## Help Services

*Service Report for 1st August to 30th September 2017*

## Exceptional Service Activities

- The Site Library in focus in this report is the New College Library.

## Opening Hours

- The Main Library building remained open 24/7 but the IS Helpdesk commenced Semester opening hours on 8 September (Monday to Thursday 09:00-19:50; Friday 09:00-18:50; Saturday 12:00-16:50; Sunday 12:00-18:50).
- Moray House Library commenced extended Summer opening hours on 21 August (Monday to Thursday 09:00-19:50; Friday 09:00-16:50; closed Saturday and Sunday); and Semester opening hours on 11 September (Monday to Thursday 09:00-21:50; Friday 09:00-16:50; 12:00-16:50 Saturday and Sunday).
- The other Central Area site libraries and the Noreen and Kenneth Murray Library commenced Semester opening hours on 18 September.
- Library opening hours are on the web site: www.ed.ac.uk/is/library-opening

## Start of Year

### *Main Library Footfall*

- Main Library footfall based on exit data, recorded by the 3M book detection system counter at the main exit, shows a significant increase in busy-ness in Welcome Week 2017 compared with last year. (Library cafe exit count data has not been analysed.)
- Between Saturday 9 and Friday 15 September, 38,349 people exited via the main gates compared with 23,927 in the equivalent week in 2016, an increase of 60%.
- A key factor affecting Saturday 9 September (student arrival weekend) was the Card Services event which ran for the first time on that day: 2677 people exited on that day compared with 699 on the equivalent Saturday in 2016.
- International Arrival Day on Sunday 10 September was also massively busy: 4,247 exits compared with 2,191 in 2016, as were Monday 11 (9,809 compared with 6,533) and Tuesday 12 September (7,791 compared with 5,086). One factor maybe that Card Services for the first time did not attempt to schedule students by level and College affiliation into a time slots through the week, but instead allowed students to select for themselves when they came in for their card. (Students in Accommodation Catering & Events accommodation had their cards delivered as usual.)
- Exit count data for Week 1 is similar to 2016, although some variations are evident.

### *Main Library Welcome Desk*

- Helpdesk staff assisted with the preparation of library bags for arriving students, and staffed the Main Library welcome desks alongside Library & University Collections (L&UC) colleagues at various times through Welcome Week and Week 1. At the beginning of Welcome Week, one of the most frequent enquiries was how to print a document (eg bank letter) which involved explanation of managed print, everyone print, print credit, location of mfds and the print/copy/scan process. Specific support for this type of enquiry is needed in 2018. Many referrals were made to the Helpdesk and IT Support desk

### *Main Library Helpdesk enquiries*

- The Main Library Helpdesk was busy in Weeks 1 and 2, and the site library Helpdesks were busy in Week 1. An indication of the scale and range of enquiries is given by the statistics recorded at the Main Library, shown in Table 1 below.

***Table 1: Main Library Helpdesk enquiries 09-24 September 2017***

| Enquiry type | Number |
| --- | --- |
| **Print/copy/scan (all types)** | 1644 |
| **Finding material (all types)** | 1397 |
| **Card queries** | 1371 |
| **Circulation (all types)** | 907 |
| **IT Helpdesk/Helpline** | 773 |
| **Direction/information** | 464 |
| **Print credit** | 395 |

- In total, 8,337 enquiries were recorded manually by staff at the Main Library Helpdesk between 9 and 24 September. 450 or more enquiries were recorded on 11 of the 16 days, the peak being 853 on 13 September.
- See **Performance Indicators** for analysis of Quick Calls across all the Helpdesks.

### *IT Support Desk*

- Funding has been approved for a full time service. A team of 13 student staff has been recruited for the role (9 returning staff 4 new), supported by IS Helpline staff.
- The service commenced under the "Get Connected" brand from 10 to 22 September inclusive. Quantitative data shows how well used the service has been, with 1996 quick calls logged in 13 days.

***Table 2: 'Get Connected' Quick Call enquiries by day/date 10-22 September 2017***

| Day | Date | Number |
| --- | --- | --- |
| Sunday | 10 | 93 |
| Monday | 11 | 263 |
| Tuesday | 12 | 209 |
| Wednesday | 13 | 155 |
| Thursday | 14 | 172 |
| Friday | 15 | 146 |
| Saturday | 16 | 46 |
| Sunday | 17 | 54 |
| Monday | 18 | 295 |
| Tuesday | 19 | 222 |
| Wednesday | 20 | 145 |
| Thursday | 21 | 110 |
| Friday | 22 | 86 |
| | **Total** | **1996** |

- International Arrival Sunday on 10 September saw 93 new students at Get Connected, but the peak days were Monday and Tuesday of Welcome Week and Week One.

- Eduroam enquiries were a huge part of the business (66%). The shift left agenda and student experience suggests this process needs to be reconstructed, and is subject of an Innovation fund bid.

*Table 3: 'Get Connected' Quick Call enquiries by topic 10-22 September 2017*

| Enquiry topic | Number |
|---|---|
| Eduroam connection | 1322 |
| Help and Support | 302 |
| Print/Copy/Scan | 148 |
| Email and Diary | 78 |
| Software Install (spss/office) | 57 |
| Learn | 20 |
| Myed | 19 |
| Other | 50 |
| **Total** | **1996** |

- Users were encouraged to complete a feedback survey at local terminals: 341 students completed the survey, the results of which demonstrates the high quality of the experience. Feedback has been 100% positive and waiting times 95% seen in under 5 minutes (64% instantly 32% under 5 minutes).
- From 25 September the service has been running as the IT Support Desk, operating Monday, Tuesday, Thursday, Friday 12:00-18:00 and Wednesday 12:00-20:00.

## Main Library Student Help Point

The Student Help Point operated from the Floor 2 of the Main Library in Weeks 1 and 2 with Helpdesk and L&UC staff. Table 4 below indicates the level of support and nature of enquiries. New students are still struggling to find their way up the building and in future temporary directional signage may help. The majority of enquiries related to finding books, involving use of DiscoverEd (catalogue use); awareness of other libraries; the Library of Congress classification scheme; layout and arrangement of the collections; using library services (procedures); and using computers and printers.

**Table 4: Student Help Point enquiries 18-29 September 2017**

| Sept 2017 | 18 | 19 | 20 | 21 | 22 | 25 | 26 | 27 | 28 | 29 | Total |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Direction** | 31 | 36 | 26 | 28 | 17 | 22 | 29 | 18 | 14 | 16 | 237 |
| **Finding Shelfmarks** | 34 | 19 | 16 | 22 | 10 | 9 | 16 | 16 | 9 | 8 | 159 |
| **Procedures** | 21 | 22 | 13 | 10 | 10 | 18 | 13 | 11 | 13 | 12 | 143 |
| **Catalogue use** | 25 | 15 | 16 | 9 | 6 | 16 | 5 | 14 | 3 | 6 | 115 |
| **Computers/ printer use** | 23 | 9 | 12 | 13 | 5 | 11 | 8 | 11 | 8 | 9 | 109 |
| **Others** | 7 | 1 | 0 | 3 | 0 | 4 | 0 | 4 | 0 | 1 | 20 |
| **Total** | 141 | 102 | 83 | 85 | 48 | 80 | 71 | 74 | 47 | 52 | 783 |

### Student Helpers

- 35 Student Helpers were employed to assist with supporting new students at the Main Library and 3 site libraries: ECA Library, Noreen and Kenneth Murray Library and New College Library.
- 10 Helpers were employed in the Main Library full-time in Welcome Week and half-days in Week 1 to produce cards for new students. It was extremely busy to begin with then inevitably tailed off in Week 1.
- 12 Helpers assisted at the Card Collection Event: monitoring queues and directing students along the correct route through the West door of the Main Library and up to Floor 1 where they were passed on to card collection or card production in Room 1:07. Helpers worked half day shifts this year which was considered more efficient than working all day. The Helpers enjoyed the experience and umbrellas were provided this year in case of bad weather! The second week was quieter and therefore some of the Helpers assisted users with printing and general enquiries on the Ground Floor, especially in the HUB area.
- 2 Helpers worked at Murray library for Week 1 and 2 and 2 more will continue until 24 November. New College and ECA both had 1 Helper for Week 1. 9 Helpers remained at Main Library working shifts of either 4 or 3.5 hours (2 shifts per day) and their main duties were to assist new users with queries, both procedural and directional. The Helpers were asked to 'queue bust' when required at the Helpdesk but always to refer any queries they could not answer to Helpdesk staff.
- The majority of queries were regarding printing for the first time and connectivity issues. One Helper was based at the printing area on Ground Floor and another in the Foyer which proved to be very helpful.
- Tours were taken by a third Helper in ML during Welcome Week. A few 'ad-hoc' tours were also done in Week 1. A brief summary was provided for the Helpers to use and most enjoyed the experience interacting with new users. The Helpers' Tours concentrated on the Ground Floor, HUB and, if enough time available, uCreate on the First Floor. The Foyer did become very busy with the 'Get Connected' event also on the Ground Floor.
- The Feedback that has been received from the Helpers is generally positive with a couple of suggestions for next year.

## Card Services

### Preparation for start of Session

- Between 27 July and 8 September 10,687 new cards were pre-printed in the Main Library room 1:10, with 2 student helpers employed primarily for this purpose.
- The total is 920 less than in 2016 (11,607) and had the effect of requiring more students to have cards printed on demand during the Card Event. An Innovation fund bid has been submitted to analyse in depth the student experience with regards to first card issue which would include an assessment of the digital image upload channel in MyEd with a view to identifying where the process can be improved.
- The first Card Event took place at Moray House for arriving PGDEs on 21 August. By arrangement with the School, 236 pre-printed cards were delivered to a School room for distribution as part of an induction event, with printing on demand available at the Moray House Library Helpdesk (65 cards printed).
- PGs attending the Main Library from 1 September were able to request their card at the Helpdesk and cards that had been printed were fetched from room 1:10. 510 cards were distributed in this way, giving PGs early access to labs in School buildings by arrangement with local door managers, and other services.

- On Thursday 7 September 4,936 of the pre-printed cards were distributed to Accommodation Catering & Events accommodation for arriving students to receive there. This distribution worked well in the main.

## *Card collection in Welcome Week*

- For the first time, the Card Event commenced on Saturday 9 September in order to assist arriving students, rather than on the Sunday of Arrival Weekend as in previous years. 5,751 pre-printed cards were made available for collection from the open access PC/study space on Floor 1, and 349 cards were printed on demand on the Saturday. Sunday saw a further 373 cards printed on demand.
- The Card Event continued daily through to Friday 15 September and then ran Monday to Friday of Week 1. Table 5 shows the number of cards printed on demand.

*Table 5: Number of cards printed on demand in the Main Library 09-22 September*

| Day/date in September | Number |
|:---:|:---:|
| Saturday 09 | 349 |
| Sunday 10 | 373 |
| Monday 11 | 935 |
| Tuesday 12 | 1065 |
| Wednesday 13 | 605 |
| Thursday 14 | 321 |
| Friday 15 | 224 |
| Monday 18 | 288 |
| Tuesday 19 | 197 |
| Wednesday 20 | 77 |
| Thursday 21 | 58 |
| Friday 22 | 67 |
| **Total** | **4559** |

- Unlike previous years, there was no attempt to schedule students for card collection in Welcome Week and Week 1 by level or College: this change was probably a factor in the peak demand leading to longer waiting times on Monday and Tuesday of Welcome Week.
- A survey kiosk was provided to capture new student satisfaction with the Card Event but the unit failed early in Welcome Week. The satisfaction rates on Arrival Weekend were very good, being over 96% on both 9 and 10 September from 450 respondents. Satisfaction dropped to 90% on Tuesday 12 September on 86 respondents with 8% being dissatisfied. This reflects the fact that there were queues and longer waiting times on 11 and 12 September for cards to be printed on demand. A further indicator of satisfaction was provided by a small scale face to face survey conducted in the Main Library Ground Floor in Welcome Week which gives some qualitative data and the responses and helps our understanding of the student experience.
- 980 pre-printed cards taken to the Card Event were left uncollected at the end of the Card Event. They were removed to the Main Library Helpdesk for collection there.

# Undergraduate Open Day/Doors Open Day, Saturday 23 September

- The University held the first of 2 Undergraduate Open Days in Semester 1 on Saturday 23 September.
- 423 students and parents visited the Royal Infirmary Library and tours of the library were carried out by students.
- The Noreen & Kenneth Murray Library also received Open Day visitors, where it is hoped the network outage did not detract from the experience.
- A total of 2,679 visited the Main Library, an increase of 453 from the last UG Open Day in June.
- 2,129 of these arrived before 1pm (1,201 before 12 noon in June).
- Enquiries were mainly about location of collections as well as other libraries.
- The visitors arrived steadily throughout the day until around 3pm, when the numbers dipped sharply.
- All seemed to be happy with the help and guidance received and appreciated the opportunity to explore the library with the help of the self-guided tour sheet.
- The Welcome desk was staffed until 3.30pm, but visitors were still counted by reception staff until 5.30pm.
- Because the Cockburn Society's Edinburgh Doors Open event coincided with the UG open day the Centre for Research Collections was also open from 12noon to 4pm and staff from there took turns at the ground floor welcome desk throughout the afternoon. The number of Doors Open day visitors was difficult to judge due to the volume of UG Open Day visitors.
- In addition to the 3 members of staff at the desk, 3 Student Helpers were also on duty, with one stationed outside the speedlanes guiding visitors through the glass door towards the Welcome desk.
- During the morning a member of IS Facilities staff was positioned at the exit gates ensuring that visitors exited through the open lane. This worked well and also ensured that this lane was not used for entry. When the volume of visits reduced in the afternoon a sign was used instead, but there were instances of entry though this lane.


# Social Media

### Twitter – Main Library

- As of 29 September, we have 2,378 followers, up by 28 since July.

### Top Tweets

- Top tweet for August 2017 was: ***"Student home directory servers are being upgraded starting today for two weeks.  Please check your email to see which day this affects you."***  This was retweeted 2 times, liked 2 times and was seen by 23, 598 users on Twitter.
- Top tweet for September 2017 was***: "Happy International Students Day!  Get to Main Library quickly to collect our fab special edition 50th Anniversary Library bag".***  This was retweeted 9 times, liked 15 times, received 6 link clicks and was seen by 2,354 users on Twitter.

**Table 6: Twitter Statistics for August and September 2017**

| Period | 1-31 August | 1-29 September |
|---|---|---|
| Original Tweets | 29 | 61 |
| Retweets | 25 | 88 |
| New followers | 43 | 77 |
| Mentions | 35 | 61 |
| Likes | 67 | 150 |
| Link clicks | 79 | 162 |
| Profile visits | 1,898 | 3,038 |
| Impressions | 24,400 | 72,700 |

*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 29 September we have 1,774 followers, up by 109 since July.

## Top Tweets

- Top tweet for August 2017 was: *"Have you been to see the new wee exhibition on 6th floor @EdUniMainLib?  Just a taste of things to come…".*  This was retweeted 19 times, liked 14 times, received 23 link clicks, 16 profile clicks and was seen by 20,296 users on Twitter.
- Top tweet for September 2017 was: *"We're gearing up for Welcome Week.  So. Many. Bags. To Be Filled…"*  This was retweeted 9 times, liked 18 times, received 20 link clicks, 28 profile clicks and was seen by 2,724 users on Twitter.

**Table 7: Twitter Statistics for August and September 2017**

| Period | 1-31 August | 1-29 September |
|---|---|---|
| Original Tweets | 20 | 34 |
| Retweets | 52 | 124 |
| New followers | 48 | 59 |
| Mentions | 14 | 49 |
| Likes | 60 | 119 |
| Link clicks | 50 | 157 |
| Profile visits | 1,961 | 2,689 |
| Impressions | 34,100 | 40,900 |

## Facebook

- As of 29 September we have 860 page likes, up by 59 since July.
- The weeks covered by the Main and Site Library Helpdesk teams were 31 July to 6 August, 21 to 27 August, 11 to 17 September.

### Top posts

- Top Facebook post for August 2017 was: ***"New!  Self-issue Laptop Service.  Students can now borrow a library laptop via self-service from the Main Library.  Simply go to the Main Library Helpdesk during service hours, register once for a PIN, then issue a laptop from self-service bays located in the HUB on the Ground Floor.  This service is available 24/7, subject to availability of laptops for loan.  Find out more at…".***  This post reached 1,036 users on Facebook and received 22 likes, 5 shares and 3 comments.
- Top Facebook post for September 2017 was: ***"Do you want to come work with us?  We're nice, honest!  Help Services are currently looking for 4 x part-time Helpdesk Assistants to work at Library Helpdesks, in Main Library and some site libraries…"*** This post reached 3,402 users on Facebook, received 24 likes, 20 shares and 1 comment.

### *Table 8: Facebook Statistics for August and September 2017*

| Period | 1-31 August | 1-29 September |
|---|---|---|
| Current Likes | 822 | 860 |
| New Likes | 10 | 38 |
| Post Reach | 4,244 | 10,433 |
| Engagement | 503 | 1,036 |

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

## Instagram

- As of 29 September we have 284 followers, up by 81 since July.

### Top posts

- Top Instagram post for August 2017 was: ***"Some of the beautiful wood carvings from the ends of our bookshelves.  It's amazing how often we just don't take the time to look at what's in our environment…"*** [Image of carved woodwork in New College Library].  This post received 29 likes.
- Top Instagram post for September 2017 was: ***"It's our birthday!  Let's party like it's our birthday!  This year Main Library turned 50!  There is a special 50th Anniversary exhibition on the 6th floor of Main Library.  Go have a look at how we used to look!"*** [Image of Main Library 50th Anniversary logo].  This post received 26 likes.

### *Table 9: Instagram statistics August and September 2017*

| Period | 1-31 August | 1-29 September |
|---|---|---|
| New Followers | 37 | 46 |
| Posts | 14 | 16 |
| Likes | 270 | 253 |
| Comments | 5 | 3 |

*New Followers= Number of new users who follow our Instagram page.*
*Posts= Number of posts we have created on our Instagram page.*
*Likes = Number of times an Instagram user has commented on one of our posts.*
*Comments= Number of times an Instagram user has commented on one of our posts.*

## Section staffing

Appointments have been made to the 6 student designated posts of Helpdesk Assistants for Law, ECA and Moray House. The staff will be working on average 10.5 hours per week each, and they are working alongside an experienced member of staff.

## Section services

## Card Services

- Including yellow Library Member cards, over 21,500 cards were printed over the 2 months August and September.
- Table 10 summarises Card Services' first card issue for this Session.

*Table 10: Number of first cards produced 2017/18*

| Month | Staff | Visitor | Student | Ref User | Borrower | Total |
|---|---|---|---|---|---|---|
| August | 180 | 99 | 7061 | 175 | 286 | 7801 |
| September | 305 | 191 | 7660 | 322 | 363 | 8841 |
| October | | | | | | |
| November | | | | | | |
| December | | | | | | |
| January | | | | | | |
| February | | | | | | |
| March | | | | | | |
| April | | | | | | |
| May | | | | | | |
| June | | | | | | |
| July | | | | | | |
| 2017/18 Total | 485 | 290 | 14721 | 497 | 649 | 16642 |
| 2016/17 Total | 2211 | 2306 | 16436 | 1667 | 2464 | 25084 |
| 2015/16 Total | 2019 | 2170 | 13231 | 0 | 0 | 17420 |

- Table 11 summarises Card Services' replacement card issue for this Session.

*Table 11: Number of replacement cards produced 2017/18*

| Month | Staff | Visitor | Student | Ref User | Borrower | Total |
|---|---|---|---|---|---|---|
| **August** | 214 | 53 | 499 | 7 | 19 | 792 |
| **September** | 193 | 62 | 3893 | 22 | 24 | 4194 |
| **October** | | | | | | |
| **November** | | | | | | |
| **December** | | | | | | |
| **January** | | | | | | |
| **February** | | | | | | |
| **March** | | | | | | |
| **April** | | | | | | |
| **May** | | | | | | |
| **June** | | | | | | |
| **July** | | | | | | |
| **2017/18 Total** | 407 | 115 | 4392 | 29 | 43 | 4986 |
| *2016/17 Total* | *2640* | *846* | *9145* | *9* | *47* | *12687* |
| *2015/16 Total* | *1649* | *654* | *7901* | *0* | *0* | *10204* |

## Online Print Credit

- The usage data shows that the number of transactions and value of Online Print Credit (OPC) over August and September increased this Session compared with last.

### Online Print Credit: Performance

- System performance was disappointing in August and September. Errors were symptomatic of short term blips in service as they occurred within a short time frame on 5 specific days - 10, 15 and 23 August; 26 and 28 September

### Online Print Credit: Service improvements

- On 9 August, Applications production management incorporated some simple usability fixes into a new channel design to display free quota balance alongside charged account balance, making the 'Add Amount' button more prominent and it easier to select the 'Credit Amount (£)' field.

## Self-service Laptop loans

- For several years the library has loaned laptops to students via helpdesks: we have been running a fleet of 60 Dell laptops running Win 7, loaned from the Main Library and 3 site libraries.
- On 7 August, the Main Library Helpdesk began operating a self-service facility using Lapsafe cabinets with 12 laptops repurposed from the staff mediated service.
- The cabinets have capacity for 24 laptops. There are currently 24 HP G4 laptops in store in the Main Library to deploy to self-service at the end of October.

*Image 1: Main Library Self-service laptop cabinets and user interface*



- Having registered once at the Helpdesk, students can borrow a laptop anytime 24/7 subject to availability.  Laptops are returned to staff for checking and rebuilding.  The loan period was set at 2 weeks, to be consistent with the staff mediated laptop loans; this inevitably reduced the circulation.  All laptop loans reverted to the standard 3 days on 28 August.
- The new service has encountered very few issues and is proving popular with students. Table 12 below indicates usage.

*Table 12: Main Library Self-service laptop issues August and September 2017*

| Month | Issues | Number of laptops | Issues per laptop |
|-------|--------|-------------------|-------------------|
| **07-31 August** | 59 | 12 | 5 |
| **September** | 74 | 12 | 6 |
| **Total** | 133 | 12 | 11 |

## OccupEye study space monitoring in the Main Library

- In September, there was good progress made in providing library users with live information about study space availability in the Main Library Lower Ground Floor, utilising data feeds from OccupEye study space monitors.

- The IT Services Manager worked with Digital Learning Applications and Media colleagues in LTW to integrate the live information into a dynamic web page at: http://www.ed.ac.uk/information-services/students/study-space/study-desk-availability

*Image 2: Main Library Ground Floor plasma showing study space availability on LGF*



- BrightSign software was used to make the same information available on a new plasma screen located in the Main Library Ground Floor.  The intention is that the screen will be read by students as they pass by the thoroughfare to access Library floors, and be able to make an informed decision about whether to visit the Lower Ground Floor to find a study space.  See the image above.

## Customer Service Excellence Award

- During the summer, we have been preparing a campaign in the HUB area of the Main Library to highlight the use of books in this area and the difference between 'Reserve' and 'HUB Short loan.' Publicity has been placed in the HUB along with bookmarks also highlighting the difference between these items. The Collections team, Student helpers and Helpdesk staff have been involved in helping new students in the HUB area.
- Final testing is taking place for Requests being automatically placed on books that have been requested through the Request a Book scheme.
- Several staff have all been involved in additions to the Helpdesk wiki, which we aim to have as a resource for our new staff in particular. This is an on-going project which is time-dependent.
- Collaboration is on-going with neighbouring institutions in order to carry out an autumn Quality Survey. This is to fulfil benchmarking criteria within CSE accreditation.

- Evidence is now being collected for final inclusion in our CSE evidence. We have now applied for Rolling Programme 3, with an assessment date of 15 February 2018.

# Disability Computing Support (DCS) for Students

### Student exams

- There was only 1 student resit exam in August.

### Accessible PCs and Windows 10

- All but one accessible machine has been upgraded or replaced in preparation for Windows 10 (machine due to be replaced week of 2 October).
- An additional Accessible PC at Vet Library, Easter Bush, has been set up and configured. Helpdesk staff will undergo APC orientation shortly.

# Disability Computing Support for Staff

- There are 7 open calls.
- Support involves:
    - Software support and ergonomic equipment loans for 4 people, 3 people require equipment loan only.
    - The last borrower of the standing desk decided to keep the loan item and a replacement was purchased by their department for the Staff DCS loan pool.

# uCreate

- We are currently in the process of seeking improvements to the uCreate space in the Main Library and gathering costings to facilitate this.
- A plan has been created for balancing poster printing loads in the Main Library but has yet to be implemented.
- The uCreate KB office has been closed and cleared. A few items remain for removal to the Murray Library office for storage but the James Clerk Maxwell Building office is now effectively no longer in use.

### uCreate: software usage

### Table 13: Number of uses 2017/18

| Month | Aug | Sep | Oct | Nov | Dec | Jan |
|---|---|---|---|---|---|---|
| **Photoshop CS6 / CC** | 659 | 297 | | | | |
| **Illustrator CS6 / CC** | 181 | 153 | | | | |
| **InDesign CS6 / CC** | 61 | 43 | | | | |
| **Premiere Pro CS6 / CC** | 48 | 16 | | | | |
| **Acrobat Pro 10 / DC** | 18 | 0 | | | | |
| **Data-stream 5 Advance** | 37 | 1 | | | | |

- In line with ECA labs, uCreate computers were updated to the latest version of Creative Cloud 2017 in early September.

### *uCreate: poster printing*

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

*Table 14: Number of posters printed*

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

- uCreate KB Glossy was moved to the Main Library in mid-July 2017 and converted to print on Plain paper. The printer has been renamed as uCreate ML: Poster-Plain-1.

### *uCreate: other*

- A meeting with Student Administration and Student Disability Services took place on 10 August to review workflows for notification of students requiring DCS exam support: further consultation is needed with stakeholder groups.

## Helpdesk services: focus on New College Library

### *Training*

- The summer training programme was interesting and well received.

*Table 15: New College Library Summer Training (August and September)*

| New College Library Staff Training Summer 2017 | Date |
|---|---|
| Centre for the History of the Book training videos (in-house) | 04 August |
| St. Cecilia's tour | 18 August |
| Scholarly Communications | 01 September |
| Start of year briefing, coffee & cake ☺ | 08 September |

*Estates*

*New College replacement boiler works*

- It was discovered that the boilers in New College urgently needed to be replaced. This work was scheduled for the week beginning 11 September. The final handover is to be on the 27 October.

*Other Estates issues*

- Work was carried out at the rear of the library to repair a down pipe on 9 and 10 August.
- Work was carried out to repoint the drainage channel in the quad on 5, 6 and 8 September.

*Collections*

- Re-classified pamphlets were re-boxed over the summer by peripatetic staff. The re-classification is an ongoing project which is expected to last until 2018.
- The Academic Support Librarian (ASL), Library Services Manager (LSM) and a member of cataloguing staff had a meeting to discuss the weeding and relocation of the Church collections on 16 August. This is a complicated exercise and is expected to take the whole of the 2017/18 academic year.
- The ASL and Helpdesk Supervisor boxed up items that have been identified as duplicates on 30 September. An ownership issue around books pre-1962 prevents disposal of these items. This matter is currently under review so these items are going to the library annexe until this is resolved.

# Helpdesk services: other sites

*ECA Library*

- The summer changes to the library's study spaces were completed successfully with minimal disruption to users.
    - There was a slight delay to installation of desktop power but this was completed on the Sunday prior to week 1, with each of the 29 new individual study desks now supplied with 2 desktop plug sockets, and most with USB charging.
    - New chairs were also provided. While there was a net gain of 10 seats over the library's two floors in strict numerical terms, in practice not all seats were previously used due to the design of the tables, so there should be a greater impact on useable study space.
    - The removal of obsolete collections storage and unused equipment such as microfiche readers (the latter to our local store room rather than immediately disposed of) has given the library a much more spacious feel on both floors.
    - The new arrangement of study spaces at the rear of the 1st floor has already proven very popular with most spaces used each day.
- All 64 local Course Reserve reading lists were rolled over in time for the start of Semester 1; meanwhile Leganto / Resource Lists requests have been dealt with promptly as they come in from the Main Library HUB team (20 since the beginning of August).

### Law Library

- On 15 August 4 groups of students from The English Language Teaching Centre for Library visited for a library orientation and case study.
- Similarly, on 7 September a group of 'Moving On' students visited for a library orientation and quiz.
- Planning for the move back to Old College is ongoing and Law Library Refurbishment meetings will continue to take place throughout 2017.

### Main Library

- The Main Library Helpdesk activities are showcased throughout this report.

### College of Medicine and Veterinary Medicine (CMVM) Libraries:-

- Following a request by L&UC Collections Development and Access for assistance, Helpdesk staff from each of the MVM libraries attended a Leganto training session on 22 August and subsequently took on work to re-order items displaying on Leganto lists.  This work was completed quickly and was appreciated greatly by L&UC colleagues.

### Western General Hospital Library (WGH)

- After training on 22 August the Helpdesk Supervisor joined the Online Print Credit support team on 31 August.
- On 19 September the Medical Education Centre Refurbishment Design Team visited WGH Library to have a look at the current service and collections offered at the library.
- Helpdesk staff continue to cover Unidesk, OPC and QuestionPoint.

### The Lady Smith of Kelvin Veterinary Library (Vet)

- Induction library tours for Graduate Entry Programme students were carried out on 9 August: 51 students attended.
- The IT Services Manager visited Veterinary Library on 25 August to deliver IT Refresher training session and build the accessible PC in preparation of adding it to the adjustable height desk as part of assistive technology offered at Veterinary Library.
- The ASL and Veterinary Library Helpdesk staff had a catch-up sessions regarding the Welcome Week and significant dates for Veterinary School in Semester One on 1 and 14 September.
- Library tours for first year students were carried out in the week beginning Monday 18 September.
- Electrical work was carried out in the Veterinary Library on 7 and 13 September to move floor boxes and accommodate an electric standing height desk and an electric adjustable height desk with accessible PC.
- The standing height desk is fully operational. The adjustable height desk with the accessible PC is operational, but awaiting further accessible software and hardware updates.

### Royal Infirmary Library (RIL)

- The Helpdesk Supervisor updated site opening hours webpages.
- Helpdesk staff continue to cover slots on Unidesk, QuestionPoint and OPC.

### Moray House Library

- From 1 August the LSM and ASL have organised monthly catch-up meetings.
- On 9 August the ASL, LSM and the Course Organiser for the Froebel course met to discuss the provision of Library Services to the course participants.
- Over 2 days on 15 and 16 August the LSM led 6 Library tours for pre-sessional students.
- PGDE courses started on 21 August.
  - Helpdesk staff helped with the production of cards for the new students for the first time.
  - On 23 August the LSM arranged for members of the security team to set up a desk in Moray House Library to give security advice to new students.
  - Drop-in Library tours were arranged at set times for the PGDE students from 23 to 25 August. The take-up was not high.
- On 7 September the Helpdesk Supervisor and LSM led a Library tour each for the 'Moving On' students.
- For Welcome Week, staff stuffed 250 bags with handouts and promotional freebies for new students, and on 13 September a Get Connected event was held for the first time at Moray House Library.
- Work on the project to change the current display of journals to include print journals subscriptions only is continuing, currently identifying which titles are only available in print.
- Helpdesk staff have continued to add to the Moray House Library wiki pages.
- The following displays have been used to promote Moray House Library stock: CALL Scotland, Roald Dahl day and Study skills.

### Estates issues

- On 2 August, Moray House Library staff carried out and reported on the annual fire drill for Dalhousie Land.
- Works have been carried out as part of the 2016/17 Small Capital Works programme
  - Over 2 days on 19 and 20 August ceiling tiles above the Helpdesk were replaced with sound dampening tiles.
  - On 16 and 17 September new blinds were fitted to the 1st Floor windows. The work was carried out out-of-hours. The blinds will reduce the glare of low winter sun on computer screens.
  - On 29 September a new screen around the Reserve collection was installed to replace the existing old screen.
  - The next day the remaining work in the 16-17 SCW programme was completed, namely the installation of a water fountain just outside the Library and the fitting of a door to the print/copy room on the 1st Floor. The former will be a huge improvement for library users and will free up staff time at the desk as we will no longer be required to fill up water bottles from the kitchen tap. The latter should reduce noise carrying throughout the Library from the print/copy room.

### Noreen & Kenneth Murray Library

- Helpdesk staff completed the task of identifying the appropriate school of the authors of theses which have been added to ERA.
- The third Floor shunt of materials following the weeding project has been completed.
- On 2 August the Deputy Director of USD visited and gave a very informative update on Campus developments and other matters.

- We had the benefit of 2 student helpers for the first two teaching weeks of semester, working each day from 10am to 3pm since the 18 September. Mostly they have helped readers with DiscoverEd and finding material on the shelves. They have gone between all floors but most of the time they've been on the first Floor which has helped take pressure off the desk with these sorts of enquiries. They will continue to be employed until the 24 November working 2-4pm each day, and will include the Mary Bruck Building in their roving.
- The Helpdesk has been very busy since the start of the semester. The typical enquiries are:
  - Connecting to wireless/configuring mobile devices. Although there have been Mobile Device Clinics here on Tuesdays and Thursdays there have been approx. 50 enquiries which we would have referred to the Get Connected people, had there been that service here this year.
  - Using DiscoverEd/finding materials – student helpers have been a help here but we have missed having a dedicated DiscoverEd terminal. The terminal normally used has been changed to an Account Activation point and should be changed back soon.
  - Printing queries seem to have started earlier than usual this year so quite a bit of time has been spent explaining how/where to print etc.
  - Additional queries include room booking, replacing lost cards, not enough copies of certain titles (information passed to appropriate Academic Support Librarians).

## Performance Indicators

### Circulation 2017/18

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

*Figure 1: Main Library issues 5 year comparison*
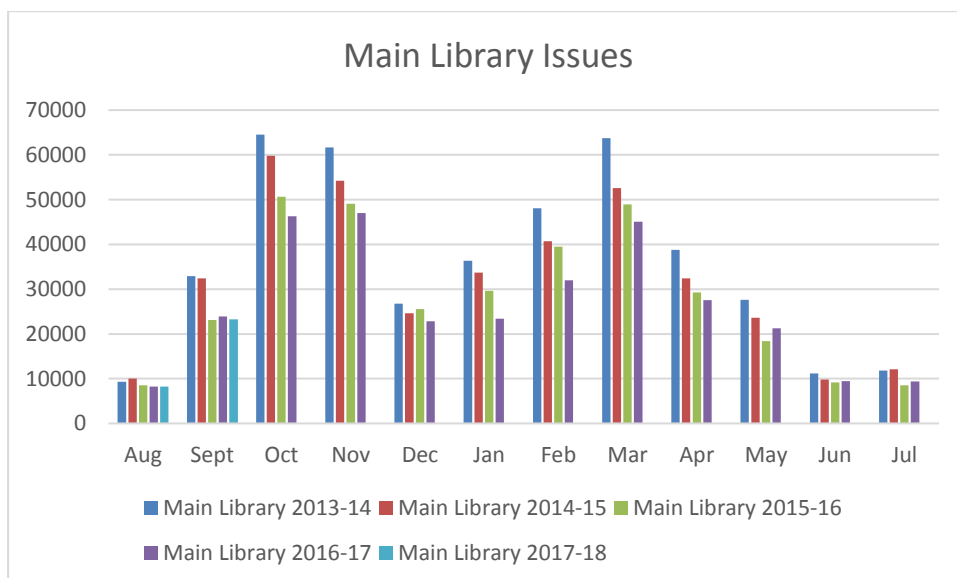


- Issues at the Main Library in August 2017 were identical with the same month in 2016, but slightly lower in September 2017 compared with 2016. Looking also at the 2015 figures for the first 2 months of the Session, there seems to be a levelling off of

the previous general downward trend, and it will be interesting to see what happens in the months ahead.

- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2017/18 Session compared with the 4 previous Sessions is shown in Figure 2 below.

*Figure 2: Site libraries issues 5 year comparison*
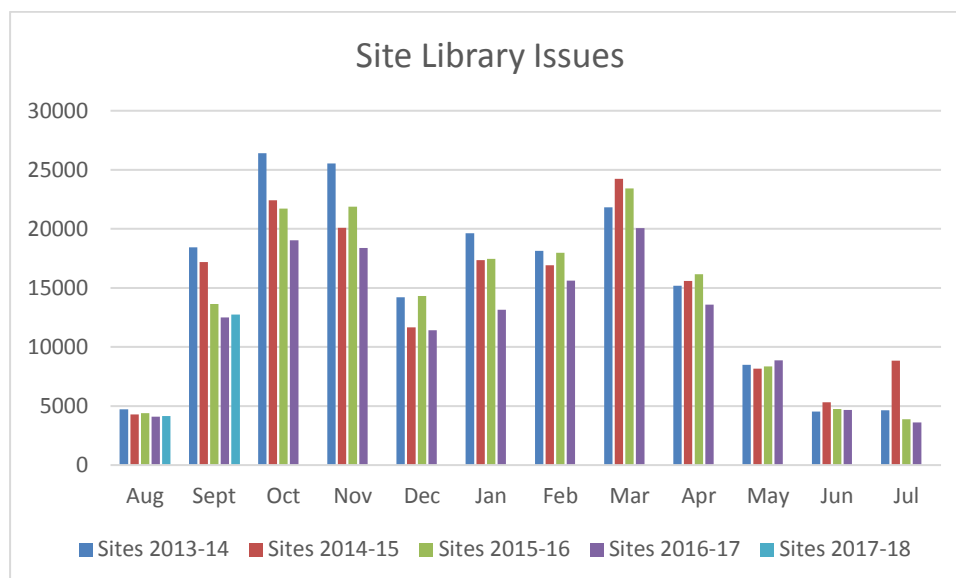


- At Site Libraries the trend of declining loans montly, year on year, was not continued in August and September, with a small rise in issues being exhibited in both months. Whether this indicates a change in user behaviour with regards library borrowing at sites we shall have to wait to see.
- 2017/18 circulation figures (issues and returns) are presented in Tables 16 and 17.

*Table 16: Number of issues*

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

*Table 17: Number of returns*

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

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

- USD KPI #7 for 2017-18 is 90% of library material issued to be borrowed by self-service. The KPI **was not met** in August 2017 (88%), as was also the case in August 2016: this is due to low volumes of issues which tends to result in more staff mediated loans as a percentage of all loans. The KPI **was met** in September 2017 and is equivalent to September 2016
- USD KPI #8 for 2017-18 is 90% of library material to be returned by self-service. The KPI **was met** in August and September 2017 and is equivalent to 2016.

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

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

***Unidesk Library Helpdesks operator group: standard calls***

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

***Unidesk Quick Calls recorded by sites in August-September 2017***

- August saw a total of 1,731 enquiries recorded. Moray House Library was the busiest site, accounting for 29% of the total (509 Quick Calls). This is to be expected given the earlier start to teaching at Moray House.
- New College Library was the second busiest site, maintaining the same consistent level of enquiries seen throughout the summer vacation. This is discussed further in the New College Library focus section appended to this report.
- Several other libraries remained considerably quieter than during Semester, e.g. ECA and Law.
- For an in-depth analysis of Quick Calls at New College Library, see *Appendix 1: Quick Calls – New College Library focus*.

***Figure 3: Quick Calls by Standard Solution by site August 2017***
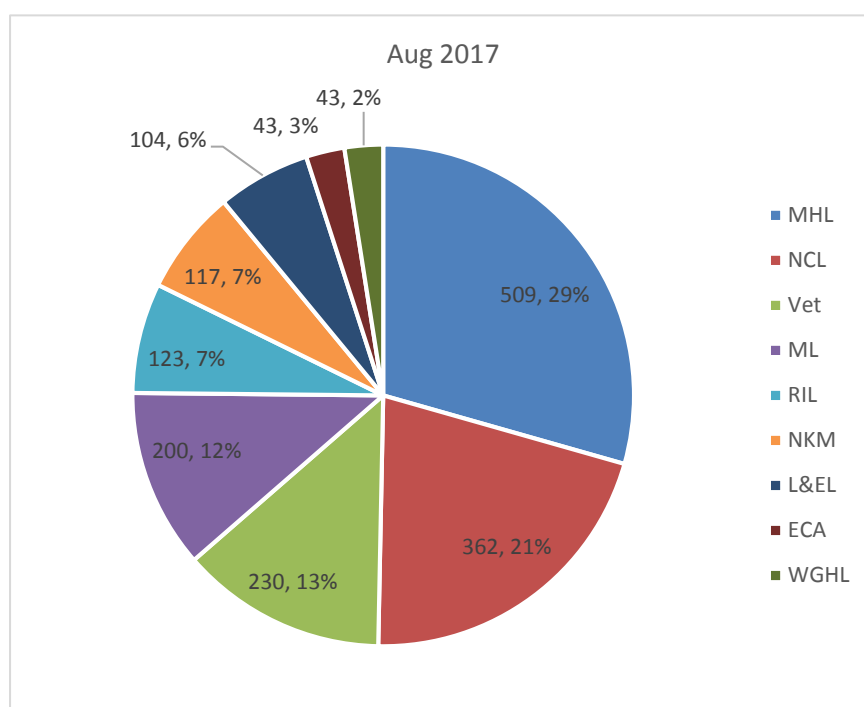


**Top 10 Quick Calls in August**

- Table 19 shows the top 10 Quick Calls across all sites in August.
- Card: Queries was the most common enquiry, with Moray House and Main Libraries between them accounting for more than half of the total figure. The influx of new students at Moray House saw that library accounting for the largest share of several common enquiries from new users: Direction/information (40.8% of the total across all sites), IT help: Helpdesk (43.5%), and Print credit enquiries (72.5%).
- Other unusually prominent enquiries in August were Special Collections Consultation (all at New College Library – see further discussion of this in Appendix 1) and Finding material: store/annexe/fetching. The Lady Smith of Kelvin Veterinary Library accounted for 80.5% of the latter enquiry (62 out 77) – this was due to a teaching
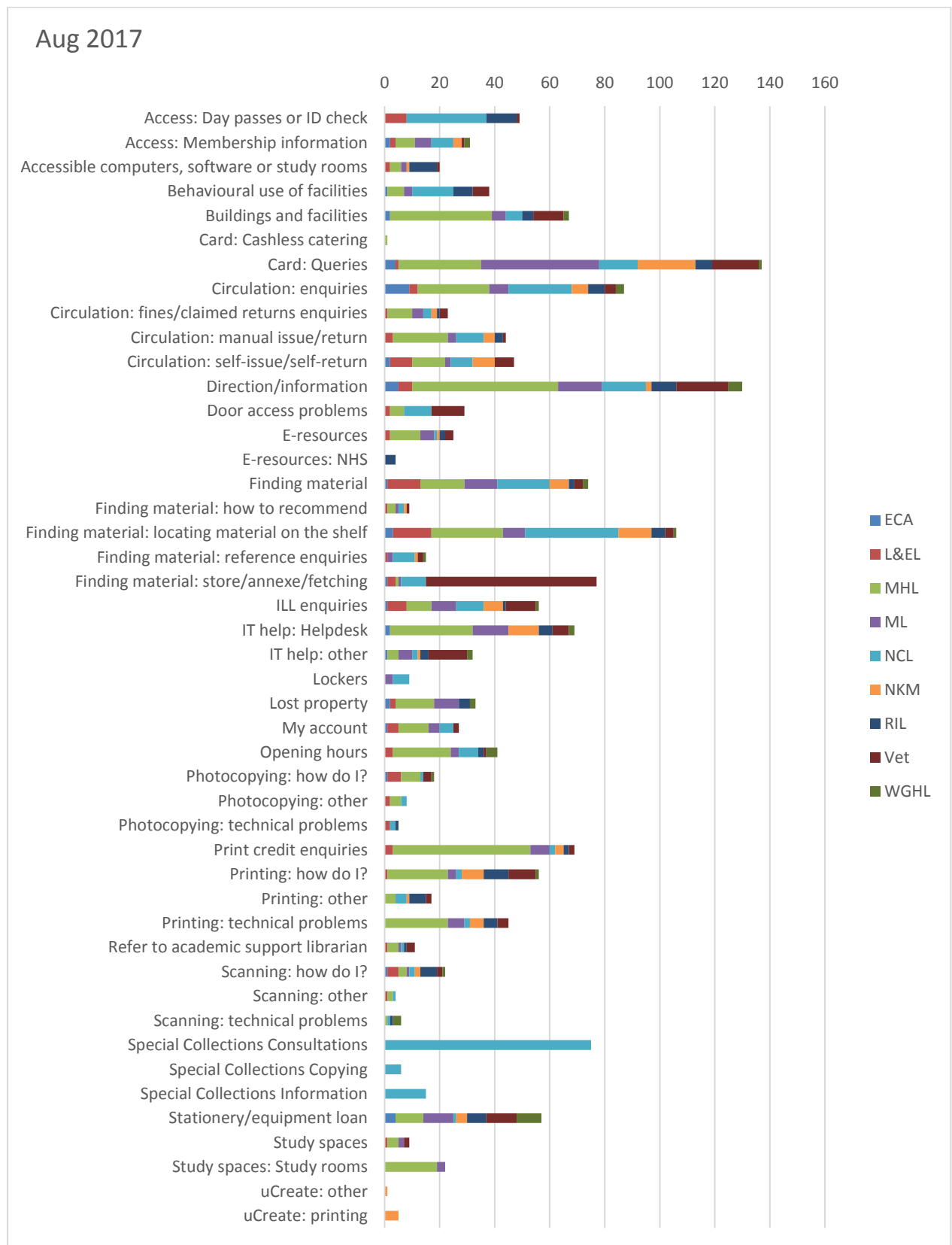
session at the Vet School on 10 August which saw a large number of students consulting the "bone boxes" held in the library, which are retrieved from storage and issued on Alma by Helpdesk staff.

***Table 19: Top 10 Quick Call standard solutions August 2017: all sites***

| Rank | Standard Solution | No | % of total |
|---|---|---|---|
| 1 | Card: Queries | 137 | 7.9% |
| 2 | Direction/information | 130 | 7.5% |
| 3 | Finding material: locating material on the shelf | 106 | 6.1% |
| 4 | Circulation: enquiries | 87 | 5.0% |
| 5 | Finding material: store/annexe/fetching | 77 | 4.4% |
| 6 | Special Collections Consultations | 75 | 4.3% |
| 7 | Finding material | 74 | 4.2% |
| 8 | IT help: Helpdesk | 69 | 4.0% |
| 9 | Print credit enquiries | 69 | 4.0% |
| 10 | Buildings and facilities | 67 | 3.9% |

Figure 4 shows a complete breakdown of enquiries by standard solution for August 2017.

**Figure 4: Complete breakdown of enquiries by Standard Solution in August 2017**



Aug 2017

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

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

**Quick Call September 2017: Weeks 1 and 2**

- There was insufficient time to conduct a complete analysis of Quick Calls for the whole of September 2017. However, it was possible to gather figures for Welcome Week (11-17 Sept) and Week 1 (18-24 Sept).
- The start of Semester period was busier than in 2016 with 4,709 enquiries in Welcome Week (up 12% on Welcome Week 2016's total of 4,204) and 5,745 in Week 1 (up 10% on the total of 5,201 in Week 1 2016): a total of 10,454 over the 2 weeks.
- As in previous years, the Main Library was by far the busiest site, with 81% of all enquiries in Welcome Week, falling to 73% in Week 1 (although the actual number of enquiries rose from 3,823 to 4,178). As in 2016, Moray House and the Noreen and Kenneth Murray Library were the next-busiest sites, with the remaining sites considerably quieter than during Semester in Welcome Week but picking up substantially in Week 1.

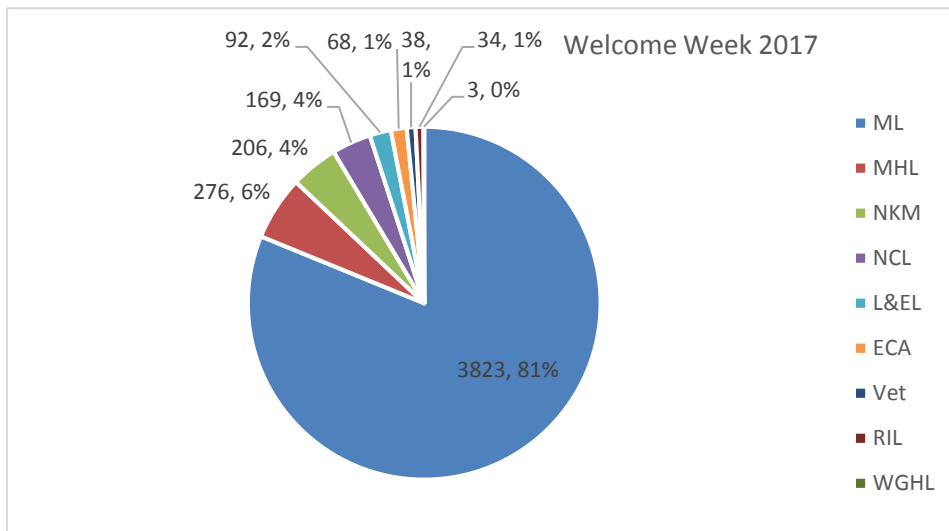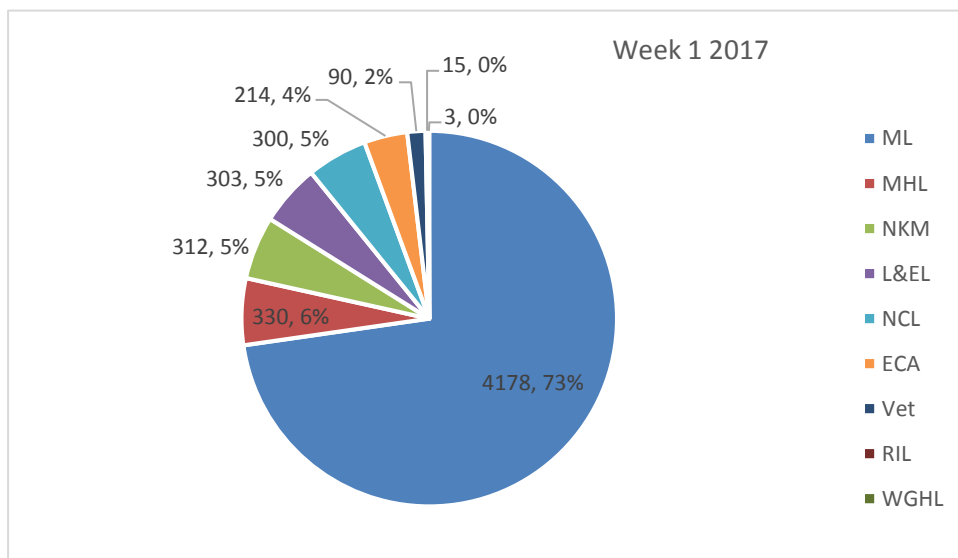*Figure 5: Quick Calls by Standard Solution by site, Welcome Week 2017*



*Figure 6: Quick Calls by Standard Solution by site, Week 1 2017*

- Tables 20 and 21 show the top 10 enquiries received across all sites in Welcome Week and Week 1 respectively. Inevitably, these largely reflect activity at the Main Library.
- As in 2016, the figures clearly illustrate the change in emphasis as the majority of continuing students return in Week 1, with the proportion of Card Queries and general Direction/information enquiries falling off as enquiries focused on finding and using library resources increase (e.g. Finding material, Locating material on the shelf, Circulation enquiries, Self-issue and self-return).
- It is particularly notable that "Printing: how do I?" totals are up considerably on 2016, especially in Welcome Week (552 compared to 255). Welcome Week and Week 1 combined saw 1,128 such enquiries this year compared to 603 in 2016.

*Table 20: Top 10 Quick Call standard solutions Welcome Week 2017: all sites*

| Rank | Standard Solution | No | % of total |
|---|---|---|---|
| 1 | Card: Queries | 821 | 17.4% |
| 2 | Printing: how do I? | 552 | 11.7% |
| 3 | Direction/information | 370 | 7.9% |
| 4 | IT help: Helpdesk | 286 | 6.1% |
| 5 | Finding material: locating material on the shelf | 278 | 5.9% |
| 6 | Circulation: enquiries | 274 | 5.8% |
| 7 | Finding material | 269 | 5.7% |
| 8 | Print credit enquiries | 163 | 3.5% |
| 9 | Circulation: self-issue/self-return | 147 | 3.1% |
| 10 | IT help: other | 123 | 2.6% |

***Table 21: Top 10 Quick Call standard solutions Week 1 2017: all sites***

| Rank | Standard Solution | No | % of total |
|------|-------------------|-----|-----------|
| 1 | Card: Queries | 631 | 11.0% |
| 2 | Printing: how do I? | 576 | 10.0% |
| 3 | Finding material | 511 | 8.9% |
| 4 | Finding material: locating material on the shelf | 473 | 8.2% |
| 5 | Circulation: enquiries | 383 | 6.7% |
| 6 | IT help: Helpdesk | 312 | 5.4% |
| 7 | Circulation: self-issue/self-return | 296 | 5.2% |
| 8 | Print credit enquiries | 251 | 4.4% |
| 9 | Direction/information | 239 | 4.2% |
| 10 | Finding material: reference enquiries | 161 | 2.8% |

**Barry Croucher 03 October 2017**

# Appendix 1: Quick Call in New College Law Library August 2017

- The statistics for New College Library provide a good illustration of the diversity of focus across different sites and how this is reflected in both the type and volume of enquiries captured using Quick Call.
- Looking at the last 6 months, and especially the summer vacation period, it is clear that New College Library saw a less dramatic drop in enquiries following the end of exams than other sites. Figure 1 shows how the volume of enquiries at New College Library over this period compares to the total for all other sites.

*Figure 1: Monthly total Quick Calls at New College Library and all other sites*
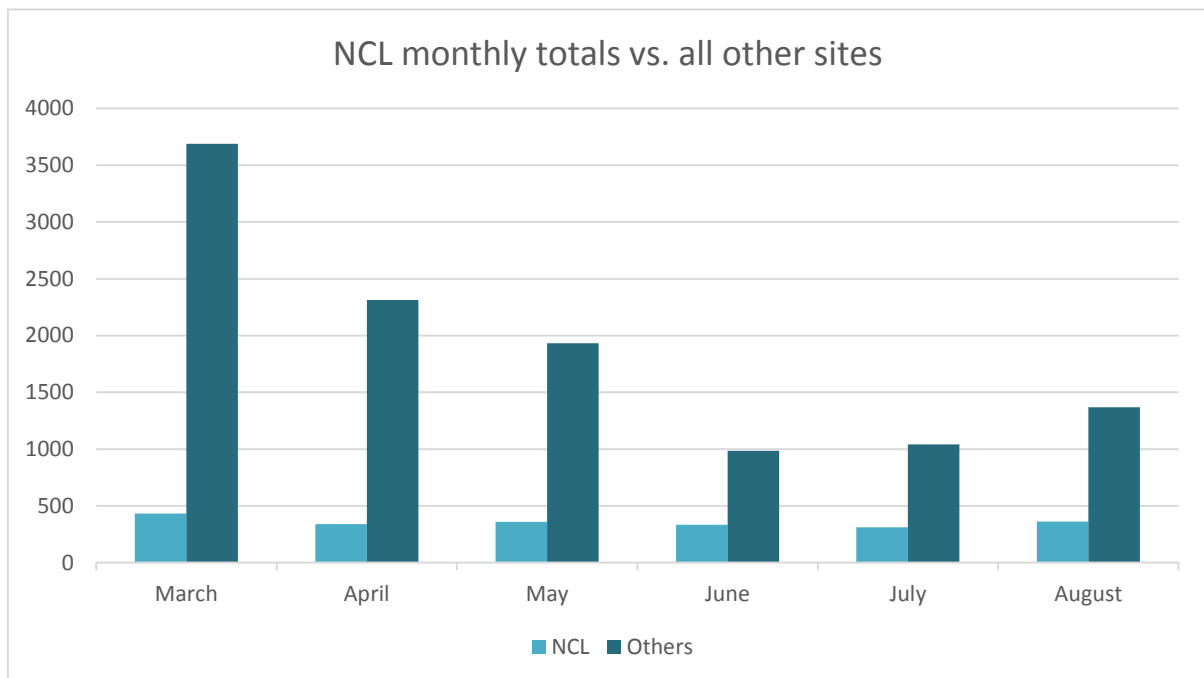


This illustrates that the other sites saw a steep decline in enquiries from March to June, with the beginning of an upward trend in August when certain schools e.g. Moray House School of Education see an early intake of new students. New College Library on the other hand consistently recorded over 300 enquiries each month from April through to August. The reason for this is that New College Library sees a high number of visits by researchers throughout the summer months, due in large part to its extensive Special Collections.

A more detailed picture can be obtained by looking at the top 10 enquiries for New College Library in August compared to other sites.

**Table 1: Top 10 Quick Call standard solutions Aug 2017: New College Library**

| Rank | Standard Solution | No | % of total |
|---|---|---|---|
| 1 | Special Collections Consultations | 75 | 20.7% |
| 2 | Finding material: locating material on the shelf | 34 | 9.4% |
| 3 | Access: Day passes or ID check | 29 | 8.0% |
| 4 | Circulation: enquiries | 23 | 6.4% |
| 5 | Finding material | 19 | 5.2% |
| 6 | Direction/information | 16 | 4.4% |
| 7 | Behavioural use of facilities | 15 | 4.1% |
| 8 | Special Collections Information | 15 | 4.1% |
| 9 | Card: Queries | 14 | 3.9% |
| 10 | Circulation: manual issue/return | 10 | 2.8% |

**Table 2: Top 10 Quick Call standard solutions Aug 2017: all other sites**

| Rank | Standard Solution | No | % of total |
|---|---|---|---|
| 1 | Card: Queries | 123 | 8.9% |
| 2 | Direction/information | 114 | 8.3% |
| 3 | Finding material: locating material on the shelf | 72 | 5.3% |
| 4 | IT help: Helpdesk | 69 | 5.0% |
| 5 | Finding material: store/annexe/fetching | 68 | 4.9% |
| 6 | Print credit enquiries | 67 | 4.8% |
| 7 | Circulation: enquiries | 64 | 4.7% |
| 8 | Buildings and facilities | 61 | 4.6% |
| 9 | Stationery/equipment loan | 56 | 4.1% |
| 10 | Finding material | 55 | 4.0% |

Several distinctive aspects of the service are highlighted by this comparison:

- **Special Collections Consultations.** Firstly, the figures highlight the unique status of New College Library as a resource for Special Collections outside of the Centre for Research Collections. Special Collections Consultations, involving requesting and retrieval of material by Helpdesk staff, accounted for more than a fifth of the site's enquiries in August. While the total number of Quick Calls recorded each month remained relatively stable, Special Collections consultations increased from a low of 5.6% in May to 10.5% in June, 18% in July and 20.7% in August. This illustrates the extent to which support Special Collections research occupies the library staff during the summer months (it should be noted that consultations continue year round, and also peaked in at 15% in December 2016).

- **Access: Day passes or ID check.** In August New College recorded 59% of the total across sites for this Quick Call. This is because of the large numbers of external researchers, and indeed tourists, requiring staff-mediated access to the library.

- **Finding material: locating material on the shelf.** New College Library recorded the more of these enquiries than any other site in August. This is a common enquiry at New College because users are often unaware of the extent of the library beyond Library Hall. Planning is underway to seek to address this with improved signage.

- **IT help: Helpdesk.** The relatively lower prevalence of IT enquiries at New College is also apparent. Whereas IT help: Helpdesk accounted for 5% of Quick Calls recorded across all other sites, none were recorded at New College Library in August. However, such inquiries are in general lower across most site libraries than at the Main Library.

- **Card: Queries.** While Card Queries were lower at New College Library than the average across the other sites, the comparison is skewed by the particularly high number recorded at the Main and Moray House libraries. New College's total of 14 was higher than ECA, Law, Royal Infirmary and Western General Hospital libraries combined. The majority of Card Queries related to enquiries about card functions e.g. door access.

This report's analysis focuses on a period when certain differences with other sites were particularly prominent. However, as previous reports have shown, UniDesk Quick Call allows us to see how these variations between sites persist year-round to a great or lesser degree, illustrating how our users benefit from the combination of the standard Helpdesk service and appropriately tailored subject and school-specific resources.