Help Services

Service Report for 30th October 2013 to 13th January 2014

Exceptional Service Activities

Opening hours

- Main Library building opening and Helpdesk service hours operated as per the full Semester pattern until Thursday 19 December. On 20 December the building closed at 19:00.
- The Main Library building was open on 21 and 22 December 09:00 to 17:00, with the Helpdesk closed. Both the building and the Helpdesk were open 09:00 to 17:00 on Monday 23 December.
- Within the standard Winter vacation closed period, the Main Library was open on Friday 27 and Monday 30 December 10:30 to 17:30 on a self-service basis, although Helpdesk did provide support to users. Usage on these two days is shown below:

Service	27 December	30 December	Total
Entrance counts	238	403	641
Survey forms completed	144	161	305
Enquiries at Helpdesk	32	42	74
Telephone calls	5	12	17
Books issued	221	308	529
Books returned	77	140	217
Trolleys with books returned overnight	2	3	5

- For the users who came into the library, the building being open was highly valued. The survey forms are being analysed.
- Both the building and the Helpdesk were open 09:00 to 17:00 on Friday 3 January. The building was open on 4 and 5 January 09:00 to 17:00, with the Helpdesk closed.
- Full Semester opening resumed on 6 January.
- The Main Library opened at 07:30 on Sunday 12 January, as standard.

- Site Libraries maintained Semester opening to Friday 20 December, were closed the following weekend, and opened, where possible, 09:00 to 17:00 on Monday 23 December.
- ECA Library closed at 1pm on 23 December due to the closure of the building by the School.
- All sites were closed during the standard Winter vacation, but opened 09:00 to 17:00 on Friday 3 January.
- Errors in access control setting meant that the KB Library store was inaccessible on 22 and 23 December and on 3 to 6 January. This issue has been resolved and learning points documented.
- The Lady Smith of Kelvin Veterinary Library, and, for the first time, the Law and Moray House Libraries opened Semester hours from 6 January.
- Early reports from the Law and Moray House libraries indicate that opening in the evenings in the week of 6 January has been a great success. Headcount statistics so far from the Moray House Library are shown below:

Headcount time	6 January	7 January	8 January
17:30	42	51	59
18:30	31	25	31
19:30	30	25	24
20:30	22	15	20
21:30	11	8	9

- The figures compare well with semester weekdays. In fact the Wednesday 17.30 figure of 59 was higher than the 11.30 or 15.00 figures for the same day. We thought most of the usage would come from international students who had not gone home for the holidays, but in fact most of the usage of MHL this week has been from PGDE students who began their new Semester on January 6, unlike the BEds who will only return on January 13.
- All sites are now operating full Semester opening hours.

Access

- Guidelines were issued in August to Main Library Reception staff to assist with mediating unannounced visitors requesting same day single visit library access. There have been 1089 requests; 1029 passes were issued and 60 requests were refused. This statistic means 94% of visitors were granted library access. Of 646 visits for which the entry and exit time was recorded, 225 visits lasted less than half an hour and only 72 people stayed more than four hours. At least 28 visitors were issued with a one day visitor pass because, although they intended to register for a library card on the day, they failed to bring all the required or appropriate documentation. There will be a further review after six months of operation in order to assess and learn from the experience of the procedures working in practice, and if necessary adjustments will be made.
- Restricted access to the Main Library for reference card users was introduced on 30 November and was due to end on 19 December but was actually ended a day earlier due to the relative quietness of the building. 12 reference users were given exceptional access by prior arrangement with Barry Croucher.

Student Helpers

- Twelve Student Helpers have been employed to work in the Main Library for the December exam period, commencing on Saturday 30 November – Wednesday 18 December.
- On reflection, they were not really required in the role of finding suitable study space at this time. When the Library was very busy, it was difficult for Helpers to assist usefully. At other times, although the library was still busy, most students were able to locate study spaces themselves. Helpers were asked to take it in turns to 'Rove' and answer any appropriate query, but again this was very limited as at this time of year students are mainly revising.
- Consideration should be given as to whether the April/May period for using Helpers is still useful as study space does become more of an issue then.

Queue Monitoring Service Targets

- With respect to the SCONUL Queue Monitoring Service Targets, these were carried out during the period of 13 to 19 November across all the libraries.
- The Helpdesks met the service target. However, the Reception Point in the Main Library did not meet the target on a few occasions.

  This is a pressurised point with often only one member of staff serving at a time. The enquiries at this point can be quite complex and long, i.e., informing visitors about the admission policies, advising on how to register online, etc., and/or involve facilitating visitors with Visitor Badges. Mediating unannounced visitors requesting same day single visit library access has had an effect. Help Services is monitoring this situation.

Visits

- Help Services mediated visits to the Main Library from the following institutions:
  - National University of Ireland, Galway, on 10 October.
  - Rostock University, Germany, on 30 October.
  - University of Strathclyde on 13 November.
  - Sodortons University Library, Sweden, on 19 November.
  - Agricultural University of China on 29 November.

Online requests and self-service collection

- Help Services continue to work closely with L&UC Info S on developing a facility to enable users to request via the Library Catalogue items on loan to other users. Supporting web pages are being finalised which will be used as golden copy for wiki knowledgebase and user notices. The test Online Request service will be released to Help Services and Academic Support Librarians in the next fortnight.
- Self-collection of requested items will be introduced simultaneously with the launch of Online Request. This will involve moving requested items awaiting collection from behind Helpdesks to open shelves, eg in the Main Library HUB, which would have the added benefit of providing users with access outwith Helpdesk opening hours.
- Bracing beams are being ordered for the Main Library to strengthen shelving in the HUB to be used for this purpose. Delivery date is being established and could determine launch of this service and Online Request. If delivery is delayed, Online Request will launch in advance of self-collection of requests and temporary alternative storage will be found for the HUB.

Voyager replacement

- Section staff attended feedback sessions on Ex Libris Alma organised by L&UC in November and December. Alma is a potential replacement for the current Voyager Library Management System.

Searcher Discovery Review

- Several members of Helpdesk staff are representing the Main and Site Library Helpdesks on the Searcher Discovery Review Group.

3M Command Centre

- A meeting was held with 3M and L&UC Info S on 27 November to progress the implementation of this software, which will enhance remote monitoring of the status of 3M V series self-check units (eg print receipt roll levels), allow central distribution of changes to user-facing screens and provide improved reporting. Roll out will happen in late January.

Unidesk Quick Call

- The Lady Smith of Kelvin Veterinary Library started using Unidesk Quick Call on 10 December.
- In preparation, the Site and Services Supervisor set up standard solutions for Quick Call at Vet and Main Library and assisted with documentation.
- It is too early to produce meaningful statistics, especially as the period to date includes the Winter vacation, however, these will feature in the next Section report.
- So far it does seem to have run fairly smoothly, there have been no objections to presenting a card at the desk, and Helpdesk staff are happy with the system and are keeping a note of any concerns.

Section services

Card Services

- Provision of cards to new students arriving in January commenced on 13 January and continues on 14 January. Distribution of 440 pre-printed cards is via the Student Information Point at the Main Library entrance. Card Services has a card production unit at the same location to print on demand cards for new students who have not had cards pre-printed.

Online Print Credit

Usage

- The usage data shows a continuation of the upward trend in the number of transactions and values of OPC credited in 2013/14 compared with the previous Session.
- The decline in October that was predicted in the previous Section Report due to the major system upgrade and teething troubles did not materialise, as volumes recovered in the second part of the month.

Performance

- KB-11S1 Server maintenance on 29 October was expected to force OPC offline. Publicity was issued to users to this affect. In practice, OPC was not affected and online print credit transactions continued. Apps Application Management have updated their documentation.
- On 12 November, OPC was unavailable in the afternoon and evening due to the planned Corporate Database outage: this meant no online print credits were taken from 16:28 to 21:27.
- On 5 December Help Services signed off the FIN088 project which changed the payment gateway for OPC.
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- As stated in the latest Section Projects Report, CCD has been removed from the OPC infrastructure at the same time as the other changes. Reliance on Central Authorisation for the OPC channel to display in the user's MyEd portal has generated incidents as users have been found not to have this entitlement: this is now being managed through IS Helpline reprovisioning students and staff, and requesting VRS administrators to add the entitlement for Visitors.

- There was a decline in incidents of students having paid but not having print credit added systematically in November and December compared with October when the upgrade took place, and the incidence is now similar to the same two months in 2012.
- The incidence of user paid and alert received that no print credit added but where, on investigation, we have found print credit was added (sometimes after short delay), remains high since the upgrade. It is a nuisance for support teams to deal with but has no user impact.
- The service is due to be reviewed with Apps Application Management and Operational Services Service Delivery in the week commencing 10 February.

Print/copy

- The .pdf document printing identified with jobs sent from documents within Learn continues to cause concern. Estates and Buildings staff are now assisting Help Services in the Main Library in clearing wasted paper and restocking trays.

Disability Computing Support for Students

Exam resits support

- During the December exam diet, DCS supported 7 students and a total of 16 exams, compared with 21 exams in 2012 and 18 in 2011.
- Support was provided by disability computing support staff and, for the first time, colleagues from the IS Helpline.

Disability Computing Support for Staff

- Some new ergonomic keyboard and mice models have been added to the DCS loan pool. These additions have come about mainly due to suggestions and requests from users.
- There were five requests for support during November and December:
- Dragon dictation software advice (1)
- Mini-keyboard loan (a Student DCS mini-keyboard was used as a stop-gap. Mini-keyboards have now been added to the Staff DCS loan pool) (1)
- Request for advice on short-term adjustments due to a temporary injury (1)
- Loans of ergonomic mice (2)

uCreate: software usage

Number of uses 2013 / 2014

Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Photoshop CS5	326	44	n/a	n/a	n/a							
Illustrator CS5	32	20	n/a	177	64							
InDesign CS5	31	10	n/a	22	11							
Premiere Pro	9	1	0	n/a	n/a							

CS6													
Acrobat Pro 9	277	48	n/a	2918	985								
Datastream Advance 5	9	0	0	n/a	n/a								

- The huge jump in use of Acrobat Pro *may* be due to multiple unsuccessful attempts to print due to recent PDF printing issues.
- Some stats are still unavailable due to stats gathering application still being in transition to new version.

uCreate: poster printing

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		
Feb	Plain = not in service Glossy = 181	Plain = 103 Glossy = 36		
Mar	Plain = 216 Glossy = not in service	Plain = 21 Glossy = 16		
Apr	Plain = 145 Glossy = 22	Plain = 9 Glossy = 11		
May	Plain = 107 Glossy = 24	Plain = 25 Glossy = 4		
June	Plain = 70 Glossy = count missed	Plain = 4 Glossy = 6		
Jul	Plain = 56 Glossy = 34	Plain = 2 Glossy = 4		

- Poster printing is mostly comparable to last year's figures.

uCreate: Kaz touch typing tutor

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	

Month		
Feb	100	
Mar	100	
Apr	102	
May	106	
Jun	108	
Jul	109	

uCreate: equipment loans

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	
Feb	7	14	7	
Mar	14	5	1	
Apr	8	2	8	
May	12	4	16	
Jun	7	7	10	
Jul	7	8	6	

- Word of mouth is a factor in increased usage for November and December, particularly amongst visiting students, some of whom have borrowed items several times.
- Loans requests not fulfilled:
    - No longer required – 2
    - Equipment unavailable due to already being on loan - 2

uCreate: Box of Broadcasts (BoB)

Number of registered users

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	
Feb	370	2259	4443	
Mar	404	2437	4680	
Apr	447	2577	4838	
May	518	2733	4971	
Jun	547	2803	5024	
Jul	554	2853	5068	

Number of 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	
Feb	327	966	1449	
Mar	324	1021	1811	
Apr	381	1080	1466	
May	510	1078	1493	
Jun	427	895	6929	
Jul	176	879	886	

- BoB statistics are unavailable because, at the time of collation, the service was down for upgrade and migration. The service was re-launched on 6 January (see below) but BUFVC advise that user reports will not be automatically available for a few months. In the meantime, we can email requests for the basic figures, and request has been made for numbers for November and December but not yet received.

uCreate: other

- Box of Broadcasts (BoB) was unavailable from the 13 to 23 December whilst it underwent an upgrade. The new version (v3) launched on 6 January. An IS Service Alert was raised to alert users to the downtime.

Helpdesk services: sites specific

Main Library

- The weekend Reception service commenced on the weekend of 9/10 November 2013. The hours of operation are 8.30am to 5.30pm Saturday and Sunday.
- The Main Library Helpdesk now have two FM hearing assistive devices for use in any of the rooms, or group study areas in the Main Library. These devices will be kept and charged at the Helpdesk on the ground floor.

ECA Library

- As in previous years, the Site and Services Supervisor presented two seminars in Semester 1 for 4th year Art and Design students on how to search effectively for high quality and copyright-cleared images online.
- The SSS provided tours of the library for two groups of Collections Management colleagues from the Main Library and arranged for them to visit the ECA Painting studios, providing them with an insight into the distinctive study and teaching activities in the College. These were very well-received.
- Work by Cataloguing colleagues on correcting some reclassification errors continued with Helpdesk staff re-labelling and re-filing the books being worked on.

Law & Europa Library

- This Semester has progressed smoothly. The library has been busy, particularly in the run up to exams. The work that has been done with the Reserve collection has meant that books have been ordered in a timely fashion and with sufficient copies available for students.
- The Site and Services Supervisor has been liaising with Security to raise student awareness of the need to keep items of value safe and to use the laptop lockers.
- Work continues, as it will do for some time, on the stock review and serials assessment. A group of senior staff from Library Academic Support, Help Services and L&C are looking at the refurbishment project and stock issues relating to this.

Moray House Library

- Plans for the new security system to be fitted to the doors into floor 1 of the library are now in the hands of Estates and Buildings, who are working on them.
- The new Senior Helpdesk Assistant is now in post and the member of staff who had been covering on a temporary basis has moved to a part-time, peripatetic role.
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Medical/VetMed Libraries

RIL:

- Work on the Royal Infirmary Library service desk to repair the laminate surfaces is due to commence on 13 January. The card replacement service has been temporarily relocated to the workroom, but otherwise the work will be carried out after the library is closed in the evenings. Some noise to the upper (24 hour) level will be inevitable, notices on display.
- Work has been done on the opening hours web pages for the holidays and semester 2.
- De-duplicating of journals with the library annexe was completed, with a total of 63.5 metres of shelf space cleared during this project. IS Facilities will be removing shelves and further enhancing the study space.
- Helpdesk staff assisted the Academic Support Librarian with leaflets and signage for a pilot project testing QR codes to promote e-books.
- 12 crates of forensic science book donations are being checked against the catalogue and Copac.

Western General Hospital:

- Work on weeding the book collection continues, with around 2 metres of books withdrawn in November and December
- De-duplication of journal stock with the annexe continues. During November and December this has created a further 44 metres of shelf space. (When the project is finished, the intention is to remove some shelving to enhance the study areas.)

Lady Smith of Kelvin Veterinary Library:

- Condition survey undertaken of The Veterinary Journal, in preparation for digitisation by Elsevier (in collaboration with the Academic Support Librarian)
- Some catalogue records that were not picked up by global changes when the library opened have now been amended.

- New signage for the self-issue machines is being considered, as we have found that some readers have been effectively 'renewing' Reserve items. We are also seeking a report that can be run to pick this up, so that readers can be contacted.

New College Library

- The Site and Services Supervisor met with the new School computing officer and other IS colleagues from computing, and also attended New College Library and Computing Committee.
- There was a visit from a bookseller.
- Donated material was sent to the NLS following stock checks.
- The SSS prepared a Special Collections exhibitions for, and welcomed visitors from, Peking University on 18 November.
- The SSS also prepared a Special Collections exhibition for Divinity class.
- Heating to the library failed on 20 November.
- The SSS attended a meeting of the Funk Project group on 21 November.
- Preparatory work has taken place for the installation of the Fire Curtains in the Library Hall, Stack Room 3 and Office
- A large donation of books has been received from the estate of a member of academic staff.

Noreen and Kenneth Murray Library.

- Future developments with KB Library Store were discussed on 13 November.
- The Site and Services Supervisor helped an architect give a tour of the library for staff of the Scottish Ecological Design Association on 15 November.
- Journal duplicates: disposals ongoing, 539 volumes disposed of to date
- Work on weeding LC book collection continues: 14 boxes collected by Anybooks on 2 December.
- Weeding project: we have started weeding UDC stock (which is duplicated in LC Murray Library collection) from the KB Library Store
- Engineering reading lists: checking over 200 titles for number of copies held, circulation history, newer editions and cost.

Performance Indicators

Circulation 2013/14

- Please note that in respect of the presentation of circulation statistics in Help Services Section reports for 2013/14 compared with last Session, only figures relating to circulation at Help Services service points will be included.
- 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 below.
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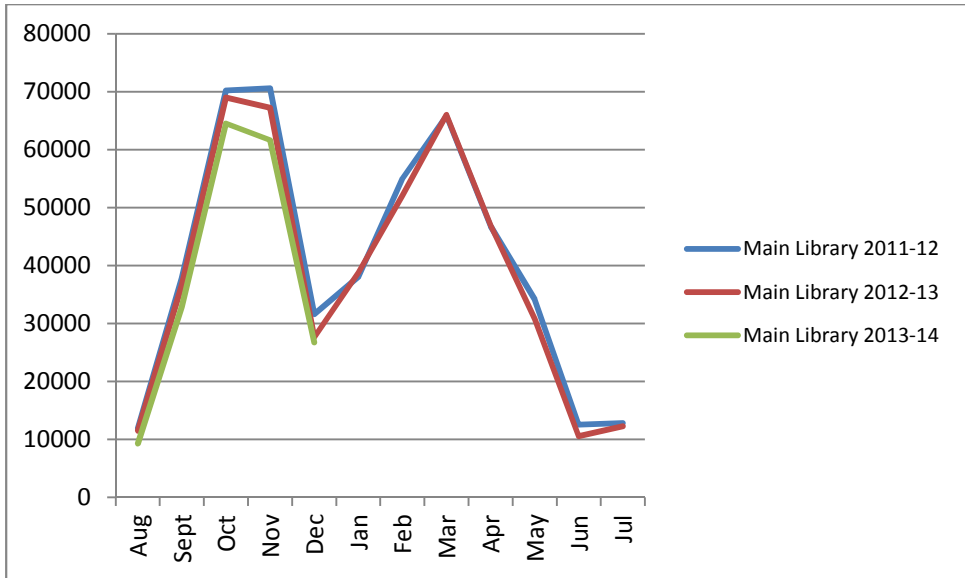
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2013-14 Session compared with the two previous Sessions is shown below.
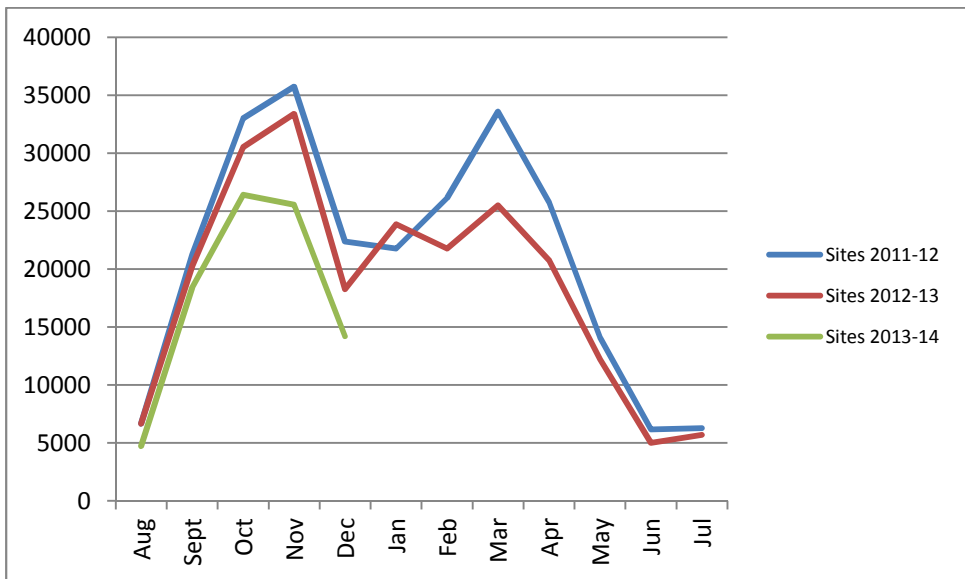
- There is a pattern of decline in issues emerging this Session, notwithstanding the adjustment to source data noted above. For example, the number of issues deliberately omitted for October is 2268.
- 2013-14 circulation figures (issues and returns) are presented on the tables below..

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	
Feb	81099	73786	
Mar	99406	91515*	

Apr	72522	67711	
May	48220	43032	
Jun	18705	15573	
Jul	19133	17954	
Annual Total	740089	696044	

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	
Feb	69627	63721	
Mar	98267	91474*	
Apr	87115	81729	
May	65997	60466	
Jun	21422	17817	
Jul	19338	18133	
Annual Total	735244	696791	

Self-issue and self-return

- As expected, as volumes rose in October and thereafter, selfcheck statistics improved.
- USD KPI #7 for 2012-13 was for 85% of library material issued to be borrowed by self-service. Last Session's KPI was **met in October, November and December.** USD KPI #8 for 2012-13 was for 75% of library material issued to be returned by self-service. Last Session's KPI was **met in October, November and December.**
- The figures for self-check in relation to loans are improved in each of these months compared with last year.
- The percentage of self-returns vis a vis all returns is even higher if comparison is made only for those libraries which offer users the option of self-return.

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

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

	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
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

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	40.07	48.99	63.71	77.21	68.43	56.81	3.40	67.68
	83.01	28.97	47.10	63.08	75.96	83.66	73.98	4.55	70.76
Sep	88.03	80.75	90.71	72.79	93.10	83.27	72.23	15.01	82.57
	88.61	52.03	88.18	73.26	90.29	90.34	78.71	21.64	82.28
Oct	94.47	80.67	91.98	88.89	88.97	84.87	76.51	37.99	88.96
	93.09	59.00	91.09	87.09	89.32	88.29	61.88	30.92	86.28
Nov	94.18	83.15	92.76	87.90	94.33	87.04	79.16	26.28	89.82
	93.19	61.37	89.60	91.03	93.52	89.43	79.39	26.74	87.35
Dec	92.81	78.79	90.01	88.01	94.80	84.10	75.74	23.81	87.76
	91.65	50.14	68.05	88.29	88.80	88.03	77.52	19.61	82.42

Self-returns by location 2013-14:

Number of Self-Returns	Main	ECA	Law	Murray	Vet	Total
Aug	14173	427	744	644	244	16232
Sep	18155	852	3708	972	465	24152
Oct	48141	2108	7400	1515	773	59937
Nov	54994	3118	7035	1690	899	67736
Dec	35103	2332	4635	1662	479	44211

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	Total
Aug	77.93	31.40	52.43	76.94	75.78	73.37
	86.64	29.41	63.47	70.48	83.28	68.38
Sep	89.72	61.92	91.06	76.06	89.25	87.88
	89.37	32.35	87.50	69.96	86.93	85.38
Oct	94.92	64.81	94.28	86.23	92.24	88.02
	93.81	35.43	68.77	83.55	90.78	87.38
Nov	95.13	75.66	94.16	86.80	92.68	84.50
	94.61	40.85	90.69	89.55	93.48	91.10
Dec	94.16	77.40	91.78	84.11	90.89	92.38
	92.38	45.70	88.59	86.41	92.72	88.30

- ECA Library continues to make real progress in increasing use of self-issue/return relative to staff-mediated issue/return.
- The impact of poorly performing equipment at Moray House (self-issues) and Law (self-returns) in October 2012 is highlighted by the improved figures this year.

Unidesk Library Helpdesks operator group

- In October Library Helpdesks had 667 logged incidents either owned or passed on by their operator group, with 80% of these (539) being resolved by Library Helpdesks.
- In November Library Helpdesks had 521 logged incidents either owned or passed on by their operator group, with 82% of these (426) being resolved by Library Helpdesks.
- In December Library Helpdesks had 418 logged incidents either owned or passed on by their operator group, with 83% of these (348) being resolved by Library Helpdesks.
- The table below shows Helpdesk performance in resolving these incidents this quarter:

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
October	80%	539 (of 677)	4%	63%	82%	88%
November	82%	426 (of 521)	6%	64%	79%	86%
December	83%	348 (of 418)	4%	73%	85%	91%

- Overall completion rates in the three months under review show an improvement over the previous three months but the volume of calls owned or passed on by the Library Helpdesks is lower. This trend is confirmed by comparison with October to December 2012. It can be explained by the removal of IS.Helpdesk@ email address from public use, with calls being received instead by the IS Helpline.
- Whereas Help & Consultancy Services was the most numerous category in both August and September, as Card Services have declined, so Library has become the most numerous category. This is normal. Books was the most numerous sub-category, with Electronic Resources (and Unspecified) next highest.
- 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

Barry Croucher 10 January 2014