

Help Services

Service Report for 20th November 2012 to 21st January 2013

Exceptional Service Activities

Opening hours

Closing

- There was an evacuation of the Main Library on Wednesday 21st November due to dust from drilling setting an alarm off.
- New College Library closed at 5pm (not 6pm) on Thursday 29th November due to the City's preparations for launching 'Edinburgh's Christmas' which closed The Mound.
- New College Library closed at 1pm (not 5pm) on Saturday 1st December because 2 of 4 boilers were faulty and the room temperature fell below the accepted minimum.
- Libraries and Helpdesks typically closed at 5pm on Friday 21st December, until 9am on Thursday 3rd January, except for New College Library which closed at 4pm on Friday 21st as directed by the Head of School.

Opening

- Main Library building was due to open at 9am (not 12 noon) for 9 Sundays from 28th October and, in order to accommodate demand for an even earlier opening, the building opened at 7.30am on the last two Sundays of Semester.
- Main Library building was open 10.30am to 5.30pm on Thursday 27th and Friday 28th December.
- Main Library building was open on Saturday 6th January 9am to 5pm and on Sunday 6th January 12noon to 5pm.
- Main Library building and Helpdesk services resumed Semester opening pattern on Monday 7th January. The Lady Smith of Kelvin Veterinary Library also opened fully on that date.
- Other Site Libraries resumed Semester opening on 14th January.

Open Days

- Libraries were part of the University Postgraduate Open Day on 23rd November, with 67 entries to the Main Library recorded. Tours of the Main Library were organised for these visitors, with a desk set up in the forum advertising the tours, but there was no take up. This shows the need to advertise through the Open Day programme.

Main Library usage

Revision and Examination weeks

- As expected, the Main Library was very busy over the revision and examination weeks in December but the building coped with the number of students
- Records were kept of the numbers of access to the Main Library by Reference card holders during revision and examination weeks 4th-21st December. There were 840 non-student and 922 student accesses. The decision has been taken to restrict access to the Main Library only for these cardholders during the next exam diet as a trial in order to free up seats for University students and staff.

Thursday 27th and Friday 28th December

- Main Library building was open 10.30am to 5.30pm on Thursday 27th and Friday 28th December. Usage was low but the opening was appreciated by those who used it. Feedback forms were circulated to users and will be assessed for subsequent report.

Student helpers

- Five students were employed to assist students locate appropriate study spaces from Saturday 8 December to Thursday 20 December. Two students worked shifts of 2 hours from 10am – 4pm each day. Students were employed for both the Main Library and the Murray Library; however, at the end of the first week the Murray Library staff were recalled to the Main Library as there was not a pressure on study spaces at the Murray Library and there was a definite tail-off in the Main Library from Tuesday 18 December. The main conclusion from this exercise is that the Main Library should be the focus of this service; the busiest period was during revision week, so, we should employ students a week earlier than the exam dates when there is the biggest pressure for space.
- In their reports, the Student Helpers highlighted the various other services they assisted with, over and above locating a study space, such as, answering queries with cloud printing, book issues/and returns, they also offered suggestions for service improvement, e.g., reservation of seats; monitoring/reporting/fixing computer faults/settings – such as language as part of the logoff/login process. Some of these issues will be investigated with LTSTS.

Section services

Card Services

- Card Services held a Card replacement event for NHS staff at the Western General Hospital (MMC common room) on 20th and 21st November. About 20-30 cards were made at the event and 50 cards in advance. Since then another 20 cards have been made for an extra group of WGH staff moving into the MMC building.
- Card Services held a Card replacement event for new students starting in January 2013 on 14th and 15th January located at the Student Information Point just inside the Main Library. About 300 pre-printed cards still needed to be collected and these were handed out from the SIP. Card Services Staff sat at the small desk to the left of the SIP desk making any cards for people who did not return the form; this number was estimated at between 150 and 200 students. One benefit is that nobody had to be let into the library without a card: the pre-printed cards worked straight away to let the students into the library and the cards made on the day worked the next day, but at least they had a card to show to Reception for same day entry.
- Of 630 non-Online Distance Learning students with a January start date, 160 had cards produced and distributed in advance of the card event.
- Card distribution at the card event is recorded below:

Card distribution to non-ODL students starting January 2013

	Cards collected	Cards remaining
Produced in advance of event	270	40

Produced at event	80	80
Total	350	120

- The 120 students without cards will be required to attend the Main Library Helpdesk to collect their pre-made card, or fill out a card application form. Some students do not attend the University as they have changed their mind but this won't be reflected on the card system yet.

Online Print Credit

- The usage data shows that, as expected, there is significant growth in Online Print Credit transactions and value as the Session progresses, peaking in November.
- December totals fell as expected, but it is interesting that even after the libraries and computing areas closed on 21st December there were 53 transactions– of which 21 transactions occurred during the Main Library opening on 27th and 28th December.
- A service review and planning meeting was held on 16th January attended by University Finance, IS Architecture, IS Applications Management and USD reps.

SelectPrint

- There remain outstanding issues to do with service management which are being addressed with the Service Delivery team.
- A Unidesk Operator Group is currently being set up for Helpdesk staff to deal with calls that come into the Library team. They will troubleshoot calls, identify any duplication of issues across the sites and try to resolve them, or, if not, escalate them to the Service Delivery team appropriately.

Lockers in the Main Library

- A review of service over Semester 1 found that all available lockers were issued for rental very quickly again.
- Processes seems to work well and we hope to extend the rental service in the New Year to another 39 lockers on the Ground Floor
- A 'day-locker' service will shortly be introduced, but limited to 5 lockers. The keys will be available for a small deposit and allocated by the ML Helpdesk.
- These initiatives are in response to the failure of the self-service model.

Laptops

- Main Library Laptop team has been working with Desktop services to improve the building process for staff managing the service, both reducing time required for each laptop to be out of circulation for the students, and reducing the time taken by staff. This has been a success.
- A trial service is currently underway utilising old laptops for students use. 6 old laptops (cascaded from the laptop for loan service) have been placed on the 3rd floor of the Main Library, west side from the central stairway and are secured with Kensington locks. Users just need to power up and login with their usual lab login and password. The instructions are on the top of the machine. We shall monitor this service and review to determine if this service should be increased with more old laptops when available.

Selfcheck Machines

- Smart Card readers were introduced in the summer, which proved popular with users 3M software engineers, working closely with Helpdesk staff, developed a programme to correct an early fault and this has been working for some time without errors.

Disability Computing Support for Students

Exam support

- The DCS exam team supported 21 exams in Dec (compared with 18 in Dec 2011). The exam diet ran from 10th – 20th Dec with 10 exams taking place in Drummond Street computer Lab (Geography Building). The remaining exams took place in separate rooms in William Robertson Wing (8 exams), Hugh Robson Building (2 exams), and Appleton Tower (1 exam).
- The main IT adjustments supported were software based and these were primarily voice dictation and screen readers.
- Staff changes have meant that the exam team has been reduced from 4 to 2. To cope with demand, additional support was provided by IS colleagues. On the whole, exam support ran smoothly and a small number of issues were recorded in preparation for discussion between IS, SDS and Registry when they meet in Jan 2013.

Other support for students

- Local Accessible PC orientation sessions were provided for Library staff (Moray House, ECA and Law) during November and December, following on from a requested orientation session at New College in September.
- A new Accessible PC Quick Start Guide (post Windows 7 upgrade) was completed at the end of October. A PDF file of the guide is available to download from the Accessible PCs information web page and copies have been printed and located at all Accessible PC workstations.
- The Main Library Helpdesk has dealt with 476 disabled users with learning profiles (out of a total of 903 with learning profiles) in 2012, facilitating a range of adjustments.
- The routine review meeting with Student Disability Services, IS Disability Information Officer and Disability Technology Sub-Group Convener was held on 28th November and no major issues reported.

Disability Computing Support for Staff

- 5 new requests for IT support were submitted to Staff Disability support during November and December:
 - 1 follow-up enquiry from a previous recipient of support, this time requesting access to specific mind mapping and dyslexia support software. Enquirer guided via Helpline to download required software from the Apps Store.
 - 4 requests regarding specialised mice and/or keyboards. Suggestions regarding assessment and supplier were provided.

uCreate: software usage

Number of uses

Application	Nov 2011	Nov 2012	Dec 2011	Dec 2012
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Photoshop CS5	205	562	207	444
Illustrator CS5	18	50	15	27
InDesign CS5	26	87	26	76
Premiere Pro CS6	0	26	0	2
Acrobat Pro 9	100	553	112	284
Datastream Advance 5	2	8	2	3

- Compared to 2011, usage figures for all applications increased during Nov/Dec, with Photoshop and Acrobat in particular recording significant increases.

uCreate: poster printing

Number of posters printed

Month	uCreate ML	uCreate KB
Aug	Plain = n/a Glossy = 27	Plain = 7 Glossy = 5
Sep	Plain = n/a Glossy = 69	Plain = 10 Glossy = 2
Oct	Plain = n/a Glossy = 31	Plain = 30 Glossy = 14
Nov	Plain = 155 Glossy = 91	Plain = 8 Glossy = 16
Dec	Plain = n/a Glossy = 24	Plain = 4 Glossy = 10

uCreate: Kaz touch typing tutor

Number of registered users

Month	2012 / 2013
Aug	n/a
Sep	92
Oct	98
Nov	98
Dec	98

- There were no new Kaz registrations in the reporting period.

uCreate: equipment loans

Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	3	3	9
Sep	7	8	5
Oct	5	8	4

Nov	6	1	8
Dec	4	2	4
Jan	9	5	
Feb	7	14	
Mar	14	5	
Apr	8	2	
May	12	4	
Jun	7	7	
Jul	7	8	

uCreate: Box of Broadcasts (BoB)

Number of registered users

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	561	2889
Sep	241	1281	3069
Oct	256	1428	3528
Nov	292	1838	3727
Dec	314	1962	3937
Jan	336	2089	
Feb	370	2259	
Mar	404	2437	
Apr	447	2577	
May	518	2733	
Jun	547	2803	
Jul	554	2853	

Number of programmes requested

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	422	663
Sep	106	422	913
Oct	174	442	1037
Nov	217	583	1206
Dec	249	643	1127
Jan	386	709	
Feb	327	966	
Mar	324	1021	
Apr	381	1080	
May	510	1078	
Jun	427	895	
Jul	176	879	

- The growth in number of registered users and programme requests continues. An oversight with renewal of the British Universities Film and Video Council membership threatened to place continued service of BoB but the issue is being resolved. Suggestion has been made that USD takes over the membership.

uCreate: other

- New software for video editing on Macs (Final Cut Studio Pro) and for text OCR scanning (ABBYY FineReader) has been installed in uCreate.

Helpdesk services: sites specific

Main Library

- See reports above relating to Student Helpers, SelectPrint, Lockers, Laptops, Selfcheck, Disability Computing Support for Students.

Law & Europa Library

- The end of Semester 1 saw the Law & Europa Library busy up until the last minute as exams finished on the 21st of December. The return on the 3rd of January saw an influx of students with essays due on the 14th which has resulted in a busier than usual start to Semester 2.
- Extra hours worked by Law & Europa staff have allowed the team to continue with the scanning of the store items and to start binding the backlog.
- Work on the European Documentation Centre material is also continuing.
- A placement student, who is currently working in the Universitat des Saarlandes, has been accepted at the Law & Europa Library and will be here for a month in August.

ECA Library

- A new public address system was installed at the start of January. This system, which features recessed ceiling loudspeakers to blend unobtrusively with the library décor, can be used for live announcements and to play pre-recorded messages throughout the library or to specific floors. Closing announcements will help to clear the library more efficiently and give users advance warning of Helpdesk services ending.
- ECA Senior Helpdesk Assistant processed orders for the Acquisitions department to help clear their backlog. She processed approximately 300 orders during the weeks beginning 17th Dec and 7th Jan and the Main Library provided cover for ECA Helpdesk to free her to do this work.

New College Library

- There has been additional work this last month due to a complicated internal Special Collections enquiry.
- Weeding of material from Special Collections to allow for recently catalogued material to be housed more appropriately. This is likely to continue into next month too.
- Meetings held with E&B and contractors concerning forthcoming work.

Moray House Library

- All work regarding the move of items from floor 3 special collections room to the ground floor annexe have been carried out.
- The enhancement of the security system has also been carried out.
- Redevelopment of floors 3 and 4 for Applications Division accommodation commenced on 7th January and is expected to last until 8th April. The Library has been told to expect some noise as a result; contractors have agreed to notify us of

days of exceptional noise or other special circumstances which might impact on the Library.

KB Libraries

- During the period, 970 changes were made to holdings records as showing incorrect location.
- A part-time member of staff is working an additional 3 hours per week at the Noreen & Kenneth Murray Library until end of March to help with shunts in KB Library Store and reshelving in the Murray Library.
- The Site and Services Supervisor gave tours of the Murray Library and KB Library Study Centre to IS staff on 5th and 12th December.
- A meeting was held re snagging issues in Murray Lib on 30th November.

Review of KB operations

- Senior staff met to review KB operations on 14th December.
- The Murray Library is performing well, with customers using the space and feeding back that they are pleased with it. There has been a significant team effort at KB to reach this point. The team have not only set up service in the NKML but are also running a service out of the KB Library store (albeit there is no front of house staff service there), and are developing a roving Help service within the NKML and the KB Centre, with a view to investigating the feasibility of expanding to other areas. There has been a significant number of snagging issues to deal with.
- There are issues to be resolved, notably facilities issues, which we hope will be picked up when the new Facilities Team is appointed (Manager due early Feb); most notably, the setting up of a building MOBUG, in order to co-ordinate many operational building issues.
- We are working with the Reception Staff in order to compliment the service provided by the IS Helpdesk and are having regular meetings with the Reception team managers, in order to cover appropriate tasks which need done and iron out various issues.
- The location of the SIP in the NKML has been reviewed, and the service will move to the KB Centre foyer.

Medical/VetMed Libraries

RIL:

- A member of Helpdesk staff has assisted the Academic Support Librarian in checking and filling in book order recommendations.
- The extra hours of e-Reserve work requested by L&C have been completed.
- Work has been done on checking journals for duplication and e-access
- Helpdesk staff assisted the ASL in compiling a list of books to go to the annexe and those for disposal.

Western General Hospital:

- The Site and Services Supervisor undertook approximately 4.5 hours of literature search training, and trained a group of cancer chemotherapy nurses on January 16th.
- The team is continuing with book withdrawals
- Disposal of HGU books to Anybooks.biz has commenced, we will also use this route for book withdrawals from stock

- The L&C Collections Manager visited to look at journal withdrawals. This work will be on-going with a view to de-duplication
- A stock check of short loan books was carried out, new editions have been detected, and book recommendation forms will soon be filled in.

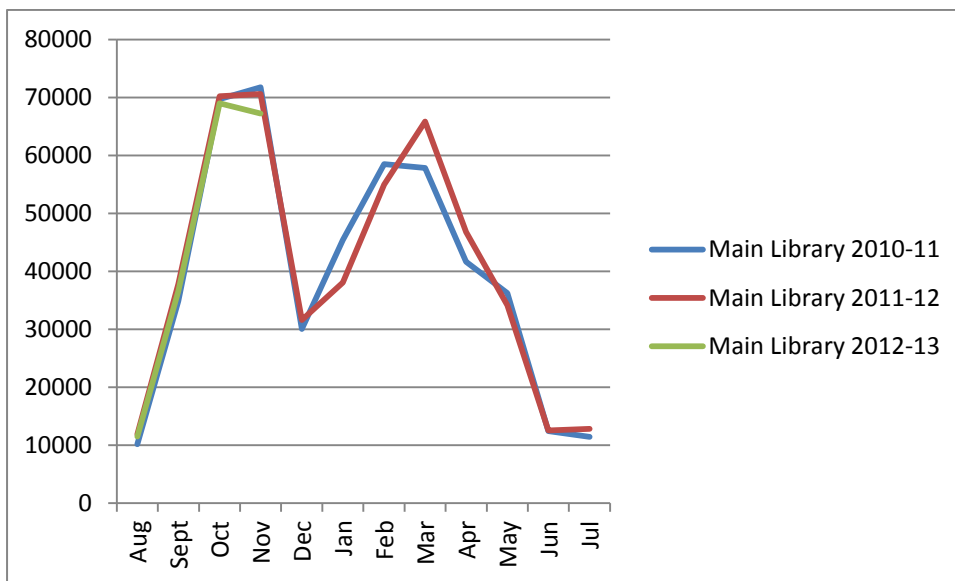
Lady Smith of Kelvin Veterinary Library:

- Bone boxes were loaned to students for the Christmas holidays.
- Staff have worked with the ASL, on a display of books to support ‘The Art of being a Vet student’ – a competition organised by the School. (Selection includes a couple of art books, poetry by vets and novels by or about vets plus some collections of anecdotes, reminiscences and biographies.)

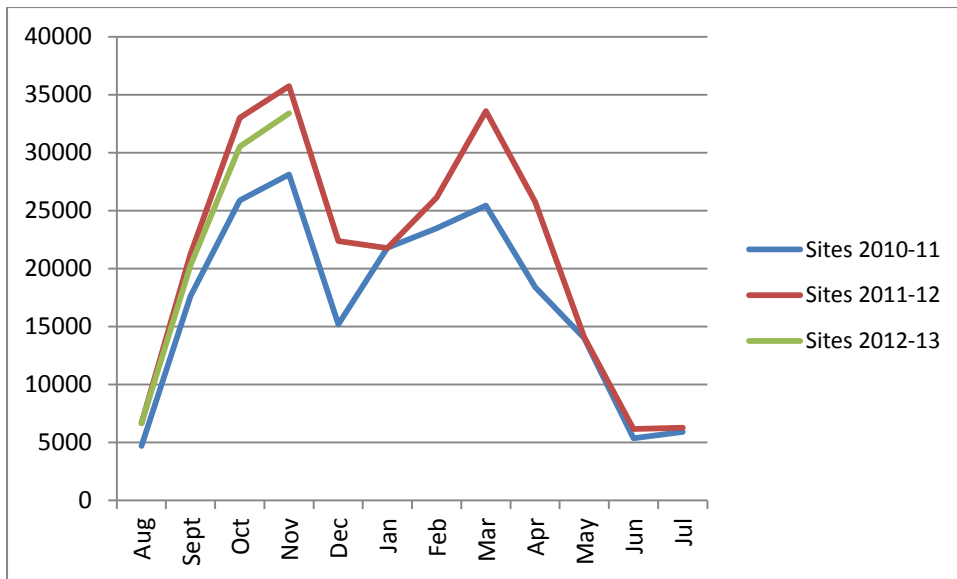
Performance Indicators

Circulation

- The usual reports of circulation data for November have been received but those for December have not. The data exists and request has been made for the reports to be provided. The data will then be added in the next reporting period.
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2012-13 Session compared with the two previous Sessions is shown below:



- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2012-13 Session compared with the two previous Sessions is shown below:



- 2012-13 circulation figures are presented on the tables below. There has been a small decline in the total number of issues every month so far this Session. This decline is seen in the Main Library and in Site Libraries.

Issues:

Number of Issues	2011-12	2012-13
Aug	18566	18161
Sep	59064	57635
Oct	103215	101498
Nov	106327	100602
Dec	53978	
Jan	59854	
Feb	81099	
Mar	99406	
Apr	72522	
May	48220	
Jun	18705	
Jul	19133	

Returns:

Number of Returns	2011-12	2012-13
Aug	28950	31409
Sep	36971	35544
Oct	81001	81021
Nov	99139	95936
Dec	74768	
Jan	52649	
Feb	69627	
Mar	98267	
Apr	87115	
May	65997	

Jun	21422	
Jul	19338	

- USD KPI #7 for 2012-13 is for 85% of library material issued to be borrowed by self-service; KPI #8 is for 75% of library material issued to be returned by self-service. These **KPIs are met in November**:

Selfcheck in relation to loans 2012-13:

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	18161	12851	71%	N	31409	21476	68%	N
Sep	57635	46788	81%	N	35544	25965	73%	N
Oct	101498	85856	85%	Y	81021	61867	76%	Y
Nov	100602	86211	86%	Y	95936	74543	78%	Y

Self-issue by location 2012-13:

Number of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	9535	361	511	610	278	599	921	36	12851
Sep	32417	1895	3687	3283	790	1235	3090	391	46788
Oct	64230	3605	7539	3210	1129	1417	3534	1192	85856
Nov	62409	3215	7071	2131	1024	1548	7875	938	86211

Self-issue by location 2012-13 as percentage of all issues at the location:

% of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	83.01	28.97	47.10	63.08	75.96	83.66	73.98	4.55	70.76
Sep	88.61	52.03	88.18	73.26	90.29	90.34	78.71	21.64	82.28
Oct	93.09	59.00	91.09	87.09	89.32	88.29	61.88	30.92	86.28
Nov	93.19	61.37	89.60	91.03	93.52	89.43	79.39	26.74	87.35

- Note that Moray House Library figures have recovered in November after experiencing technical difficulties with its self-issue units in October. New College Library only uses self-issue for Reserve items.
- Use of self-issue at ECA is still increasing.

Self-returns by location 2012-13:

Number of Self>Returns	Main	ECA	Law	Murray	Vet	Total
Aug	18565	569	1013	1060	269	21476
Sep	20463	463	3367	1120	552	25965
Oct	52130	1418	5325	1960	1034	61867
Nov	62772	1859	6676	2203	1033	74543

Self-returns by location 2012-13 as percentage of all returns at the location:

Percentage of Self>Returns	Main	ECA	Law	Murray	Vet	Total
Aug	86.64	29.41	63.47	70.48	83.28	68.38
Sep	89.37	32.35	87.50	69.96	86.93	85.38
Oct	93.81	35.43	68.77	83.55	90.78	87.38
Nov	94.61	40.85	90.69	89.55	93.48	91.10

- All locations showed an increase in percentage of returns by self-return in November.
- Self-return at NKML, new to KB in August, is continuing to show good uptake.
- Note that Law Library figures have recovered in November after experiencing technical difficulties with its self-return unit in October.

Unidesk Library Helpdesks operator group

- In November Library Helpdesks had 746 logged incidents either owned or passed on by their operator group.
- The table below shows which operator group is resolving these incidents in November:

Operator Group	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
Helpdesk	88%	656	17%	61%	72%	79%
Rest USD	3%	22	45%	9%	18%	36%
Rest IS	9%	64	36%	30%	44%	56%
Rest	1%	4	0%	0%	25%	50%
Total		746	19%	56%	68%	76%

- Typically, the largest percentage of logged incidents sub-categorised within the Library category is Books (47%); followed by Unknown (22%) and Electronic Resources (19%).
- The December report is pending.
- 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>
- The MVM Site and Services Supervisor organised and attended a meeting on 28th November with 5 other Section staff about upcoming changes with Unidesk and has taken part in User acceptance testing of the change and release module.

Barry Croucher 18th January 2013

