

Help Services

Service Report for 24th June to 4th August 2014

Exceptional Service Activities

Opening hours

Unavoidable interruptions to opening hours

- Due to essential work to renew the ceiling and lighting, the Western General Hospital Library was closed until 4 July but reopened, initially with reduced service, on 7 July.
- Scottish Studies Library closed from 21 to 25 July: this was with the agreement of the School.

Changes to opening hours

- The Main Library was open every day from 7:30am to midnight every day from 1 July.
- Opening hours of the Scottish Studies Library in the reporting period were 10am to 1pm and 2pm to 5pm weekdays (with the exception of 21 to 25 July): this represents an increase in opening hours compared with the same period last Summer and is due to the School providing extra funding to provide an additional afternoon service on a temporary basis.
- The Lady Smith of Kelvin Veterinary Library resumed Semester opening hours (ie closing at 6pm not 5pm weekdays) on 3 August.
- Opening hours information is to be found at: www.ed.ac.uk/is/library-opening

Open Days

IS publicity materials were provided for the Post-Graduate Open Day at Adam House on 4 July.

Selfcheck services

- Computers in 4 of the older type V series selfchecks, 1 in the Main Library and 3 at the Vet Library, have been replaced: this completes the upgrade of this component across the service.
- A new 3M 946 staff workstation, used to de/re-sensitise and issue/return EM and RFID tagged items, has been installed at the Main Library Helpdesk forum counter, while an existing unit has been moved from the HUB counter to the forum counter: as a result the number of service points with this equipment has gone up from 2 to 4..
- A new 946 workstation has also been installed in the West office of the Lower Ground Floor of the Main Library for use by Library & University Collections (L&UC) staff, replacing obsolete equipment: it is being used mainly to write data to RFID tags.
- A new V series self-issue unit was installed on 21 July at New College Library, replacing an obsolete 6210 unit.
- 3M engineers were on site in the Main Library on 29 July to make modifications to the book sorters and to investigate printer configuration with a view to enabling low paper alerts through Command Centre: printer components were found to missing and a solution is being sought with 3M.

- Coincidentally, the 3M account manager for the University visited for a routine business review meeting and took the opportunity to visit New College Library to see the new V series in action.

Software Services

- A meeting was held on 18 July between Help Services and Software Services in order to agree the service level for 2014/15. Maple, Nvivo and SPSS will be available at the Main Library Helpdesk. More detail is provided below:
 - The IS Purchase Order form available on the website will now only have the option to purchase the software which is available from the Helpdesk (Nvivo, Maple and SPSS). Other software can be purchased using epay.
 - Software Services webpages will be updated to reflect these changes.

Main Library Lockers

- There were 91 locker rentals in the period covering September 2013 to June 2014. Day locker usage since June 2013 (a free service) shows 794 uses. The Day locker service consists of 5 lockers on the Ground Floor.

Online loan requests

- The self-service requesting of Library items from the Library catalogue, introduced in February, continues to prove popular with users.
- The number of requests placed in the first 6 months of service total 7252, with the peak being in March. Please see Table 1 below.

Table 1: Number of online requests for loan items made by users

Month	February	March	April	May	June	July	Total for 6 months
Total	1464	2671	1318	838	507	454	7252

- The total number of self-requests represents 70% of all requests.

Talis List

- All three MVM libraries have been involved in reviewing Talis reading lists. Helpdesk staff received instructions from L&UC and have also set up local procedures, and a list for comments on the process. So far we have checked 19 Veterinary Medicine lists with a total of 629 items, a total of 55.5 hours of staff time, plus 7 hours of set up time by the Site and Services Supervisor.
- A detailed breakdown of lists reviewed including time to completion and resources by type is available on request..
- This level of review may not be possible when lists are scaled up in the future, but it will help to inform future processes. It is also a useful exercise for Helpdesk staff as we are gaining a greater understanding of how the lists work.
- The SSS attended a 2 hours meeting on 30 July to review progress, and will be editing the procedures.
- Members of the Main Library team have been trained in order to assist if called upon by L&UC, but so far have not been required; however Card Services has provided a small amount of resource during a lull in card production.

Card Services

- A meeting was held between representatives of Card Services, Main Library Helpdesk, Student Administration and Student Systems on 9 July to establish common understanding over various card related issues that can arise through the student lifecycle.
- A second order of 15,000 cards has been received from our new supplier. For this order, the IS.Helpline@ed.ac.uk email address has been added to the reverse of the card.
- Two new Datacard SD360 printers and 1 copy of Datacard ID Works software has been received. These items will allow an increase to 5 card production units at Adam House for the new arrivals in September.
- Temporary summer staff working in Card Services have produced 1,800 student cards and dispatched 1,500 card application forms between 21 and 31 July.
- A planning meeting to identify a venue for the September 2015 card distribution event was held on 15 July attended by the Help Services Managers on behalf of Card Services, Finance (Fees) section, Central Rooms Bookings and Estates & Buildings. The preferred venue is the Playfair Library but this may not be available due to prior bookings.

Unidesk Quick Call

- On 9 June the use of Quick Call was extended to the Main Library Helpdesk, Law & Europa Library, and Noreen & Kenneth Murray Library. This means that all Helpdesks are using Quick Call.
- At the Law Library, Quick Call is reported to be working well at the moment, although this may be due to low levels of occupancy and enquiry levels over the summer vacation. However, it gives staff a good opportunity to get used to the system before the next academic year.
- Speed of performance of the software was monitored between 26 June and 19 July and the findings, albeit based on low volumes, are encouraging. Monitoring continues.
- For statistics on Quick Calls logged across the Section please see the **Performance indicators**.

Social Media

- At the end of June the Main Library Helpdesk took over the @EdinUniMainLib Twitter account, formerly the MLRP account. The team have tweeted 17 times (not including retweets), they have been retweeted 98 times, and 75% of these were for one tweet about the library cat! There are now 33 new followers.
- It is early days and the team are learning as they go but hope to improve promotion of resources and services to our users through this route. They are also talking to colleagues in the Centre for Research Collections, Museums and Galleries and Archives about working together and co-ordinating our efforts in this area. It is expected that access for more Helpdesk staff to be involved will grow over time: for example, for promoting uCreate, incorporating a bitly to the uCreate News webpage. To assess how this might impact on increased awareness of uCreate, a Google Analytics survey of the webpage will be conducted and compared at a later date when a number of tweets have been made.

Helpdesk computers

- 45 new PCs are being rolled out to Helpdesks The rollout is almost complete. One PC is still to be installed at the Vet library where some minor issues are being addressed.
- In the Main Library, all front desk PCs and HUB PCs now have access to all 3 Helpdesk printers.
- Wide screen monitors have been deployed at service points.

Section staffing

Staff development (selection)

Section

- Several staff from across the Section have attended the following staff development sessions:
 - Delivering Quality Service
 - Managing Student Behaviour
 - Effective Business Communications
 - uCreate awareness
 - Talis Aspire
 - LMP evaluation

Site Libraries

- The programme of Summer training for Site Library staff continues.
- For example, at the Law Library, Helpdesk staff attended Fire Evacuation/Disability training; Wiki Update, Learn, and Office 2013 from the IS Skills Team and an IT Update..
- Each site is making use of slots not booked out to visiting contributors, for example the Vet library organised an informal session on Adobe Acrobat, while at New College Library, members of the team have attended E-reserve training on 3 July and Special Collections Handling on 25 July.
- Sites have also welcomed visits from colleagues.

Section services

Online Print Credit

- The usage data shows a large drop in the number and value of transactions in June and July compared with May but this was predictable as it follows the pattern of 2013.
- Both indicators are up compared with the equivalent months last year.
- The annual totals show a growth of 2956 transaction (up 5%).

Online and Staff mediated Print Credit refunds

Cash refunds for print credit are only given in exceptional circumstances and this is advertised to users of the Online Print Credit service through the channel, linking to a relevant web page. Refunds are usually only available to students leaving the University.

Online Print Credit: Performance

- There was a service outage on 15 July due to the routine quarterly core database updating. Restoration of the service caused over 100 instances of a minor known error attributed to a setting in the ColdFusion server not being updated to connect to the new APPSLIVE infrastructure (see below): this was corrected the following morning.
- There was a service outage on 16 and 17 July due to migration of database infrastructure under ITS103.
- Service alerts were published and Tweet posted to the OPC channel in advance of and during the outages.

Disability Computing Support for Students

- Planning is underway for the August exam resits. This year's diet will run from Monday 11 until Friday 22 August. During recent years, no resit exams have been scheduled for weekends and the expectation is that this will continue for this year. In 2013, we supported 9 resits in total, all of which took place in the 2nd Floor seminar rooms at Appleton Tower. Given that we have supported 39 exams during this year's April/May diet (compared to 24 in 2013), it is likely that we will be supporting a higher number of resits this year. These will probably again take place in Appleton Tower.
- The Audio Notetaker software pilot is now complete. The software worked successfully on the university managed desktop and as a result, 10 concurrent licenses were purchased. The software has since been deployed site wide to all Open Access Labs and Accessible PCs.

Disability Computing Support for Staff

- Four new Staff DCS Unidesk calls were logged in June and July, and all are ongoing.
- Three calls involve advice about ergonomic keyboards and mice: equipment has been loaned in each case.
- One call involves voice recognition software. The Staff DCS Dragon laptop has been loaned for the user to trial the software.

uCreate: software usage

Table 5: Number of uses 2013 / 2014

Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Photo-shop CS5	326	44	n/a	n/a*	n/a*	n/a*	n/a*	n/a*	291 [^]	637	416	358
Illustrator CS5	32	20	n/a	177	64	31	37	100	60	70	43	54
InDesign CS5	31	10	n/a	22	11	67	31	77	91	100	30	34
Premiere Pro CS6	9	1	0	n/a*	n/a*	n/a*	n/a*	10	9	31	0	9
Acrobat Pro 9	277	48	n/a	2918	985	2083	1606	3499	2659	2552	2273	991
Data-stream 5	9	0	0	n/a*	n/a*	n/a*	n/a*	4	3	8	17	24

Advance												
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* Software usage figures unavailable. ^From 14 April to 30 April

- Since May, Datastream has shown an upturn in usage with figures rising to peak levels in June and July.

uCreate: poster printing

Table 6: Number of posters printed

Month	2012 / 2013 (ML)	2012 / 2013 (KB)	2013 / 2014 (ML)	2013 / 2014 (KB)
Aug	Plain = n/a Glossy = 27	Plain = 7 Glossy = 5	Plain = 48 Glossy = 7	Plain = 3 Glossy = 3
Sep	Plain = n/a Glossy = 69	Plain = 10 Glossy = 2	Plain = 85 Glossy = 29	Plain = 6 Glossy = 2
Oct	Plain = n/a Glossy = 31	Plain = 30 Glossy = 14	Plain = 87 Glossy = 11	Plain = 5 Glossy = 2
Nov	Plain = 155 Glossy = 91	Plain = 8 Glossy = 16	Plain = 186 Glossy = 109	Plain = 16 Glossy = 7
Dec	Plain = n/a Glossy = 24	Plain = 4 Glossy = 10	Plain = 109 Glossy = 22	Plain = 2 Glossy = 8
Jan	Plain = 26 Glossy = 28	Plain = 34 Glossy = 0	Plain = 47 Glossy = 5	Plain = 29 Glossy = 1
Feb	Plain = not in service Glossy = 181	Plain = 103 Glossy = 36	Plain = 162 Glossy = 35	Plain = 35 Glossy = 1
Mar	Plain = 216 Glossy = not in service	Plain = 21 Glossy = 16	Plain = 210 Glossy = N/A*	Plain = 18 Glossy = 10
Apr	Plain = 145 Glossy = 22	Plain = 9 Glossy = 11	Plain = 108 Glossy = N/A*	Plain = 24 Glossy = 12
May	Plain = 107 Glossy = 24	Plain = 25 Glossy = 4	Plain = 107 Glossy = N/A*	Plain = 12 Glossy = 9
June	Plain = 70 Glossy = count missed	Plain = 4 Glossy = 6	Plain = 130 Glossy = N/A	Plain = 7 Glossy = 5
Jul	Plain = 56 Glossy = 34	Plain = 2 Glossy = 4	Plain = 7 Glossy = N/A	Plain = 3 Glossy = 10

*The glossy paper plotter broke down permanently 17 March.

- The defective glossy paper plotter in the Main Library has been removed and replaced with a unit from the Hugh Robson Building Graphics Lab. The new unit is now in the uCreate print pod on the 1st Floor of the Main Library.
- Testing of the pCounter print queue has now begun, with updates to user documentation to follow. Upon completion, the queue will be deployed to the uCreate Main Library computers.

uCreate: Kaz touch typing tutor

Table 7: Number of registered users

Month	2012 / 2013	2013 / 2014
Aug	n/a	109
Sep	92	112
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	134

- Kaz registrations continue to grow on average at 2 new users per month.

uCreate: equipment loans

Table 8: Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014
Aug	3	3	9	2
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

- There was a slow-down of loan requests during May and June but an upturn in the number of requests for DSLR cameras in particular during the second half of July. All DSLRs are currently on loan, with 2 being used specifically as a video camera. This is becoming a more frequent occurrence, as expected. One of the more sophisticated audio recorders has also been borrowed to be used with 1 of the DSLRs during video shoots.
- Four requests were not fulfilled in June and July; 1 was too short notice to help, 1 requested loan period was longer than permitted and 2 were not followed up by the user.

uCreate: Box of Broadcasts (BoB)

Table 9: 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	
Jul	554	2853	5068	

*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 10: 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	
Jul	176	879	886	

- After a number of months during which statistics have not been readily available (post-November upgrade), BUFVC have now been able to provide figures for the first 5 months of 2014.
- Until automated statistics gathering from BoB has been reinstated, statistical information will only be available with 2 months delay.
- A BUFVC migration project has been completed within the past 2 weeks and we have been informed that the provision of automated statistics gathering for institutions will now become a priority.

uCreate: other

- The first of an open ended series of 2 hour long Adobe Clinics has been held. The first covered Photoshop tasks, the next will focus on Illustrator, the third on InDesign and they will continue in that order of rotation. For now, the clinics are arranged around 2 weeks apart but they will eventually be run on as close to a weekly basis as possible. The aim is to target training and support more precisely on specific tasks, rather than provide a general course which may only touch on the skills required or miss them altogether, given the wide capabilities of all 3 applications.
- The uCreate summer computer upgrade is now complete, with 11 computers replaced in total (10 at ML, 1 at KB).
- The uCreate KB Review document was reviewed and final revisions agreed.

Helpdesk services: sites specific

Main Library

- There have been 1070 logons to the cascaded former laptop loan machines deployed at fixed locations this Session, and so provision has been increased to 9 units on the 3rd Floor and 9 units on the 4th Floor.
- The team has created 74 VRS accounts for visiting staff and students from other HEIs to 30 July: this service runs from 16 June to 1 September.

ECA Library

- Weeding of ECA stock duplicating Main Library holdings in non-core subject areas proved to be a quicker task than expected. 213 items were withdrawn.
- Artist Julie Johnstone completed a number of works in response to her Artists Books research residency in May. These are on display in the library as our summer exhibition "Formations" until 5 September.
- From July ECA Helpdesk staff have started doing all the scanning of E-reserve material on-site rather than sending material to the team at the Main Library.

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.

Moray House Library

- Security system improvements have been completed. We now have the facility to use proximity card access to the Library when appropriate. Currently it is being used between 5pm and 9am.
- Moray House Library suffered a series of power cuts on 21 July as a result of a problem in another building. All students were warned verbally and by notices at the entrance to the Library. Services were reduced but closure was avoided, because there was sufficient daylight and because there was no evening opening on that day.
- The Main Library cataloguing / classification team started work on the Moray House Children's section to provide us with help in upgrading records, weeding books and reclassifying to Library of Congress.

Medical/VetMed Libraries: Royal Infirmary Library:

- New chairs and screens have been delivered to help fill the space provided by journal de-duplication.
- Senior Helpdesk staff have continued to update web pages, together with other Section staff.
- RIL staff and colleagues at the WGH Library have been helping with Inter-Library Loans from the Main Library queue, where the reader is in the College of Medicine or the NHS.

Western General Hospital Library:

- Work on the ceiling and lighting has been completed, and the carpet in the main library area has been cleaned. The corridor used to approach the Library entrance is still to be cleaned.
- A new Xerox printer has been installed for staff use, and the two older printers disposed of.

- Efforts are being made to publicise our services more widely at the Hospital. A map is being developed and a stand ordered for the Medical Education Centre to help guide students to the Library and its services. Some additional open access lab computers will be provided in the Library, once networking and power is in place.

Lady Smith of Kelvin Veterinary Library:

- Vet Library exceptional activities have been reported on under other specific headings in this report.

New College Library

- The Site and Services Supervisor has liaised as required with organizers of Edinburgh Festival Fringe in relation to the New College, for example in order to keep access to the Library from the Quad clear.
- The Melville exhibition ran to 27 June. The exhibition attracted positive press.
- The SSS attended the graduation with Dr Rowan Williams on 4 July.
- A display of Special Collections was mounted for the visit of the President of Yonsei University, Korea, and a party of guests from the International Office on 11 July.
- A visit from 26 Library School students from the University of Southern Mississippi was hosted on 15 July: a display of Special Collections was also provided.
- The SSS attended a meeting on 16 July with the Conservation Officer in L&UC, to discuss a forthcoming training session.
- Other exceptional activities at New College Library have centred around Centre for the Study of World Christianity project work.

Noreen and Kenneth Murray Library

- Book weeding continues: 78 items were deleted and sent to AnyBooks.
- Regarding the transfer of pre 1900 items from Murray Library and KB Library Store, we have started removing books from shelves and will follow procedures for transfer to Special Collections.
- Journal deduplication work is ongoing: another 569 volumes have been disposed of and 55 volumes sent to the Library Annex to fill their gaps.

Scottish Studies Library

- Help Services Managers attended a meeting on 25 June with USD and L&UC colleagues to pool knowledge of the Scottish Studies Library and Archive redevelopment at 29 George Square. Subsequently, on 24 July, a further meeting was held with the School in an attempt to clarify matters. Many issues remain unclear.

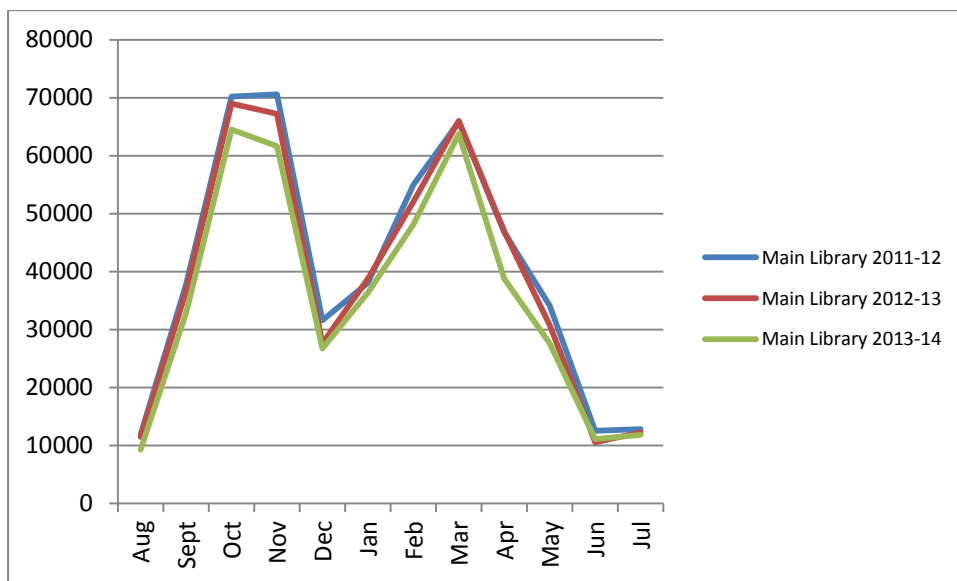
Performance Indicators

Circulation 2013/14

- For the period 1 August 2013 to 31 July 2014, issues across at all locations managed by Help Services fell by 11.7% in the year.
- This compares with a 6% fall recorded in 2012/13 in relation to 2011/12.
- The decline may be exaggerated somewhat by a variation in statistical recording because in 2013/14 care was taken to exclude circulation figures for non-Help Services locations, ie Library Annex, Inter-Library Loans, Art & Architecture Library, Confucius Institute.

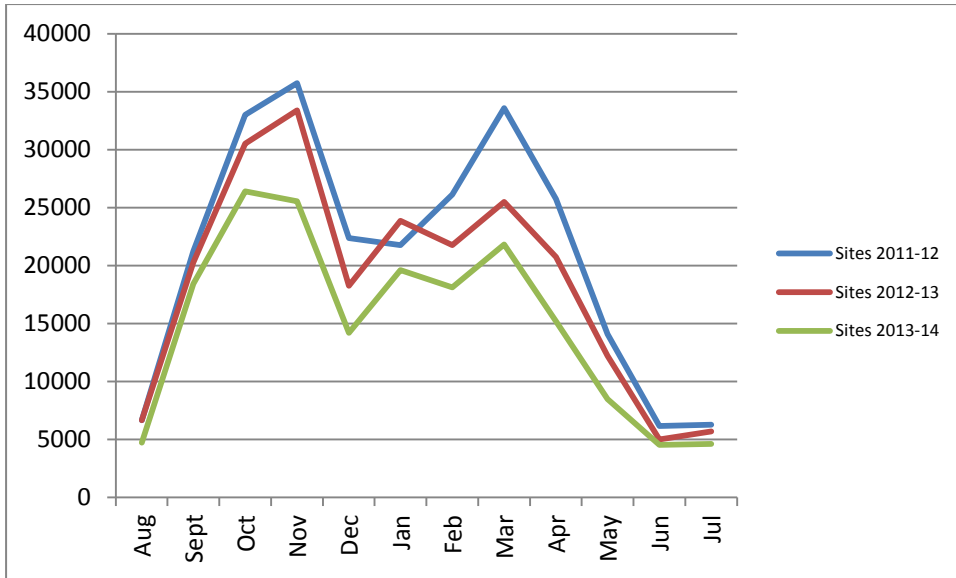
- Nevertheless, there is a clear and sustained pattern of decline in issues this Session, and is most pronounced among sites.
- It is likely that the continued growth in e-books is a major factor and statistics showing the growth in the e-book collection and number of downloads for comparison will be added to next Section report.
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2013-14 Session compared with the two previous Sessions is shown in Figure 1 below.

• **Figure 1: Main Library issues 3 year comparison**



- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2013-14 Session compared with the two previous Sessions is shown in Figure 2 below.

Figure 2: Site libraries issues 3 year comparison



- 2013-14 circulation figures (issues and returns) are presented in Tables 11 and 12 below.

Table 11: Number of issues and returns

Number of Issues	2011-12	2012-13	2013-14
Aug	18566	18161	14036
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 12: Number of returns

No. of Returns	2011-12	2012-13	2013-14
Aug	28950	31409	26237
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

- USD KPI #7 for 2012-13 was for 85% of library material issued to be borrowed by self-service. The KPI was **not met in June and July**. USD KPI #8 for 2012-13 was for 75% of library material to be returned by self-service. The KPI was **not met in June** but it was **met in July**. The KPIs over the whole year were **met for 2013/14**.

Table 13: 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
Aug	14036	9423	67% (71)	N	26237	16232	62% (68)	N
Sep	51325	42305	82% (81)	N	31826	24152	76% (73)	Y
Oct	90899	80737	89% (85)	Y	71227	59937	84% (76)	Y
Nov	87182	78179	90% (86)	Y	84219	67736	80% (78)	Y
Dec	40952	35868	88% (81)	Y	56748	44211	78% (74)	Y
Jan	55947	48332	86% (82)	Y	48133	35074	73% (70)	N
Feb	66216	59698	90% (85)	Y	57681	45960	80% (77)	Y
Mar	85547	78186	91% (86)	Y	86317	69319	80% (78)	Y
Apr	53985	48716	91% (87)	Y	67279	52038	77% (75)	Y
May	36134	32390	90% (85)	Y	49224	39685	81% (79)	Y
June	15667	12848	82% (71)	N	18367	13592	74% (62)	N
July	16475	13412	81% (68)	N	17298	13052	75% (60)	Y
Total	614365	540094	88% (83)	Y	614556	480988	78% (75)	Y

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- Low volumes of issues and returns have again resulted in relatively fewer self-service transactions and relatively more staff mediated transactions in June and July than when high volumes are experienced.
- Despite being below the KPI, the figures for June and July 2014 compare favourably with June and July 2013 (shown in blue in Table 13). This is partly because Moray House Library and RIL have been running a self-return service, in addition to self-issue, since the beginning of June.
- 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 next Session.

Table 14: Self-issue by location 2013-14:

Number of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	7187	329	340	337	288	310	609	23	9423
Sep	28956	2723	3955	2774	648	851	2063	335	42305
Oct	60297	4149	7562	2361	903	928	2893	1644	80737

Nov	58072	3573	7200	1635	881	954	5058	806	78179
Dec	24825	1352	4929	998	346	492	2585	341	35868
Jan	33585	3223	4637	2056	916	814	2536	565	48332
Feb	45745	3228	5078	1459	670	608	2164	746	59698
Mar	61037	3518	5736	1497	411	919	4082	986	78186
Apr	36751	1433	5118	1191	430	639	2779	375	48716
May	26119	960	2332	791	427	415	1112	234	32390
June	10061	605	588	475	204	191	694	30	12848
July	10633	745	409	443	203	227	683	69	13412

Table 15: Self-issue by location 2013-14 as percentage of all issues at the location (2012-13):

% of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	77.25 83.01	40.07 28.97	48.99 47.10	63.71 63.08	77.21 75.96	68.43 83.66	56.81 73.98	3.40 4.55	67.68 70.76
Sep	88.03 88.61	80.75 52.03	90.71 88.18	72.79 73.26	93.10 90.29	83.27 90.34	72.23 78.71	15.01 21.64	82.57 82.28
Oct	94.47 93.09	80.67 59.00	91.98 91.09	88.89 87.09	88.97 89.32	84.87 88.29	76.51 61.88	37.99 30.92	88.96 86.28
Nov	94.18 93.19	83.15 61.37	92.76 89.60	87.90 91.03	94.33 93.52	87.04 89.43	79.16 79.39	26.28 26.74	89.82 87.35
Dec	92.81 91.65	78.79 50.14	90.01 68.05	88.01 88.29	94.80 88.80	84.10 88.03	75.74 77.52	23.81 19.61	87.76 82.42
Jan	92.45 90.70	86.99 59.61	91.32 73.72	69.60 76.51	89.89 90.75	85.50 89.03	70.86 76.51	25.91 22.31	86.39 82.84
Feb	95.12 92.02	84.41 65.18	92.16 90.09	87.94 88.70	92.80 91.10	84.44 90.41	81.20 70.40	25.47 24.49	90.16 86.52
Mar	95.77 93.40	87.25 62.75	92.92 89.50	85.94 87.87	88.58 91.47	85.81 90.08	81.90 70.03	30.32 32.15	91.50 87.82
Apr	94.73 92.90	84.74 59.30	89.85 91.05	91.19 91.43	90.15 92.56	86.12 89.78	84.16 73.88	19.74 16.55	90.37 88.48
May	94.45 91.48	77.05 53.36	86.02 88.04	87.89 90.02	88.04 95.34	86.64 84.89	85.41 69.80	18.01 18.06	89.64 86.41
June	90.34 81.14	75.53 39.86	70.67 69.22	85.59 84.91	83.61 87.11	75.20 70.18	76.60 60.90	3.37 1.06	82.25 73.06
July	89.78 76.93	76.18 45.48	57.85 58.88	85.03 77.17	86.02 78.48	78.28 76.81	76.31 50.70	7.32 0.92	81.41 67.91

Table 16: Self-returns by location 2013-14:

Number of Self>Returns	Main	ECA	Law	Murray	Vet	RIL	Moray	Total
Aug	14173	427	744	644	244	N/A	N/A	16232
Sep	18155	852	3708	972	465	N/A	N/A	24152
Oct	48141	2108	7400	1515	773	N/A	N/A	59937
Nov	54994	3118	7035	1690	899	N/A	N/A	67736
Dec	35103	2332	4635	1662	479	N/A	N/A	44211
Jan	25618	2044	5095	1540	777	N/A	N/A	35074
Feb	36704	2261	5050	1275	670	N/A	N/A	45960
Mar	58427	3322	5564	1495	511	N/A	N/A	69319

Apr	42136	2749	5256	1493	404	N/A	N/A	52038
May	33428	1434	2436	1943	444	N/A	N/A	39685
June	10929	555	554	589	340	40	585	13592
July	10523	602	539	483	223	89	593	13052

Table 17: Self-returns by location 2013-14 as percentage of all returns at the location (2012-13):

Percentage of Self-Returns	Main	ECA	Law	Murray	Vet	RIL	Moray	Total
Aug	77.93 86.64	31.40 29.41	52.43 63.47	76.94 70.48	75.78 83.28	N/A	N/A	73.37 68.38
Sep	89.72 89.37	61.92 32.35	91.06 87.50	76.06 69.96	89.25 86.93	N/A	N/A	87.88 85.38
Oct	94.92 93.81	64.81 35.43	94.28 68.77	86.23 83.55	92.24 90.78	N/A	N/A	88.02 87.38
Nov	95.13 94.61	75.66 40.85	94.16 90.69	86.80 89.55	92.68 93.48	N/A	N/A	84.50 91.10
Dec	94.16 92.38	77.40 45.70	91.78 88.59	84.11 86.41	90.89 92.72	N/A	N/A	92.38 88.30
Jan	92.68 91.22	76.70 37.04	91.13 83.65	82.84 87.35	94.53 91.66	N/A	N/A	90.82 86.19
Feb	94.72 92.78	71.80 42.94	93.04 91.74	87.87 87.99	90.79 92.95	N/A	N/A	92.82 89.53
Mar	94.95 94.70	79.17 51.44	92.45 89.87	83.15 87.61	86.76 91.34	N/A	N/A	93.52 91.48
Apr	93.17 92.64	83.03 53.22	89.89 92.10	64.11 70.84	91.20 93.56	N/A	N/A	84.98 89.46
May	93.31 93.80	66.42 52.32	89.00 87.73	83.14 87.17	81.02 94.03	N/A	N/A	90.99 84.45
June	88.98 79.72	69.64 39.77	62.39 75.02	81.92 77.07	86.51 84.70	17.54 N/A	31.38 N/A	74.26 68.58
July	89.46 77.60	73.15 38.89	68.66 69.26	81.45 74.12	90.65 75.23	36.33 N/A	35.64 N/A	75.45 60.11

Unidesk Library Helpdesks operator group: standard calls

- In June Library Helpdesks had 509 logged incidents either owned or passed on by their operator group, with 79% of these (402) being resolved by Library Helpdesks.
- Completion rates for June have increased slightly as has the volume of call handling; the percentage of open calls is up from 5% to 7%.

- Table 18 below shows Helpdesk performance in resolving these incidents in 2014:

Table 18: Library Helpdesks incident resolution

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
January	85%	440 (of 518)	5%	67%	80%	86%
February	82%	381 (of 462)	5%	70%	81%	88%
March	75%	364 (of 484)	5%	66%	81%	88%
April	82%	374 (of 455)	5%	64%	80%	86%
May	79%	369 (of 468)	5%	62%	78%	87%
June	79%	402 (of 509)	7%	66%	80%	87%
July						

- A change in reporting was made in April whereby the top categories (principally Library and Help & Consultancy) have been merged into one report, rather than being reported separately, in order to compare better the top sub-categories for Library Helpdesks.
- Card Services (31%), rather than Books (29%), was the most numerous sub-category in June. Unspecified accounted for 11% of calls (down from 14% in May) with Electronic Resources (7%) and Printing, copying and scanning (5%) the other significant sub-categories.
- 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

- On the 9 June Quick Call was rolled out to the remaining three Library Helpdesks: the Main Library main desk; Law & Europa Library and Murray Library at Kings Buildings, meaning that all sites are now recording enquiries at Helpdesks.
- June data for these three locations are for the period 9 to 30 June. Data for all other locations are for the whole month.
- Helpdesks have been sending in suggestions for improving Quick Call screens and the standard solutions in advance of a review meeting in August.
- Section reports focus on data gathered across the Section.
- Figure 3 below shows the breakdown by library site. A total of 1176 calls were recorded in this period.

Figure 3: Quick Calls by Site June 2014

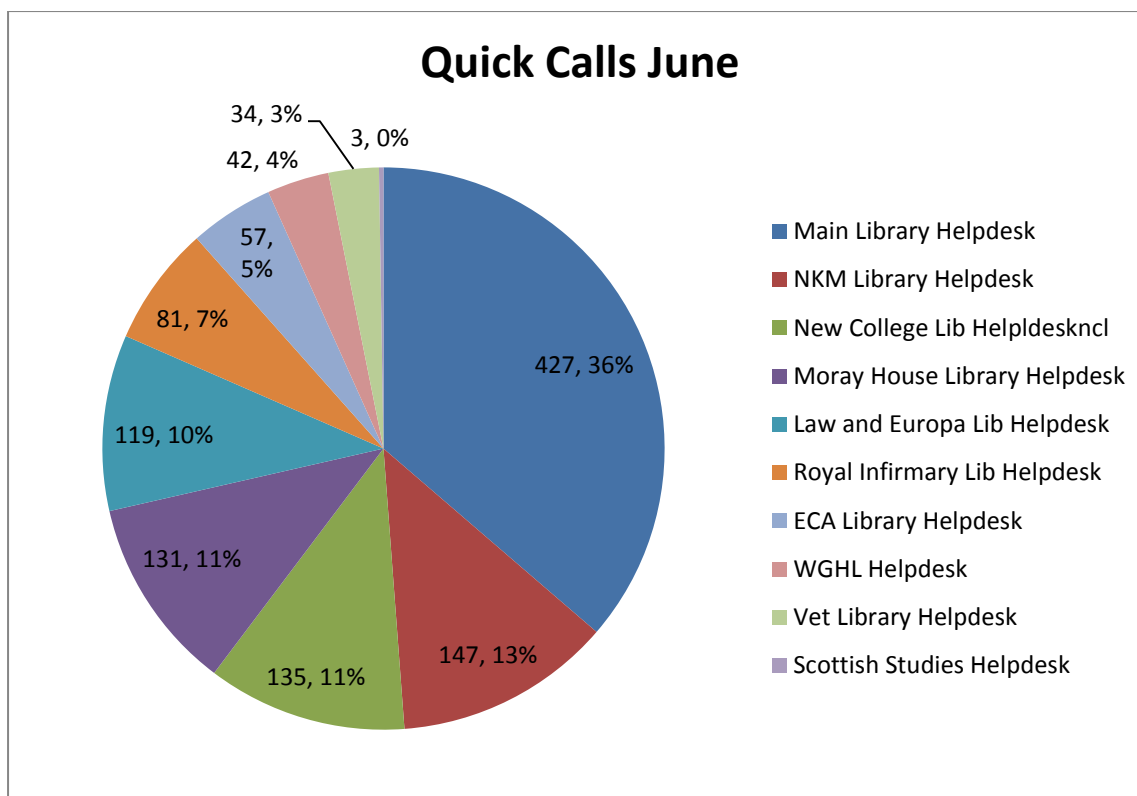
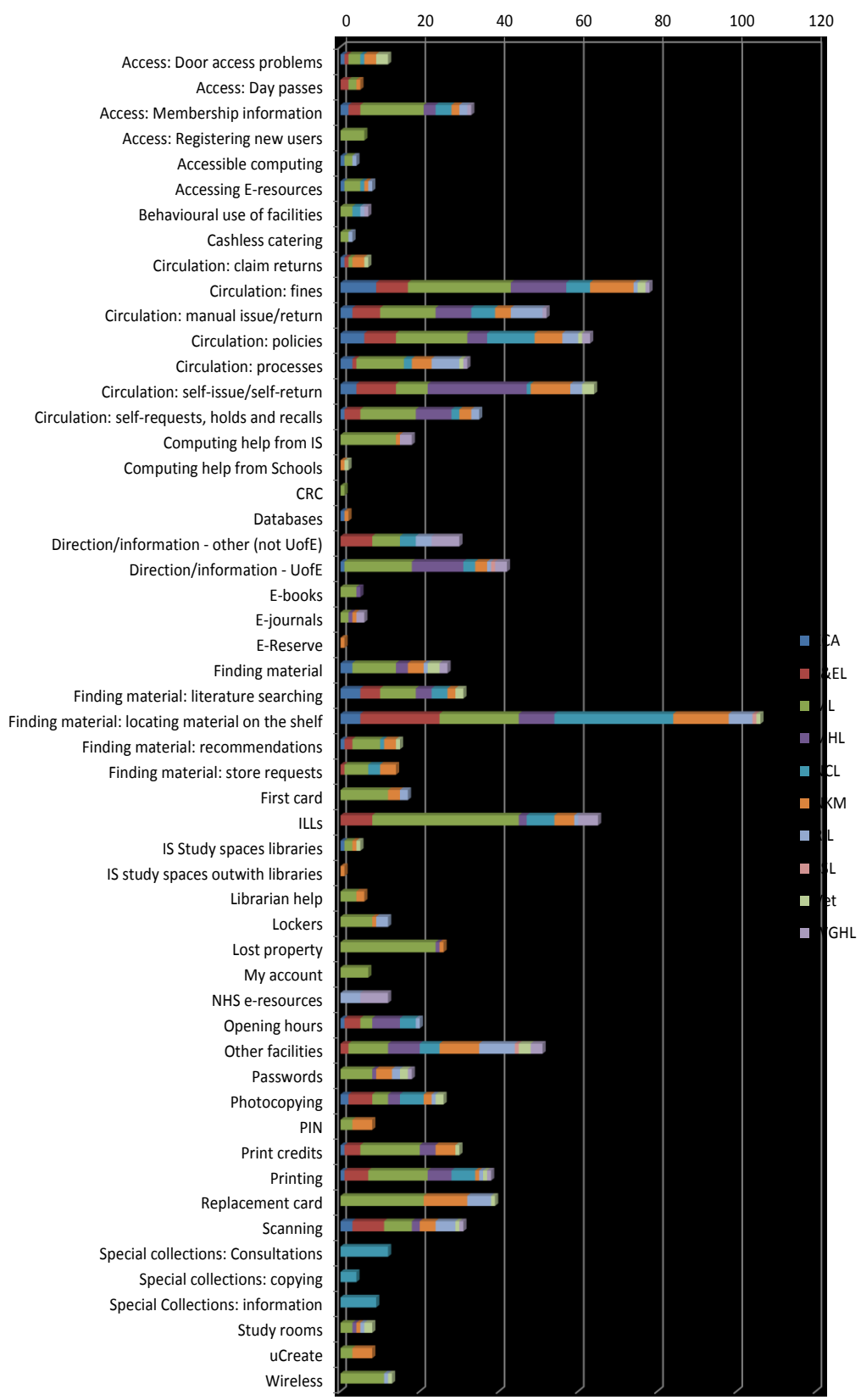


Figure 1

- The top 5 types of call by standard solution (see Figure 4 below) are:
 - Finding material on the shelf – 106 calls, 9% of the total, 28% of these recorded at New College
 - Circulation: Fines – 78 calls, 6.6% of total, 33% of these at the Main Library
 - ILLs – 65 calls, 5.5% of total, 57% at Main Library
 - Circulation: Self issue/return – 64 calls, 5.4% of total, 39% at Moray House Library (where the self-return system was newly introduced)
 - Circulation: policies – 63 calls, 5.3% of total, with Main Library and NCL seeing the highest numbers
- Counting all 'circulation' related calls together shows these accounting for 28% of the total, while all 'finding material' calls come to 16%. Printing, copying and scanning is the next largest group at 8% of total (95 calls) and if we add print credit calls to this group this becomes 10.6%, while 5% are 'access' related.
- The smallest numbers of calls, with 1 each, were recorded for 'CRC', 'e-reserve' and 'study spaces outwith libraries', while 'computing help from schools' and 'databases' had only 2 each. These low numbers are probably due to the time of year, when the majority of students are away.

Figure 4: Calls by standard solution June 2014 (on page 20)



Barry Croucher 04 August 2014