carried out in the week beginning Monday 19 September.

Royal Infirmary Library

- User numbers in the Royal Infirmary Library remain pretty constant over the summer as the 4th, 5th and 6th year medics do not get extended holidays.
- The Helpdesk Supervisor updated web pages for site library opening hours.
- Helpdesk staff have helped out with Murray Library Inter-Library Loans when Murray library staff were on leave.

Main Library

- Main Library hosted the SCONUL AGM on 6 July. The event ran very smoothly with no problems and delegates were also given tours of the library.
- The summer programme of Main Library developments was supported in a variety of ways including additional on the floor help and fetching of materials from cordoned off areas, and communicating with users via notices, social media posts, etc
- On 28 August a new process began whereby Helpdesk lends and receives back from users Audio-Visual equipment managed by Learning Spaces Technology. Equipment is packaged for collection by LST and brought to the HUB area of the Helpdesk for temporary storage. This has worked well to date, and a workflow created by LTS has proven robust.
- Hot desks in the new office adjacent to the Helpdesk workroom are now being used regularly, eg by Academic Support Librarians.
- Card Production is set up in the screened area at the East End of the Helpdesk to produce replacement cards and for daily card production
- Two members of staff attended the Staff Welcome Day representing IS on 22 September.

ECA Library

- Further improvements to the library environment were completed in July, August and September: the decor on the walls was refreshed throughout, followed by the installation of new directional signage and wall transfers to identify key areas like print and copy facilities, Open Access PCs, self-check machines etc. An out-of-hours book return will be installed and operational outside the library entrance by the start of October.
- The library had a Student Helper on duty from 1-5pm in Weeks 1 and 2, providing general information, directions and assistance to users with printers, library collections, study space etc., as well as assisting with keeping the library tidy and some shelf-checking for missing items. Each of the two students who filled the shifts also helped with a Customer Journey Mapping exercise looking at the experience of printing a colour A3 document in the library, which identified several potential areas for improvement in signage and self-help documentation. This will be written up for inclusion in the Customer Service Excellence submission for this year.

- Three students were recruited to fill vacant evening and weekend shifts, working Monday evening, Tuesday evening and Sunday alongside experienced Helpdesk Assistants.

Moray House Library

- Most of the library area has now been painted although some areas such as the stairwell and staff area still has to be completed as of 28 September.
- The work on the Helpdesk which included removing the shelves and work to re-vinyl the top of the deskwas started on the weekend of 27/28 August but was not completed then. E&B and the Building Manager are aware of this situation and are trying to resolve this.
- The drainage downpipe in library has now been fixed and flood damage repaired.
- PGDEs started from 22 August onwards. Induction, information skills and tours were arranged by the Academic Support Librarian and school tutors. Overall there were 9 tours over the following 3 weeks, conducted by the ASL and the Helpdesk Supervisor and most were fully booked.. Bags with information leaflets, pens etc given out to new students were well received.
- All regular evening staff underwent some refresher training on return in order to go over new procedures and any changes that had happened over the vacation.
- Staff are continuing tidying up old stock, weeding and working on Reserve.
- Project funding may be available to expand and give more awareness of our Special Collections through exhibitions, social media etc. As a researcher this is of special interest to one of the Helpdesk Assistants, who is due to meet with the ASL to go through some proposals and send a report to the Student Engagement Officer.
- On 22 August the LSM attended a meeting concerning disaster response and recovery, including what procedures to implement, and it was agreed to assess what is the most valuable of the special collections.
- A glass screen to section off and reduce noise from the photocopying area is to be completed on 29 September.

New College Library (NCL)

- It has been agreed, with the consent of the Divinity School, that the copies of theses held in NCL which are also in the Centre for Research Collections will be sent to be destructively scanned as part of the thesis digitisation project. There are about 750 of these and they will be sent to the annexe over the next 6 months.
- the LSM has joined the Welcome Group for 2017 and the Discovery Group.
- There was an evacuation of NCL on 21 July caused by the firm testing our smoke alarms. We were only out 15 mins approximately.
- Work behind NCL helpdesk was carried out over the 24, 25 and 26 August to install new lights above the bannister and 2 new double power sockets at the Helpdesk. Work was also carried out in stacks I, II and III so they would have more wireless access than currently. This has all been installed but has yet to be commissioned. There is yet more work to be done.
- The new card printer has been installed and everything is going fine.
- Summer training worked well this and was held in the NCL office. Some team discussions were held when there was no formal training on and as a result we have almost finalised our 'digital daybook' for NCL Special Collections which goes along a similar line to the CRC 'digital daybook'. We hope to have this up and running in the coming weeks.

Noreen & Kenneth Murray Library

- The task of adding the actual cost of lost books belonging to the Murray Library to readers' records was completed in August: this was necessary so that users can pay the right amount online for library fines and fees.
- There was an Anybook collection of 18 boxes of withdrawn items on 15 August.
- The Team Manager attended a meeting with College of Science & Engineering Academic Support Librarians on 9 September.
- Get Connected events took place on 20 and 22 September for the first time.
- Student Helpers have been employed during Weeks 1 and 2 to assist new students with orientation.

Performance Indicators

Standards and KPIs

- Help Services has made two changes to its KPIs for 2016/17:
  - User satisfaction with our services up from 85% to 86%;
  - Self-service returns of borrowed items as a percentage of all returns up from 80% to 90%.
- The changes have been updated in the Help Services charter.
- See http://www.ed.ac.uk/information-services/help-consultancy/service-standards

Circulation 2016/17

- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 5 below.

Figure 5: Main Library issues 5 year comparison
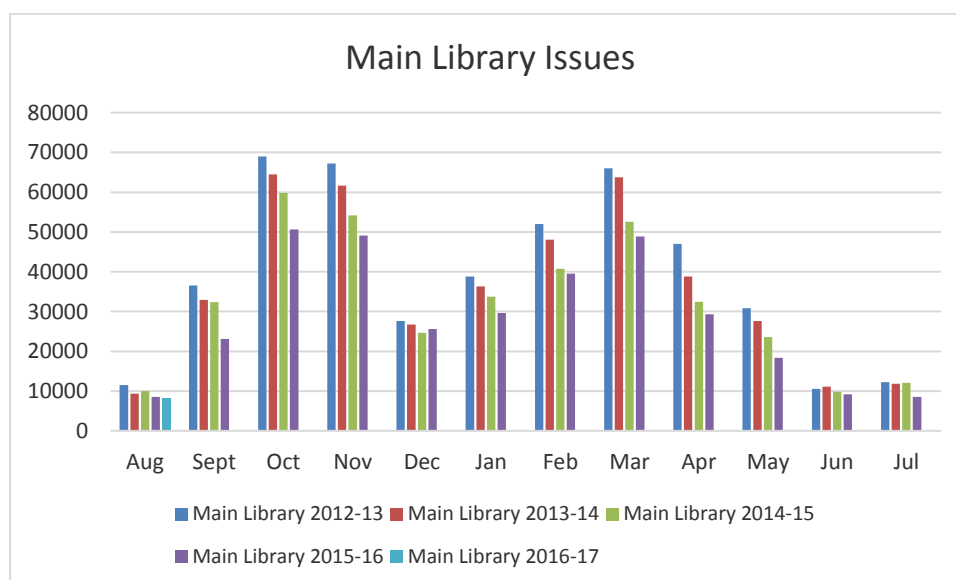
- Issues at the Main Library in 2015/16 have fallen every month other than in December, and this trend continues in 2016/17.
- At Site Libraries there were small increases in February, April and May, but the overall trend is downward, and this trend continues in 2016/17.
- Total issues in 2015/16 were: Main Library 340,368 (386,010 in 2014/15); Site Libraries 172,076 (167,988 in 2014/15).

The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2016/17 Session compared with the 4 previous Sessions is shown in Figure 6 below.
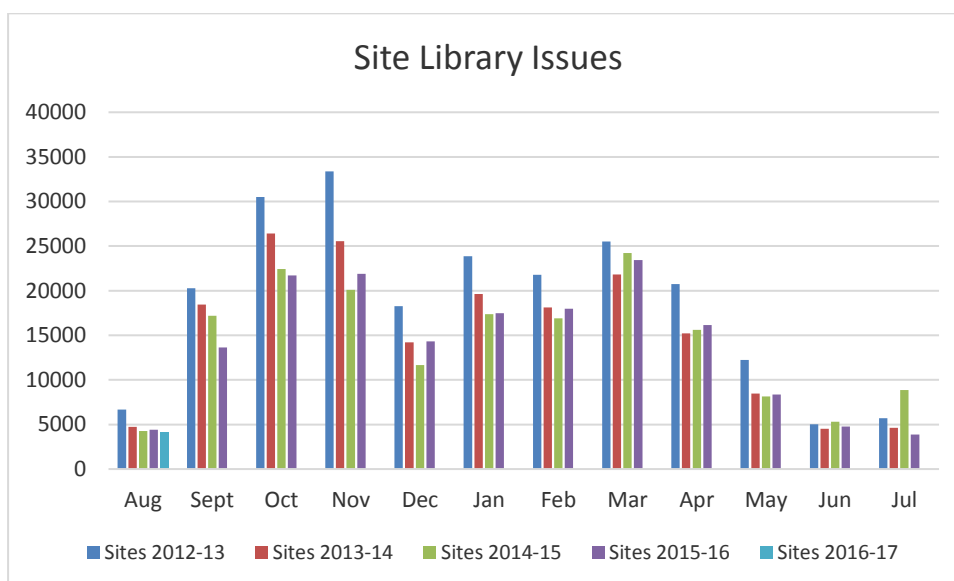
Figure 6: Site libraries issues 5 year comparison

- 2016/17 circulation figures (issues and returns) are presented in Tables 10 and 11.

Table 10: Number of issues

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

Table 11: Number of returns

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

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

- USD KPI #7 for 2015-16 is 90% of library material issued to be borrowed by self-service. The KPI **was not met** in July: this is typical when total loans are low, and the year on year comparison for July is much improved (89% compared with 58%). The annual percentage is 94% by self-issue, up from 90% the previous year.
- USD KPI #8 for 2015-16 is 80% of library material to be returned by self-service. The KPI **was met** every month in 2015-16. The trend year on year is upward, being 93% compared with 88% the previous year.

Table 12: Selfcheck in relation to loans 2015-16 (2014-15 % in bue):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	12942	11358	88% (82%)	Y	11359	9350	82% (82%)	Y
Sept	36748	34118	93% (87%)	Y	19754	17380	88% (85%)	Y
Oct	72368	68970	95% (93%)	Y	52718	49828	95% (91%)	Y
Nov	70957	67855	96% (93%)	Y	65298	62219	95% (90%)	Y
Dec	39893	37042	93% (90%)	Y	50075	46967	94% (88%)	Y
Jan	47110	44403	94% (91%)	Y	40062	37149	93% (87%)	Y
Feb	57470	54847	95% (93%)	Y	48617	46072	95% (91%)	Y
Mar	72321	69390	96% (94%)	Y	73612	70289	95% (90%)	Y
Apr	45442	43234	95% (93%)	Y	53149	50245	95% (90%)	Y
May	26739	24814	93% (92%)	Y	36943	33347	90% (91%)	Y
June	13922	12380	89% (77%)	N	15157	13215	87% (71%)	Y
July	12444	11116	89% (58%)	N	13285	11928	90% (74%)	Y
Total	508356	479527	94% (90%)	Y	480029	447989	93% (88%)	Y

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

- USD KPI #7 for 2016-17 is 90% of library material issued to be borrowed by self-service. The KPI **was not met** in August: this is typical when total loans are relatively low, and the year on year comparison for August is the same (88%).
- USD KPI #8 for 2016-17 is 90% (up from 80%) of library material to be returned by self-service. The KPI **was met** in August. The trend year on year is upward, being 91% compared with 82% the previous year. Volumes are higher in August 2016 compared with August 2015 (post implementation of the new Library Management System when there were reporting problems), but comparable with previous years.

Table 13: Selfcheck in relation to loans 2016-17 (2015-16 % in bue):

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

Unidesk Library Helpdesks operator group: standard calls

- The percentage of open calls was between 3% and 5% over the past quarter.
- There was a blip in 1 day call completion in July, but otherwise indicators are largely standard for the past 3 months of the report.

Table 14: Library Helpdesks incident resolution 2015/16 (2014/15 % in brackets)

| Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
August	85% (86%)	838 (of 986)	1% (3%)	73% (60%)	86% (81%)	91% (91%)
September	83% (84%)	869 (of 1050)	4% (5%)	60% (65%)	82% (82%)	88% (89%)
October	78% (79%)	727 (of 938)	2% (5%)	55% (63%)	77% (78%)	87% (83%)
November	75% (75%)	551 (of 730)	3% (10%)	65% (55%)	82% (71%)	88% (80%)
December	79% (81%)	437 (of 550)	3% (7%)	55% (51%)	74% (70%)	86% (78%)
January	80% (78%)	534 (of 667)	1% (3%)	66% (63%)	83% (78%)	91% (88%)
February	74% (77%)	452 (of 611)	6% (3%)	64% (68%)	81% (82%)	88% (87%)
March	76% (76%)	503 (of 662)	7% (4%)	60% (69%)	75% (83%)	84% (88%)
April	77% (79%)	429 (of 555)	5% (4%)	64% (62%)	80% (80%)	86% (90%)
May	76% (80%)	442 (of 581)	5% (4%)	64% (61%)	77% (79%)	84% (89%)
June	80% (79%)	455 (of 570)	4% (6%)	65% (62%)	82% (81%)	89% (87%)
July	78% (76%)	501 (of 640)	5% (4%)	51% (63%)	75% (81%)	86% (90%)
August	89% (86%)	869 (of 980)	3% (1%)	68% (73%)	85% (81%)	90% (91%)

- The proportion of Calls by sub-category in June and July evidenced the growth of Card Services Calls, which is usual at this time of year: Card Services 30% in June and 39% in July. Books was the second most common Call (26% in June and 25% in July). E-Resources was the next most significant sub-category (9% and 6% respectively).
- August witnessed the changes in the service catalogue feeding through to Unidesk and while Card Services was the dominant sub-category (59%), the other significant Calls were: Library Resources Plus (11%), Discovery (11%), and Help & Support (8%).

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

Unidesk Quick Calls recorded by sites in July August 2016

- In July a total of 1253 calls were recorded, most at Main Library (ML) (344, 27%). Fewest at Law, (8, 1%).
- In August there was a total of 2012 calls, an increase of 60% on July. Most were recorded at Moray House Library (MHL) (577, 29%), followed by ML (462, 23%). Law recorded more than 10 times as many as July (91, 4%), but still much lower than previously. The disruption caused by the Law Library move to DHT in July accounts for these differences.
- MHL accounted for 56% of the increase of 759 calls Jul-Aug, caused by the early arrival of PGDE students.

Figure 7: Quick Calls by Standard Solution by site July and August 2016
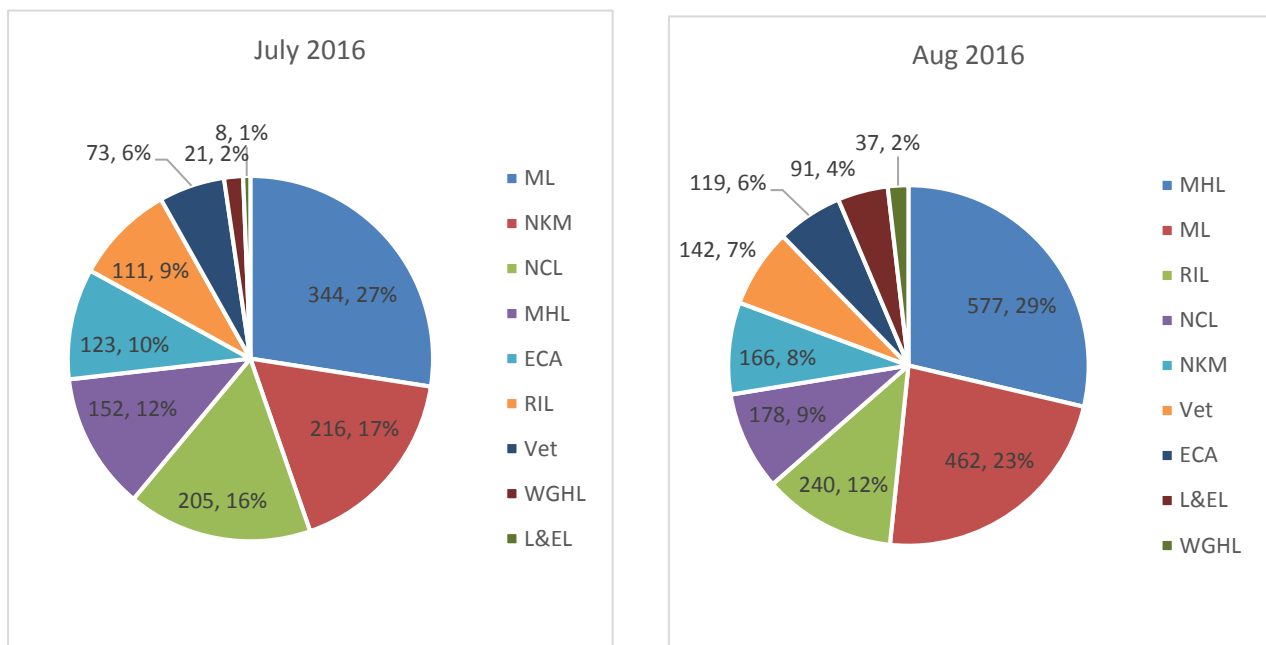
- Tables 15 and 16 indicate how Top 10 enquiries changed quite significantly between July and Aug.
- Table 17 shows how most popular enquiries at MHL differed from the average across sites. The PGDE students arrive in August at MHL and the enquiries show the priorities of these students at the beginning of their courses. The large number of 'buildings and facilities' calls reflect the fact that there is no water cooler in the building and staff are asked to fill water bottles for students!

Table 15: Top 10 Quick Call standard solutions July 2016: all sites

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	114	9.1%
2	Circulation: enquiries	113	9.0%
3	Card: Queries	97	7.7%
4	Direction/information	77	6.1%
5	Access: Day passes or ID check	70	5.6%
6	Access: Membership information	50	4.0%
7	ILL enquiries	50	4.0%
8	Special Collections Consultations	46	3.7%
9	Buildings and facilities	43	3.4%
10	Finding material	40	3.2%

Table 16: Top 10 Quick Call standard solutions Aug 2016: all sites

Rank	Standard Solution	No	% of total
1	Direction/information	154	7.6%
2	Card: Queries	147	7.3%
3	Circulation: enquiries	145	7.2%
4	Finding material: locating material on the shelf	141	7.0%
5	IT help: Helpdesk	86	4.3%
6	Circulation: manual issue/return	82	4.1%
7	Printing: how do I?	77	3.8%
8	Buildings and facilities	74	3.7%
9	Circulation: self-issue/self-return	73	3.6%
10	Print credit enquiries	71	3.5%

Table 17: Top 10 Quick Call standard solutions Aug 2016: Moray House Library

Rank	Standard Solution	No	% of total
1	Buildings and facilities	59	10.2%
2	ILL enquiries	57	9.9%
3	Print credit enquiries	42	7.3%
4	Accessible computers, software or study rooms	42	7.3%
5	Behavioural use of facilities	38	6.6%
6	IT help: Helpdesk	33	5.7%
7	Access: Membership information	32	5.5%
8	Lockers	30	5.2%
9	Printing: other	27	4.7%
10	Finding material	23	4.0%

Quick Calls, Academic Session 2015/16: summary

- A total of 49,651 calls were recorded from August 2015 to July 2016. Figure 8 shows share contributed by each site.
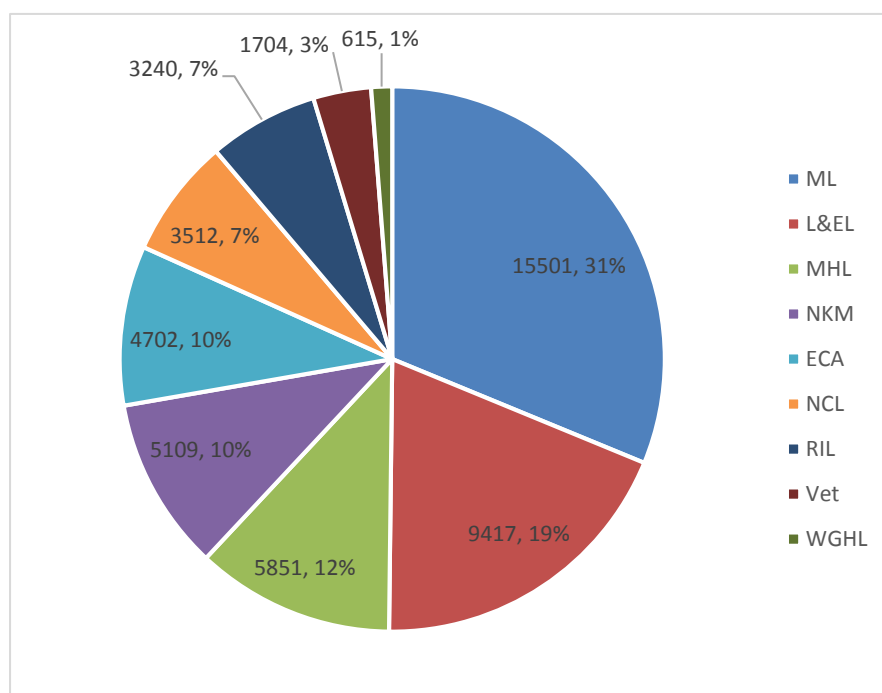
Figure 8: QC Totals by site, Session 2015/16

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Figure 9: QC totals by month, Session 2015/16
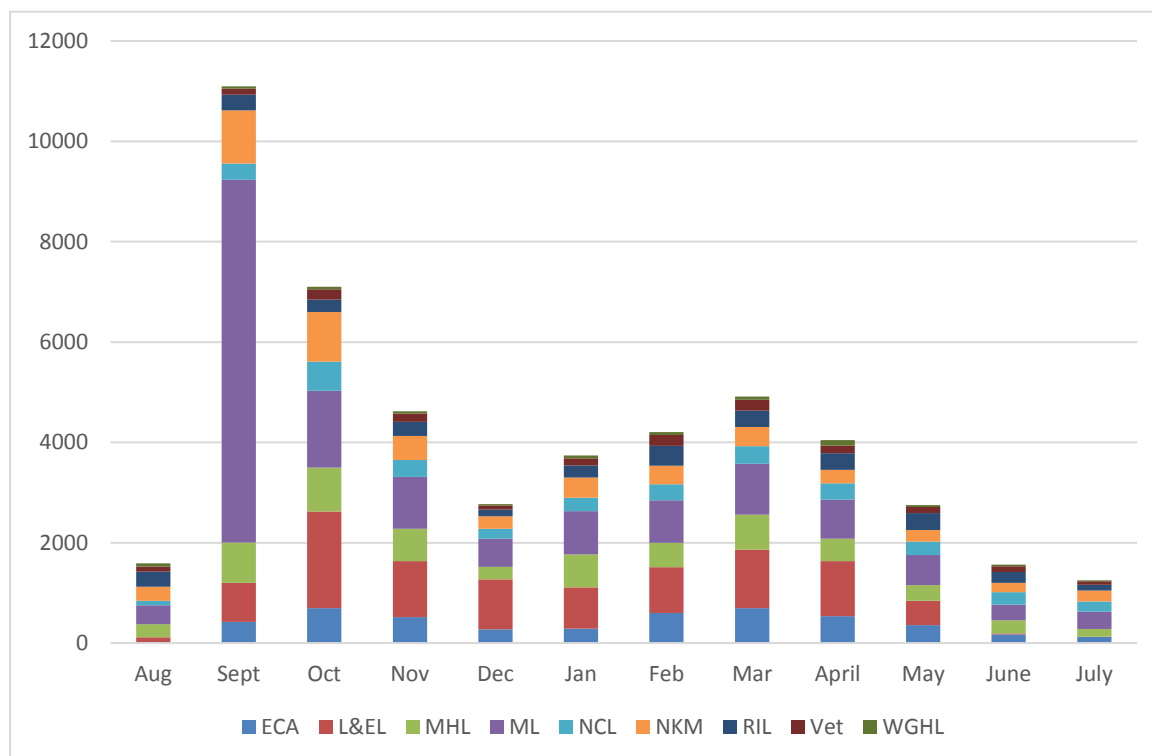
Table 18: Top 10 Quick Call standard solutions, all sites, Session 2015/16

Rank	Standard Solution	No	% of total
1	Finding material: locating material on the shelf	5564	11.2%
2	Circulation: enquiries	4428	8.9%
3	Card: Queries	2727	5.5%
4	Direction/information	2632	5.3%
5	Circulation: self-issue/self-return	2373	4.8%
6	Printing: how do I?	2188	4.4%
7	Stationery/equipment loan	2158	4.3%
8	Finding material	2047	4.1%
9	Access: Day passes or ID check	1956	3.9%
10	IT help: Helpdesk	1727	3.5%

Figure 10 on the next page shows a complete breakdown of enquiries by standard solution for Session 2015/16.

Figure 10

Aug 2015 - July 2016

Access: Day passes or ID check
Access: Membership information
Accessible computers, software or...
Behavioural use of facilities
Buildings and facilities
Card: Cashless catering
Card: Queries
Circulation: enquiries
Circulation: fines/claimed returns...
Circulation: manual issue/return
Circulation: self-issue/self-return
Direction/information
Door access problems
E-resources
E-resources: NHS
Finding material
Finding material: how to recommend
Finding material: locating material...
Finding material: reference enquiries
Finding material:...
ILL enquiries
IT help: Helpdesk
IT help: other
Lockers
Lost property
My account
Opening hours
Photocopying: how do I?
Photocopying: other
Photocopying: technical problems
Print credit enquiries
Printing: how do I?
Printing: other
Printing: technical problems
Refer to academic support librarian
Scanning: how do I?
Scanning: other
Scanning: technical problems
Special Collections Consultations
Special Collections Copying
Special Collections Information
Stationery/equipment loan
Study spaces
Study spaces: Study rooms
uCreate: other
uCreate: printing

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

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