

Help Services

Service Report for 5th August to 30th September 2014

Exceptional Service Activities

Opening hours

Unavoidable interruptions to opening hours

- Scottish Studies Library closed from 2pm to 5pm on 19 September in order for staff to attend a library redevelopment project planning workshop.

Changes to opening hours

- The Main Library opened overnight on Wednesday 13 through Thursday 14 August (such that the doors opened at 7:30am on Wednesday and closed at 12 midnight on Thursday 14). This was intended particularly to be of assistance to Postgraduate students and was agreed with EUSA. Usage in 2014 was higher every hour than in either of the previous two years and reversed the downward trend of 2013.
- The Main Library building commenced Semester opening hours on 1 September and is open 7:30am to 2:30am. The Main Library Helpdesk resumed Semester opening hours on 8 September.
- The Lady Smith of Kelvin Veterinary Library resumed Semester opening hours (ie closing at 6pm not 5pm weekdays) on 3 August.
- Scottish Studies Library opening hours from 18 August to 9 September were 10am to 1pm. The Library was unstaffed 10 to 12 September with the agreement of the School: users were invited to contact the School to gain access by arrangement.
- Moray House Library opened Monday to Thursday to 8pm between 18 August and 4 September, and resumed Semester opening hours on 8 September.
- Other sites operating Vacation hours resumed Semester opening hours on 15 September.
- Opening hours information is to be found at: www.ed.ac.uk/is/library-opening

Open Days

- The Main Library received 1609 visitors for the Undergraduate Open Day on 1 September when self-guided tour sheets were used to help visitors explore the Ground and First Floors.
- The Undergraduate Open Day on 27 September coincided with Edinburgh Doors Open Day, and over 1922 visitors were recorded by 4.30pm, the vast majority attending for the Open Day.
- On 27 September, the Reception and Messenger staff did a wonderful job of managing all enquiries before 12 noon (when the Helpdesk opened). The Duty Librarian was stationed at the table opposite the entrance and offered leaflets and directional information to all entering: she spent much of the afternoon directing prospective UGs and their parents to the appropriate areas for their course books and giving out self-guided tour and LC classification leaflets.
- New College Library welcomed 25 prospective students on library tours, while the Murray Library recorded 11 enquiries from Open Day visitors over and above the organised campus tours.

Doors Open Day

- Doors Open Day was held on 27 and 28 September.
- A banner, balloons and brochures were all on display. A leaflet about the Main Library with the Doors Open theme of Sustainability was prepared by Helpdesk staff especially for the occasion.
- The Centre for Research Collections is not normally open on Saturdays but the L&UC Service Delivery Curator was on duty to talk to the 82 visitors who attended the 6th Floor; these were a mixture of Open Day and Doors Open visitors.
- The Rashid al-Din exhibition was popular, and for this weekend experts were on hand to talk about the exhibition: on Saturday staff from the Alwaleed Centre who have curated the exhibition; a Conservation Officer was on duty on Sunday.
- On Saturday 20 Doors Open Day visitors requested information/tours and on Sunday tours were conducted for 17 people. Visitors' numbers totalled 144 at 4.30pm.

SCONUL Access

- The SCONUL Access scheme allows our staff and students to borrow or use books and journals at other libraries which belong to the scheme, and we reciprocate. See: <http://www.ed.ac.uk/schools-departments/information-services/library-museum-gallery/using-library/join-the-library/sconul-access>
- All member institutions are asked to return statistics to show how many users from other institutions are registered with us in band A,B or C and also how many issues and returns these groups contributed to for the period 1 August 2013 – 31 July 2014.
- In summary, we have 1822 registered users in these groups, and they contributed to 13075 issues/renewals. This is up from 1637 and 11466 respectively from 2013.

Survey Kiosk: Satisfaction survey

- The new Survey Kiosk was deployed for the first time in the Main Library for 5 weeks 25 July to 1 September 2014. See <http://www.ed.ac.uk/schools-departments/information-services/about/news/survey-kiosk>
- The survey asked library users to rate their overall experience in the library, and if they received staff help, how satisfied they were.
- 329 responses were counted, with 50% being PGs, 24% UGs, 12% staff, 10% Other (ie visitors of various type), 4% Alumni. This reflects the likely balance of user groups in the library in this period.
- 79% rated their overall experience in the library as very good or good.
- 18% required help from staff, showing the high level of self-service and self-directed learning that was going on. Even so, nearly 1 in 5 users consulted staff.
- Satisfaction with help was very high: 90% strongly agreed or agreed that the member of staff they spoke to was helpful, 86% strongly agreed or agreed staff were courteous, 78% strongly agreed or agreed staff were knowledgeable and 81% strongly agreed or agreed staff were fair.
- This is tribute to the staff at the Helpdesk, Reception, CRC, and on the Floors.

Card Services

- Card Services produced 9,256 student cards between 21 July and 5 September, of which over 4,000 were distributed to accommodation provided by Accommodation Services.
- A PGDE card event was held on Monday 18 August from 12:00 - 14:00 in Charteris Land and 220 pre-produced cards were handed out; 60 cards were produced for students who were either returners or had not sent back the form.
- 5 card production units were set up at Adam House prior to Freshers Week to cater for arriving students for whom a card had not been produced in advance. 1968 cards

were produced in Freshers Week 8 to 12 September, and a further 492 in Week One 15 to 18 September.

- The first day of Freshers Week at Adam House was a difficult day as usual because of very high volumes. For a brief time the queue was up to about 50 minutes wait but this was exceptional and was managed (with the aid of sweets) by the IS Helpdesk Manager and a senior Card Services staff member. Only 286 cards were not collected from Adam House between 8 and 18 September and these were passed to the Main Library Helpdesk on 19 September for collection there.
- Having so many new students attend the card event at Adam House presented an ideal opportunity to promote IS services and a Main Library Helpdesk Supervisor kept the stock flow of information sheets and Get Connected business cards topped up.

Library usage at start of Session

Main Library

- Evidence suggests that the start of Session has been particularly busy in terms of footfall in the Main Library.
- Entry gate data for Freshers Week shows a 22% increase on last year.
- Entry gate data for Week One shows an 18% increase on last year.
- In both weeks, increases were recorded for all types of user except for PGDE New Entrant.
- Key trends in entry gate statistics are: UG New Entrants were largely static (3% increase); PG New Entrants were very much higher (43%, 31%); UG Returners were significantly higher including in Freshers Week which suggests UG Returners are seeking to resume their studies earlier (21%, 20%).

Murray Library

- Most Site libraries see a big increase in usage in Week One, rather than in Freshers Week, and in the case of the Murray Library 2014 has been busier than 2013 where the general picture is one of increased usage Monday to Thursday during the day.
- Headcounts taken by Servitors at 11:30, 15:30 and 17:30 in Week One show an increase for every day for every headcount, bar one (Monday 17:30), compared with 2013. Friday headcounts were very similar year on year on low numbers. Saturday headcounts were up but on very low numbers, and Sunday headcounts were down but on low numbers.

Unidesk Quick Call

- A Section review of Quick Call screens and standard solutions took place on 6 August and resulted in some minor changes to the standard solutions used to record enquiries by type. Logging of Quick Calls continued through August and September. Quick Call system performance was satisfactory, with the main incidents being Unidesk outages and restarts that affected all aspects of call logging. Best efforts are being made to undertake call logging and this is reflected in the statistics, which are impressive and have never before been available in this level of detail.
- A total of 2193 Quick Calls were logged across all sites in August, with 35% of these in the Main Library.
- For detailed statistics on Quick Calls logged across the Section in August please see the **Performance indicators**.
- For 1 - 25 September, a total of 8713 Quick Calls logged across all sites. This reflects the upsurge in enquiry activity at Helpdesks at start of Session.
- The distribution of standard solutions by sub-category is shown in Table 1 below. Further analysis will appear in the next Section report.

Table 1: Quick Call Sub-categories 1 – 25 September 2014

Sub-categories 1 – 25 September 2014	
Books	3228
Unspecified	1514
Printing, copying & scanning	1365
Card services	665
Open-access computing	422
Library Catalogue	404
Wireless network access	312
Authentication & Authorisation	268
Electronic Resources	236
Inter Library Loans	86
Access Control Doors	70
Resource centres	46
Accessible computing	43
Centre for Research Collections	20
Special Collections	16
MyEd	11
ML1 Meeting Suite	7
Total	8713

- Within the Books sub-category, Finding material: locating material on the shelf was the most numerous standard solution (994), then Circulation: self-issue/self-return (504) and Circulation: how do I (497).
- Within the Printing, copying & scanning sub-category, the break down by standard solution was: Printing (671), Print credits (303), Photocopying (202), Scanning (189).

Freshers Week: highlights

- **New Library Guides:** produced and delivered to all sites in time for Freshers' Week.
- **EdinUniMainLib Twitter:** Main Library Helpdesk tweeters came up with a schedule of tweets that we would do during Freshers Week and first week of term to try and engage with current followers and gain more followers. We have been tweeting and retweeting more frequently during this period and have so far gained an extra 31 followers since the first day of Freshers Week.
- **Academic Fair:** A Main Library Helpdesk Supervisor and Senior Assistant attended the Academic Fair in Appleton Tower, 9 September, attended by over 3700 students. These staff also represented IS at the new University Staff Induction event on the same day.
- **Get Connected:** Having Get Connected on the 1st Floor Mezzanine of the Main Library on 15 and 16 September as well as Freshers Week was very helpful, allowing Helpdesks to refer as appropriate.
- **Main Library Reception:** Reception was very busy in Freshers Week and on coming up weekend 6 and 7 September when other services were closed: opening the Student Information Point on the weekend of 13 and 14 September was beneficial.

‘Help for Freshers’ (HFF)

- This service operated for 2 weeks from 15 – 26 September.
- The HFF point is situated on the landing of the feature stair on the 2nd Floor.
- The HFF has been staffed by 26 different staff mainly from Help Services, but with additional support from the Academic Support Librarians, Library & University Collections Management team and Research and Learning Services. This demonstrates good working relations between the divisions and teams and a willingness among L&UC staff to undertake front line support work to help new and returning students.
- Staff have hourly shifts, and are supplied with an information folder and iPad.
- The position of the HFF point means that it principally assists those students looking for books on the 2nd and 3rd floors, and the majority of questions are about circulation and finding books.
- Week One has been busier than Week Two because of the initial introduction to book reading lists.
- Students are making return visits to the help point after attempting to find books on the floors, and so staff remained there rather than roving.
- 936 enquiries were recorded, an average of 90 over per day. This help has undoubtedly eased some of the pressure of enquiries at the Helpdesk by resolving questions on the Floor. This compares with 566 last year and 267 the year before.
- The HFF figures are supplementary to the Quick Call logs.
- Questions include: 'Where is this.... book?' 'Where is the 3rd floor?' 'How do I take this.... book out?' 'Where can I print?'

Pop-up Library

- The Pop-up Library commenced on 22 September and continues for 7 weeks, using the counter at the entrance to the Main Library 1st Floor Meeting Suite.
- 11 members of Helpdesk staff will be involved in running 4 different Pop-up Library sessions:
 - Resources Plus: How do I get hold of the book I need (this session will be run 5 times, the first session was on 23 September).
 - Box of Broadcasts (BoB) (this session will be run twice).
 - Getting full text journal articles – fast! (Helpdesk staff will be helping an MVM ASL with one of these sessions).
 - Chinese Library Resources (a member of the Helpdesk team will be helping an HSS ASL with one of these sessions).
- As well as staffing the Pop-up Library desk during the timetabled sessions the team has been involved in creating posters, blog posts, flyers and leaflets for these sessions. In the first week of the trial (Fresher’s Week) 2 team members helped staff the Pop-up Library desk during an introductory session.
- One of the ML Helpdesk Supervisors, a Pop-up Library Co-ordinator, has been organising the Helpdesk sessions and helping with the daily running of the Pop-up Library sessions and general administration and promotion of the trial.
- Read more about the Pop-up Library here: <http://libraryblogs.is.ed.ac.uk/popuplibrary>

Student Helpers

- The Student Helpers were employed in the Main Library from 8 – 25 September, inclusive; Murray Library Mondays to Fridays from 8 – 19 September; and Law Library Monday to Fridays from 15 – 26 September. Their remit was to assist new students with:
 - Directional enquiries including: Get Connected Event; Helpdesk; Printers; uCreate including scanners on 1st Floor; Catalogue kiosks (OPACs); Open Access Computers; Self-Issue/Discharge Machines; Study areas/pods; other

site libraries; Fresher Guidance Points (on 2nd Floor); Student Information Points (for non-Library/Non-IT queries).

- General enquiries including: How/where to find items in Catalogue: assist with LC book classification system; assist with setting Active Directory (reminding students to activate email on PC); assist with using printers for first time (manually entering username and password); queue busting at Helpdesk; hand out useful information and laptop help sheets (inform Helpdesk when running short); draw students attention to Survey Kiosk.
- Being pro-active: They were instructed that if they did not know the answer to a question that they directed the student to the Helpdesk, and not to just say they did not know.
- The Student Helpers recruitment and supervision has been led by a Senior Helpdesk Assistant with support from 2 part-time Helpdesk Supervisors.
- The Senior Assistant facilitated Student Helper Training, 5 September: this preparatory training will be even more critical in 2015 following the implementation of the new Library Management Platform.
- The Helpdesk Manager held a debriefing of the Student Helpers on Friday 26 September.
- There is a consensus that the Student Helpers in the Main Library, at Law and Murray Libraries have been very good, projecting a friendly, helpful and proactive approach to users. Helpdesk staff have also found their assistance of great benefit.

Section services

Online Print Credit

- The usage data shows a large increase in the number and value of transactions in August compared with July but this was predictable as PGT students were printing dissertations: the figures are higher than in August 2013.
- Figures for September are incomplete and will be analysed in the next Section report, but appear to be in excess of September 2013 figures.

Online Print Credit: Performance

- There were two service outages on 30 August and 3 September due to the WPM payment gateway being unavailable. IS Helpline raised an alert on 30 August http://reports.is.ed.ac.uk/alerts/index.cfm?fuseaction=view_alert&alert_id=4273 and posted tweets on both occasions. The Finance instance of WPM was also affected.
- Testing of the OPC channel within the mobile skin for MyEd took place in August and was signed off. The OPC channel will render in a more user-friendly way on smartphones and have the same functionality as the desktop version: the only difference is that the last 5 print credit and print job transactions will be listed in the Account History in order to reduce the information shown on screen.
- Apps Application Management convened the regular quarterly review meeting on 4 September. Support has been responsive and high quality.
- At this meeting, it was agreed to formulate a Request for Change to enhance further the OPC channel in mobile MyEd, and to investigate an interruption of service message that can overlay the channel to prevent attempted use when the service is unavailable.

Main Library Lockers

- Locker rental for the new Session commenced on 16 September and all 71 keys were issued by the end of the first day. We will change 41 barrels due to keys not being returned over the past two rental periods and new keys are on order. This will

allow us to release another 41 lockers into service in the next couple of weeks and the webpage will be updated accordingly to alert users.

- Day locker usage since June 2013 (a free service) shows 978 uses. There are 5 day lockers available.

Talis List

- The 3 MVM libraries continued to be involved in reviewing Talis Aspire reading lists, and also started to create lists. This process involves working through the list creation procedure on Talis, while also keeping track of items on an Excel sheet. We have created 25 lists so far, with a total of 275 items. Time taken around 25 – 30 hours. The time is difficult to quantify as we are often working helping patrons concurrently. The Site and Services Supervisor spent around 2 hours setting up a simple procedure for identifying which lists were being worked on, and sorting out how we record the process.
- List reviewing also continued over this time with around 69 hours of work, 24 lists reviewed, a total of 1355 items – since the last report.
- The work on both creating and reviewing can be quite laborious, and would be assisted by extra computer display screens for instance. It involves a lot of moving around between the Talis list, the library catalogue and Excel. It has, on the other hand, provided a useful amount of work to do at the desks during the quieter summer period.
- The intention is not to pass any more reviews to us in the meantime, once we have finished the 16 lists that have already been assigned for our group to review. We are prioritising the creation of lists for the Biology course at the moment, after which we shall return to complete the reviews.
- Members of the Main Library team have been trained in order to assist if called upon by L&UC, but have not been required.

Disability Computing Support for Students

Summer Exam Re-sits – August 2014

- Initially, exam support was requested for 3 students sitting a total of 7 exams. The number of exams was reduced to 6, the first taking place on 11 August and the last on 22 August.
- Three members of Helpline staff provided support for the exams. A personal commitment meant that one member of staff had to arrange cover for an exam they were supporting, which was managed without a break in support continuity.
- Two support issues arose during the exams which were resolved and lessons learned.

Accessible computers

- The Senior Helpdesk Assistant at Moray House Library has been given local admin rights over the Accessible PC there. This will allow her to install scanner drivers and assistive software post rebuild rather than having to wait for a member of DCS to arrange a site visit. DCS are keen to establish local admin contacts at other Accessible PC locations.
- The Accessible PC at KB Centre has been moved to the 1st Floor of the Murray Library.

uCreate: software usage

Table 4: Number of uses August 2014 compared with August 2013

Month	Aug 2014	Aug 2013
	Photo-shop CS6	883
Illustrator CS6	98	32
InDesign CS6	74	31
Premiere Pro CS6	74	9
Acrobat Pro 10	2131	277
Data-stream 5 Advance	18	9

- In Aug 2014, software usage figures were considerably higher for all applications compared to Aug 2013.

uCreate: poster printing

Table 5: Number of posters printed

Month	2013 / 2014 (ML)	2013 / 2014 (KB)	2014 / 2015 (ML)	2014 / 2015 (KB)
Aug	Plain = 48 Glossy = 7	Plain = 3 Glossy = 3	Plain = N/A* Glossy = N/A**	Plain = 16 Glossy = 11
Sep	Plain = 85 Glossy = 29	Plain = 6 Glossy = 2		
Oct	Plain = 87 Glossy = 11	Plain = 5 Glossy = 2		
Nov	Plain = 186 Glossy = 109	Plain = 16 Glossy = 7		
Dec	Plain = 109 Glossy = 22	Plain = 2 Glossy = 8		
Jan	Plain = 47 Glossy = 5	Plain = 29 Glossy = 1		
Feb	Plain = 162 Glossy = 35	Plain = 35 Glossy = 1		
Mar	Plain = 210 Glossy = N/A*	Plain = 18 Glossy = 10		
Apr	Plain = 108 Glossy = N/A*	Plain = 24 Glossy = 12		
May	Plain = 107 Glossy = N/A*	Plain = 12 Glossy = 9		
June	Plain = 130 Glossy = N/A	Plain = 7 Glossy = 5		
Jul	Plain = 7 Glossy = N/A	Plain = 3 Glossy = 10		

* uCreate ML plain plotter out of service (see 'uCreate other' section).

** Stats gathering currently unavailable on the new uCreate ML glossy plotter.

uCreate: Kaz touch typing tutor

Table 6: Number of registered users

Month	2012 / 2013	2013 / 2014	2014 / 2015
Aug	n/a	109	133
Sep	92	112	134
Oct	98	112	
Nov	98	117	
Dec	98	117	
Jan	99	121	
Feb	100	121	
Mar	100	127	
Apr	102	128	
May	106	131	
Jun	108	131	
Jul	109	133	

uCreate: equipment loans

Table 7: Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014 / 2015
Aug	3	3	9	2	9
Sep	7	8	5	9	
Oct	5	8	4	12	
Nov	6	1	8	11	
Dec	4	2	4	6	
Jan	9	5	2	9	
Feb	7	14	7	5	
Mar	14	5	1	4	
Apr	8	2	8	13	
May	12	4	16	7	
Jun	7	7	10	4	
Jul	7	8	6	9	

uCreate: Box of Broadcasts (BoB)

Table 8: Total number of registrations

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014
Aug	n/a	561	2889	5103
Sep	241	1281	3069	5260
Oct	256	1428	3528	5521
Nov	292	1838	3727	Unavailable
Dec	314	1962	3937	Unavailable
Jan	336	2089	4231	*5993
Feb	370	2259	4443	6184
Mar	404	2437	4680	6366
Apr	447	2577	4838	6493
May	518	2733	4971	6631
Jun	547	2803	5024	6692
Jul	554	2853	5068	6748

*Figures from January 2014 estimated due to numbers being unavailable for November and December 2013.

Note: the registration figures represent the total number of registrations since subscription began in 2010 and not the total number of current users.

Table 9: Number of unique programmes requested

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014
Aug	n/a	422	663	616
Sep	106	422	913	1062
Oct	174	442	1037	952
Nov	217	583	1206	unavailable
Dec	249	643	1127	unavailable
Jan	386	709	1417	7271
Feb	327	966	1449	8769
Mar	324	1021	1811	9702
Apr	381	1080	1466	9185
May	510	1078	1493	10578
Jun	427	895	6929	7778
Jul	176	879	886	607

- BUFVC are now in the final stages of testing a new reports area for BoB Admins which will allow us to access these stats in future 1 month in arrears. BUFVC expect this new area to go live within the next few weeks.

uCreate: other

- Some uCreate specific questions have been drafted for the IS User Satisfaction Survey. These have been passed to the Deputy Director of USD in preparation for inclusion into the survey.
- The Survey Kiosk is due to be installed at uCreate KB. A survey date is due to be decided shortly with mid-November the likely date.
- The uCreate Main Library large format scanner was out of action for a short period in August. However after re-calibration and some adjustments to the software desktop shortcuts, it is back working again.
- As part of the 2013-14 Help Services expenditure, 8 x A4 scanners were purchased for deployment to uCreate. It was hoped that these could be installed using the existing pre-installed scanner driver on these machines however this has not been possible and this has delayed the deployment. IS Consultancy are currently investigating packaging the new scanner driver in preparation for deployment.
- The Office 2013 rollout resulted in the Datastream Excel plugin no longer working in uCreate and the Business School Labs. Desktop Services have since released a fix that allows the Datastream plugin to launch with Excel 2010 rather than 2013. The fix has now been applied to uCreate and the Business School.
- The uCreate Main Library plain plotter is currently out of service due to an ink related fault. uCreate staff have been in touch with HP Support and HP have since provided us with a repair quote which has been accepted and expenditure approved.
- The uCreate KB Review document was reviewed and final revisions agreed.

Helpdesk services: sites specific

Main Library

- The team created 93 VRS accounts for visiting staff and students from other HEI's from 16 June to 1 September when this temporary service ended.
- Several Helpdesk staff assisted an ASL from MVM to facilitate the Library Tours for PG Medical Students in Freshers' Week.
- Supervisors and Duty Librarians have been provided with username and password so that they are also able to tweet at evenings and weekends for unusual events e.g. system gone down, library having to close early, etc.
- The twitter team have also been invited to attend social media catch-up meetings held by staff in Centre for Research Collections and Research & Learning Services. Initial discussions have also been held regarding how ourselves, CRC and RLS are using twitter, how many accounts there are out there and how we should be co-ordinating our efforts. A further meeting to discuss this will take place later on in semester after everyone has had more of a chance to get to grips with Twitter.

ECA Library

- The de-duplication exercise covering our Architecture books duplicated with the Art & Architecture Library and Main Library was completed, with a total of 501 books being withdrawn. This has significantly improved the congestion in our Architecture section.
- Unfortunately due to recruitment and induction commitments the Site and Services Supervisor was unable to complete draft floor plans of the Noreen & Kenneth Murray Library in time for Welcome Week. This task is ongoing.
- The Level 2 study space re-opened for library use on 11 September, delayed for two days by the late delivery of the ECA Postgraduate Research students' lockers to their studio space on the 5th floor of Evolution House.
- Artist Julie Johnstone completed a number of works in response to her Artists Books research residency in May. These were on display in the library as our summer exhibition "Formations" until 5 September.
- The library's current exhibition is a display of artists' books by Hans Waanders exploring the subject of the kingfisher and bird identification manuals. The exhibit, which will run until the end of October, is the subject of an IS News article here: <http://www.ed.ac.uk/schools-departments/information-services/about/news/hans-waanders-display>.

Law & Europa Library

- Exceptional activities at the Law Library are centred around two related projects: the Law Collections review and planning for the Law Library redevelopment.
- Over a 2 week period from 25 August – 5 September approximately 900m of journals that are available electronically or cancelled titles were moved to the Library Annexe. This was to make room for the moving of the Library of Congress book collection from Rooms 271 – 274 that are going to part of Phase 1 of the Law School Refurbishment which will start in January 2015.
- Rooms 271 and 272 are now empty, furniture has been re-distributed to provide study space in Room 274 until January and space for 14 seats has been created in Room 296.
- Law Collections Group meetings have taken place over the last 2 months, including one with the architects.

Moray House Library

- The Security system improvements are working well. We currently use the facility to use proximity card access to the Library between 5 pm and 9 am, but we have the facility to change this whenever desired.

- The Main Library cataloguing / classification team have started work on the Moray House Children's section to provide us with help in upgrading records, weeding books and reclassifying to LC.
- "Semester" started early as usual for Moray House Library with the arrival of international students at English Language Teaching Centre from the start of August. This gave them time to acclimatise and practice the English Language before starting their courses on 14 September. We were particularly pleased that they now have their student cards from the beginning of August, provided by Card Services, which avoids having to make temporary arrangements for a large number of people for a short time.
- PGDE students arrived on 19 August when we held an induction day in the Library, which was attended by Security and Student Services. This went extremely well and is something that should be considered for other courses.

Medical/VetMed Libraries: Royal Infirmary Library:

- The SSS and Senior Helpdesk Assistant have continued to update Section web pages, particularly with the changes to opening hours for the new semester. The SSS also attended a copy editors meeting.
- Both RIL and WGH have continued helping with Inter Library Loans from the Main Library queue, where the reader is in Medicine or NHS.

Western General Hospital Library:

- A map directing users to the library was produced by the SSS with help from a member of uCreate staff. An A1 version is now displayed in the Medical Education Centre to promote the library to students. Planning to use the map for fliers and also to change the previous library poster.
- New cabling and networking for extra computers has been installed, although the network is still to be tested and made live.
- The SSS has assisted the ASL with Evidence Based Medicine sessions for new undergraduates.

Lady Smith of Kelvin Veterinary Library:

- Roll out of the new Helpdesk PCs was completed.
- Some signage has been renewed and a new noticeboard put up.
- Tours of the library for new students were conducted as follows –
 - August 1 tour for 2 vet Nurses;
 - 6 August the GEP tours: 31 students approx. 30mins in 3 groups;
 - 8 August, 1 tour with the ASL a member of staff from CRC;
 - 15 September 1 tour for 2 MSC students;
 - 15 - 19 September (4 days x 3 groups each day) (136 undergrads);
 - 24 September 1 tour for 1 new resident.

New College Library

- Project work to integrate books and pamphlets from the Centre for the Study of World Christianity collection continues and involves the whole team.
- Edinburgh Festival Fringe occupied the New College building though August.
- All the team worked on a display of Special Collections for visit of the Friends of the Reformation Museum Geneva on 12 August.
- The SSS attended the Principal's Garden Party on 24 August.
- New College Library Summer staff night out took place on 28 August.
- A Special Collections display and Library tour was prepared and delivered for 14 ELISA members on 3 September.
- The SSS and Senior Helpdesk Assistant attended the Divinity School Annual Dinner on 11 Sep.

- The SSS attended a meeting on 23 September with the Conservation Officer in L&UC to discuss a forthcoming training session.

Noreen and Kenneth Murray Library

- The SSS attended a meeting at NCL on cataloguing permissions.
- The SSS helped ASLs give a tour of the Murray Library to PGT Biological Sciences students on 9 September.
- The transfer of pre 1900 items from Murray Library and KB Library Store is ongoing.
- Journal deduplication work continues: another 700+ volumes disposed of and 61 volumes sent to Annexe to fill their gaps.

Scottish Studies Library

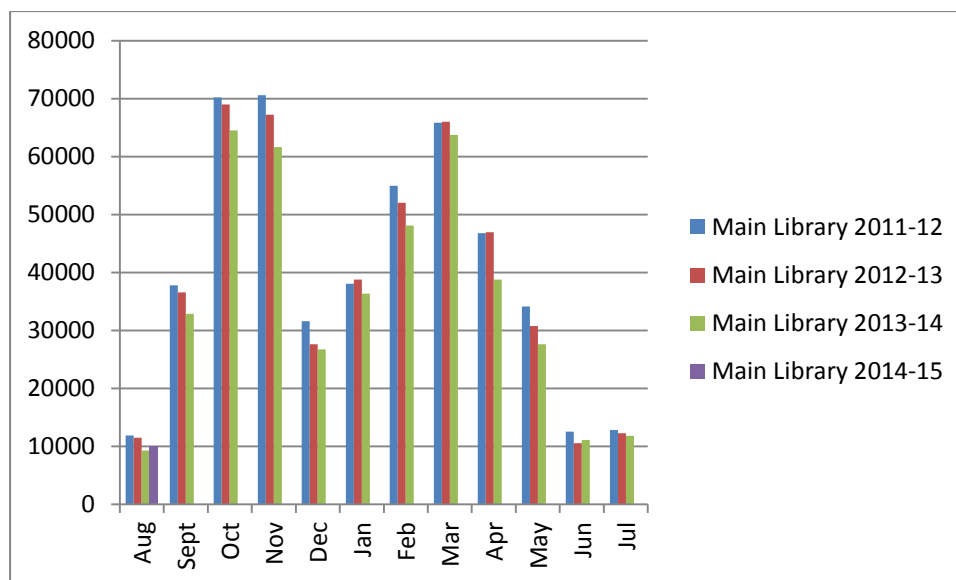
- The Helpdesk Manager (Sites) and the Scottish Studies Helpdesk Assistant attended a project workshop on the decant space for collections, and a subsequent meeting on the redeveloped archive and library on 19 September. Many issues remain unclear. The Helpdesk Assistant visited the proposed decant space on 24 September.

Performance Indicators

Circulation 2014/15

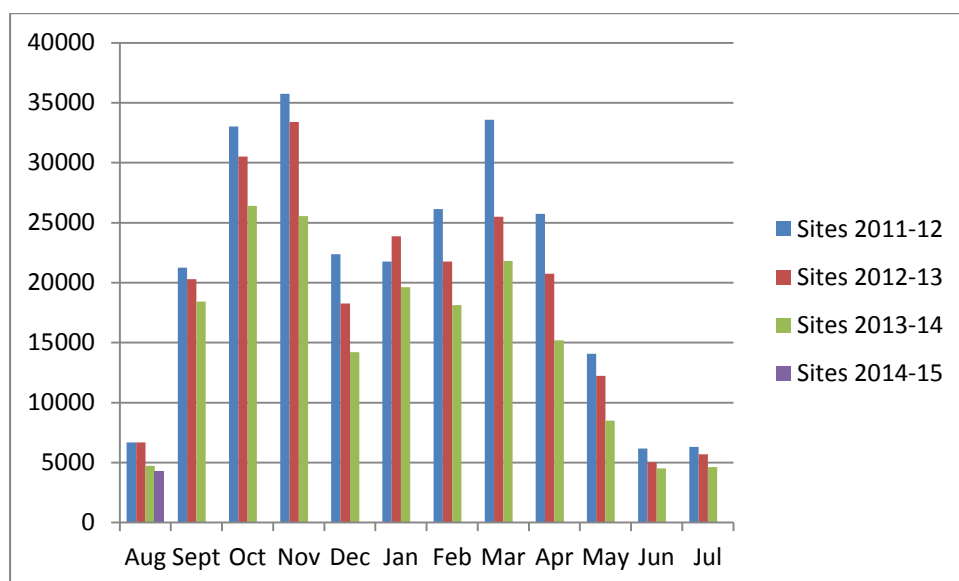
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2014-15 Session compared with the three previous Sessions is shown in Figure 1 below. Issues at the Main Library rose slightly in August compared with the same month in 2013.

Figure 1: Main Library issues 4 year comparison



- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2014-15 Session compared with the two previous Sessions is shown in Figure 2 below. Issues at Sites in August continue to fall year on year.

Figure 2: Site libraries issues 4 year comparison



2014-15 circulation figures (issues and returns) are presented in Tables 10 and 11 below.

Table 10: Number of issues and returns

Number of Issues	2011-12	2012-13	2013-14	2014-15
Aug	18566	18161	14036	14285
Sep	59064	57635	51325	
Oct	103215	101498	90899	
Nov	106327	100602	87182	
Dec	53978	45899	40952	
Jan	59854	62678	55947	
Feb	81099	73786	66216	
Mar	99406	91515*	85547	
Apr	72522	67711	53985	
May	48220	43032	36134	
Jun	18705	15573	15667	
Jul	19133	17954	16475	
Annual Total	740089	696044	614365	

Table 11: Number of returns

No. of Returns	2011-12	2012-13	2013-14	2014-15
Aug	28950	31409	26237	24615
Sep	36971	35544	31826	
Oct	81001	81021	71227	
Nov	99139	95936	84219	
Dec	74768	64341	56748	
Jan	52649	54200	48133	
Feb	69627	63721	57681	
Mar	98267	91474*	86317	
Apr	87115	81729	67279	
May	65997	60466	49224	
Jun	21422	17817	18367	
Jul	19338	18133	17298	
Annual Total	735244	696791	614556	

Self-issue and self-return 2013-14

- USD KPI #7 for 2013-14 was for 85% of library material issued to be borrowed by self-service. The KPI was **met in 2013/14** being 88%, 3% above target. USD KPI #8 for 2013-14 was for 75% of library material to be returned by self-service. The KPI was **met in 2013/14** being 78%, 3% above target.

Table 12: Selfcheck in relation to loans 2013-14 (2012-13 in brackets):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Total	614365	540094	88% (83)	Y	614556	480988	78% (75)	Y

Self-issue and self-return 2014-15

- USD KPI #7 for 2014-15 is for 85% of library material issued to be borrowed by self-service (the stretch target for 2017 is 90%). The KPI **was not met** in August 2014 being 82%, 3% below target. However, this is significantly more than in August 2013. USD KPI #8 for 2014-15 is for 75% of library material to be returned by self-service (the stretch target for 2017 is 80%). The KPI **was met** in August 2014 being 82%, 8% above target.

Table 13: Selfcheck in relation to loans 2014-15 (2013-14 in brackets):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
August	14285	11651	82% (67%)	N	24615	20206	82% (62%)	Y
Total	14285	11651	82% (88%)	N	24615	20206	82% (78%)	Y

- The positive effect of Moray House Library and RIL having a self-return service, in addition to self-issue, since the beginning of June is being realised.
- Together with the planned introduction of self-issue and self-return to support general collections at New College Library, these new services will improve the percentage of self-issues and self-returns this Session.
- Future Section reports will focus on specific libraries in turn and will present a detailed analysis of circulation at the libraries under review.

Online loan requests

- There were 258 online requests made by users requesting Library items from the Library catalogue. This is the lowest total since self-service requests was introduced as a service in February, but is to be expected at this time of year.
- The number of self-requests still exceeded the number placed by staff on behalf of users at Helpdesks. Please see Table 14 below.

Table 14: Number of online requests for loan items made by users, and by staff mediation

Month	August	September	October	November	December	January	Total for 6 months
Online	258						
Staff	220						
Total	478						

Unidesk Library Helpdesks operator group: standard calls

- In July Library Helpdesks had 518 logged incidents either owned or passed on by their operator group, with 77% of these (399) being resolved by Library Helpdesks.
- In August Library Helpdesks had 801 logged incidents either owned or passed on by their operator group, with 86% of these (689) being resolved by Library Helpdesks. This is a significant increase on the previous month and is far more pronounced a change than was seen between July to August 2013.
- Calls took longer to complete in August compared with July but may simply reflect the volume being handled at a time when staffing levels are lower than in Semester.

Table 15: Library Helpdesks incident resolution July and August 2014

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
July 14	77%	399 (of 518)	6%	65%	79%	88%
August 14	86%	689 (of 801)	3%	60%	81%	91%

Table 16: Library Helpdesks incident resolution July and August 2013

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
July 13	87%	515 (of 593)	4%	65%	80%	87%
August 13	91%	592 (of 652)	3%	57%	78%	88%

- As in June, so in July Card Services (36%), rather than Books (22%), was the most numerous sub-category of calls. Unspecified accounted for 10% of calls with Electronic Resources (7%) and Printing, copying and scanning (4%) and Inter Library Loans (4%), followed by Supported desktop (3%) and the Rest (14%).
- The trend from Books to Card services enquiries as the main sub-category continued in August as the figures show: Card Services (59%), Books (14%), Unspecified (9%), Electronic Resources (4%) and Printing, copying and scanning (4%) and Inter Library Loans (1%), followed by the Rest (9%).
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: <http://www.ed.ac.uk/schools-departments/information-services/services/help-consultancy/help-services/satisfaction-survey>

Unidesk Library Helpdesks operator group: Quick Calls

- Site specific data is available and summary reports for each site have been produced for August.
- Section reports focus on data gathered across the Section.
- Figure 3 below shows the breakdown by library site. A total of 2193 quick calls were logged across all sites in August, with 35% of these in the Main Library. Moray House Library recorded 23% of calls; the relatively high activity is explained by the earlier start of PGDE students on 18 August.

Figure 3: Quick Calls by Site August 2014

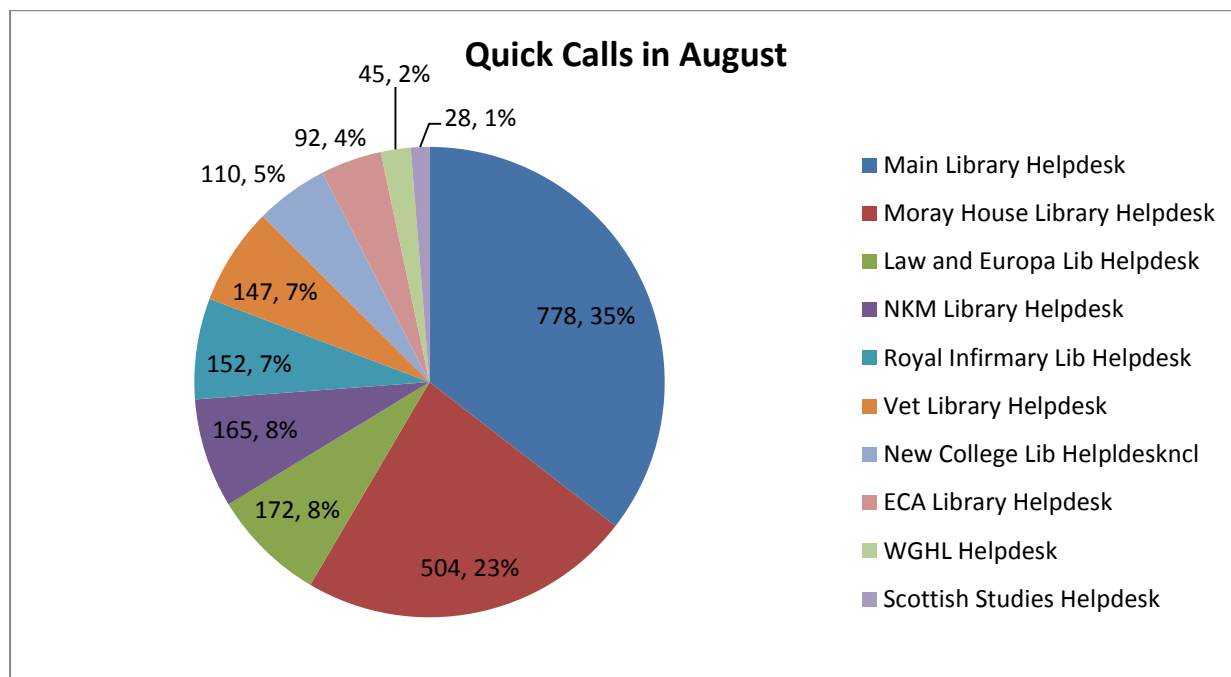


Figure 3

Table 17: The top 10 standard solutions at all Helpdesks in August 2014

	Standard solution	% of total	Comments
1.	Finding material: locating material on shelf	9%	22% at MHL
2.	Printing	6%	37% at MHL and 27% at ML
3.	Circulation: self-issue/return	6%	42% at MHL
4.	Print credits	5%	46% at ML and 37% at MHL
5.	Circulation: Fines	5%	43% at ML
6.	Card: first card	5%	76 out of 100 calls at ML
7.	Direction/Information UofE	4%	33% at MHL and 32% at ML
8.	Circulation: how do I...?	4%	Fairly evenly spread
9.	Card: replacement card	4%	74% at ML
10.	Finding material: store/annexe/fetching	4%	86% at Vet Lib

Table 18: Sites Helpdesks only top 5

1.	Finding material: locating material on shelf	11%	27% at MHL, 15% at NKM, 14% at L&EL
2.	Circulation: self- issue/return	9%	45% at MHL
3.	Printing	7%	50% at MHL and 20% at L&EL
4.	Finding material: store/annexe/fetching	6%	91% at Vet
5.	Direction/information UofE	5%	49% at MHL

Table 19 : Main Library Helpdesk only top 5

1.	Card: first card	10%	
2.	Card: replacement card	8%	
3.	Print credits	7%	
4.	Circulation: fines	6%	
5.	Lost property	6%	

- It is interesting to note that none of the top 5 in the Main Library matches those at sites. This could be due to Moray House Library logging calls from PGDE students who were beginning their course from 18 August and were asking questions relating to their studies and arrival at the University.

Figure 4: Quick Calls by Standard Solution August 2014

- Figure 4 on the next page gives a complete breakdown of Quick Calls by standard solution for all sites in August 2014.

