Help Services

Service Report for 6th May to 23rd June 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 closed on 9 June until 4 July inclusive. Help Services are running a reduced service from the community library next door.
- Scottish Studies Library closed week beginning 16 June. Normal opening based on June 2013 pattern would have seen the Library open 9am to 5pm Monday to Friday with consultation access, and staffed services 10am to 1pm on Wednesday. However, the School advised that the Library should close due to the move of School staff to 50 George Square. Opening hours for week beginning 16 June are under urgent review.

Changes to opening hours

- Most Site libraries switched to summer opening patterns from 24 May.
- The Main Library Helpdesk adopted summer service hours on 13 June; building hours are as per Semester until 30 June.
- Opening hours information is to be found at: www.ed.ac.uk/is/library-opening

Main Library usage in the revision/exam period

- As expected, the high numbers of users the Main Library experienced in Revision Week and at the start of the exam period continued into early May.
- The weekend of 3 and 4 May, and Week two of exams was very busy, with the Library effectively full by 10am on 6, 7 and 8 May.
- From 9 May Library usage reduced, although there was a peak on the weekend of 10 and 11 May.

Student Helpers and promotion of central area study space

- Eight Student Helpers were contracted to work in the Main Library (ML) for the period of 19 April to 11 May from 8:30am to 2:30pm inclusive of weekends. One helper was unable to take up their post.
- 90 out of 92 slots were filled by the team of 7, showing the reliability and flexibility of this group.
- A map displaying additional study spaces in the central area was positioned in the ML foyer and was used by Student Helpers standing nearby when directing users; an interactive version was available online.
- Some users appreciated being met, on entering the building, by Student Helpers offering advice regarding other areas to study, consequently saving them time when looking for study spaces. Other users, however, found it 'off-putting' and preferred to look for study spaces in the Main Library for themselves.
- One Student Helper gave feedback that: "Opening up and publicizing other study spaces around campus was also a great idea because we were definitely able to

redirect many students to these when the library was full, and all of them were grateful for these alternative options."

- As previously reported, occasional spot checks have shown that there was some limited use of the additional spaces, however it will be difficult to assess their actual usage without regular monitoring. At short notice, additional study spaces were provided in the DHT at weekends and this proved valuable; however, it did require two further revisions to the map.
- As well as standing in the foyer, Student Helpers roved the ML building to determine availability in the ML and then advised students appropriately. The use of an iPad was successful, as they were able to show users the virtual map to direct them to alternative study areas. Roving was also effective as users approached helpers for assistance because they may have missed/avoided the initial contact in the foyer (eg at particularly busy times).
- Some helpers found the walkie-talkies useful for relaying information.
- Suggestions from Student Helpers to improve operations next exam period are:
  - Establish a more consistent approach i.e. being 'proactive' in giving users brief information as they enter, without overdoing it and avoid sounding negative.
  - A later start and finish time.
  - Roving more during 'quiet' periods.
  - Visit alternative study areas to confirm availability.

Open Day

- The Undergraduate Open Day on 16 June saw 1029 visitors through the doors of the Main Library

Visits

- Help Services facilitated or participated in visits from the following institutes and institutions:
  - Donghua University, Shanghai, visit to ECA Library, on 28 May, regarding setting up a joint Fashion and Interior Design course.
  - Edinburgh University Graduate Association visit to the Main Library on 30 May.

Selfcheck services

- ECA self-issue and returns machine opposite the helpdesk was out of order for a few days due to a hard drive failure, until repaired under maintenance.
- Since then computers in 8 out of 12 older type V series selfchecks, including ECA, have been replaced.
- The Lady Smith of Kelvin Veterinary Library selfcheck unit was out of order on 8 and 9 May. Computers to replace the remaining 4 out of 12 older type V series selfchecks, including Vet, are on order.
- Royal Infirmary Library self-issue unit was out of service on the morning of 27 May. A new V series has since been installed on 5 June, with the addition of a returns cabinet and bin allowing self-return as well as self-issue.
- Moray House Library self-issue unit has been converted to allow self-returns also, with the addition of a cabinet and bin
- These new services will improve the percentage of returns by self-return going forward.

Helpdesk computers

- The rollout of 45 new PCs to Helpdesks is going smoothly. Progress is shown below:
  - Installed: 6 Machines to Law; 8 Machines to Moray House; 4 Machines to RIL; 4 Machines to NCL; 1 Machine at Vet installed and 3 Machines ongoing.
  - To be installed: 1 Machine to Scot Studies – to install on 26 June; 2 Machines at WGH - now waiting until after Library reopens on 4 July; 16 Machines to Main Library - to install the week beginning 1 July.
  - Old PC uplifts are to be arranged locally with CCL North, once the hard drives have been removed from the machines.

Card Services

- The KENNEDY server is at end of life. Testing was completed on new SG file store and all images have been copied to it and the card replacement desk PCs have been updated to use this new server.
- First order of 10,000 cards received from our new supplier, and we are very happy with the product. These new cards have shown to be more reliable during the card production process and there has been a marked decrease in the number of print failures. All card replacement desks have been given a supply of these new cards in light of their increased reliability.
- The process of sending out card application forms to the new 14/15 student intake has begun and to date 5,000 application forms have been sent.
- The recruitment process for this year's summer card temps has begun. The advert has been placed on Sage and applications are arriving. The plan is to have the 2 students selected by 2nd July with them starting on 21st July.
- An order has been placed for the following: 2 Datacard SD360 printers, 1 copy of Datacard IDWorks software and the addition of these items to the SLA.

Unidesk Quick Call

- On 9 June the use of Quick Call was extended to: Main Library Helpdesk, Law & Europa Library, Noreen & Kenneth Murray Library. This means that all helpdesks are now using Quick Call.
- With the libraries being relatively quiet, low volumes of Quick Calls are being recorded. See the statistical reporting under **Performance Indicators**.
- Speed of performance of the software is to be monitored through the summer.

Section services

Online Print Credit

- The usage data shows a slight drop in the number of transactions but a slight increase in values of OPC credited in May 2014 compared with May 2013.

  - There was brief disruption to service on 4 June during work to move the WPM call back service from the Finance instance to a new instance of ColdFusion 9, but with low volumes of transactions this outage would have had a minimal impact on OPC transactions and income in June.

- A service alert was raised
- The work was planned to take place on 3 June and users were alerted in the channel using Twitter. In fact, the work did not take place until the following day
- The service alert was updated and a new Tweet posted to cover the 4 June outage.

Online Print Credit: Performance

The purpose of moving the WPM call back service described above is to improve performance. Early indications of an improvement are good,
- It has been agreed to close FIN088 under which project the OPC performance was reviewed.
- A call back failure rate of 0.5% of transactions was nominally agreed to be a level of tolerance which can be used to benchmark performance going forward.

Disability Computing Support for Students

- DCS supported 39 exams during the Apr-May exam diet. Due to the increased number of exams this year, there was a heavy burden on the staff supporting these and it is recommended that extra be made available for future diets.
- Testing has begun on the Audio Notetaker software pilot. DCS is working in partnership with the Student Disability Service and Desktop Services on this pilot.
- DCS are also piloting Window Eyes screen reading software. Desktop Services have packaged the software and the Disability Information Officer will shortly begin testing.
- The upper floors of the KB Library Centre are being refurbished so the Accessible PC on Level 3 was reinstalled permanently on Level 1 of the Murray Library. The new location is more suitable as it simplifies first line support and allows wheelchair users to access the PC which was not possible on KB Centre Level 3.

Disability Computing Support for Staff

- One request for support was received May-June asking for voice recognition software advice. The enquirer has borrowed a Staff DCS laptop installed with Dragon dictation software to trial.

uCreate: software usage

Table 4: 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*	n/a*	n/a*	n/a*	291 (from Apr 14th)	637		
Illustrator CS5	32	20	n/a	177	64	31	37	100	60	70		
InDesign CS5	31	10	n/a	22	11	67	31	77	91	100		
Premiere Pro CS6	9	1	0	n/a*	n/a*	n/a*	n/a*	10	9	31		
Acrobat Pro 9	277	48	n/a	2918	985	2083	1606	3499	2659	2552		
Datastream Advance 5	9	0	0	n/a*	n/a*	n/a*	n/a*	4	3	8		

* Software usage figures unavailable.

uCreate: poster printing

Table 5: 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		
Jul	Plain = 56 Glossy = 34	Plain = 2 Glossy = 4		

*Glossy paper plotter broke down permanently 17 March.

- The defective glossy paper plotter in the Main Library will be replaced with a unit from the Hugh Robson Building Graphics Lab, formerly managed by CMVM Learning Technology Section (now IS Learning Teaching & Web Services division). It is anticipated that the plotter will move to uCreate week of 23 June. The broken uCreate plotter will also be removed.

uCreate: Kaz touch typing tutor

Table 6: 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

Month		
Jun	108	
Jul	109	

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

uCreate: equipment loans

Table 7: 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	
Jul	7	8	6	

- Loan enquiry numbers and transactions remain steady. Most users who borrowed in April and May have requested extensions to their loans where possible.
- There was 1 loan enquiry which was followed up but the enquirer changed their mind about borrowing.
- A second DSLR required minor repairs at the expense of the borrower. All equipment is currently in good working order.
- The estimated replacement value of all items equipment and accessories borrowed in a transaction is now included in the borrower's loan form.

uCreate: Box of Broadcasts (BoB)

- Although BoB admins were told that automated user statistics might be made available from the website by April, this aspect of the service has still not been reinstated.
- Statistics can be requested from BoB National on demand but a request for May's statistics was not made in time for this report.
- The next Section report will update BoB statistics.

uCreate: other

- The updated uCreate KB Review document was submitted at the end of May.
- Extra signage has been arranged for Level 1 of the KB Library Study Centre which will signpost uCreate KB from the south stairwell corridor, through the flexible study space to the south stairwell corridor to the uCreate entrance (three uCreate branded signs in all). In addition, a uCreate branded pop-up stand is currently being designed and will eventually be positioned in the flexible study space next to the exit which leads through to uCreate. The stand will provide a list of facilities available in uCreate.

Helpdesk services: sites specific

Main Library

- LEAPS Summer school started in earnest on 11 June, and lasts for several weeks, with a consequent increase in enquiries about using resources and services, as we assist them through their challenging programme to prepare them for a possible future University course. For more about LEAPS see:

  http://www.ed.ac.uk/schools-departments/student-recruitment/widening-participation/projects/partnership-projects/leaps

ECA Library

- Following its use as an exhibition space for Performance Costume, the 2nd floor study space re-opened for use on 9 June. The closure had less impact on study space availability than feared, and we did not receive any complaints, although there was a noticeable increase in the proportion of students from across the University visiting during the exam period.
- Throughout May the library hosted an Artists' Books research residency by Julie Johnstone, herself an artist as well as librarian at the Scottish Poetry Library. Julie curated an exhibit of items from ECA Library's Artists' Books collection, chaired two reading groups and will create her own artists' book based on her research during the residency, which will be presented to ECA Library for its collection.
- A graduating MA Fine Art student created a book entitled "Table of contents", which was catalogued and "installed" among the library's lending stock as part of her Degree Show exhibition. It will now be permanently added to our Artists' Book collection. The library seeks to accommodate student requests to use our spaces for artistic interventions, when service and health and safety considerations allow, as it assists student engagement and helps to promote the library.
- Reclassification of our pamphlet collection was completed mid-June.

Law & Europa Library

- A Law Collections Group meeting was held in May, and meetings will continue on a monthly basis over the summer.

Moray House Library

- Improvements to the security system, involving controlled access to the library by proximity 'swipe' by cards, are ongoing.
- As a result of staff carrying out Display Screen Equipment / Workstations risk Assessment, eight new chairs were ordered and have been supplied to staff; special chairs may follow later.

Medical/VetMed Libraries: RIL:

- A stock check of the books is being carried out.
- Sites opening hours web pages were updated.
- The Academic Support Librarian and Site and Services Supervisor met with librarians from NHS Lothian to discuss new registration procedures and ILL provision.

Western General Hospital:

- Book collection weeding has continued with a further 2.5 metres of stock being withdrawn in May.

- AV equipment has been removed, decisions on stock still pending. This has created another small study room.
- Work on replacing the library ceiling and lighting commenced on 9 June. The library is temporarily located in the community library next door.
- The Site and Services Supervisor created a web page and signage, and emailed user groups about the reduction in service.
- A meeting was held to discuss IT provision at WGH Library, and it is hoped that this can be improved and that we can improve signage in the Medical Education Centre to help students find the library.

Lady Smith of Kelvin Veterinary Library:

- Monitoring of the low level of humidity in the library continues.

New College Library

- The Site and Services Supervisor met with E&B colleagues on three occasions this period concerning ongoing issues around the installation of fire curtains in the Library hall, Office and Stack 3, and had a separate meeting on 10 June about leak detection.
- The SSS met with the Head of Collections Development and Access on 5 May regarding the integration of the CSWC Library.
- The General Assembly of the Church of Scotland convened from 17 to 23 May, resulting in increased use of the Library.
- The SSS met with organizers of Edinburgh Festival Fringe on 11 June and with the Funk Project Group the same day.
- Setting up of the Melville exhibition on 12 June preceded opening of the exhibition which will run 16 to 27 June. The exhibition has already attracted press interest.

Noreen and Kenneth Murray Library

- Helpdesk staff attended the official opening of the Murray Library on 23 May.
- Book weeding is continuing – 7 boxes were uplifted by AnyBooks on 16 June.
- 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.
- Engineering books with low circulation are being checked for possible disposal.
- Journal deduplication work is ongoing with another 511 volumes disposed of.

Scottish Studies Library

- The Helpdesk Manager, Sites, and SSL Helpdesk Assistant attended a meeting with the appointed architect for the Scottish Studies Library and Archive redevelopment at 29 George Square. Many issues remain unclear.

Performance Indicators

Circulation 2013/14

- 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.
- ***Figure 1: Main Library issues 3 year comparison***
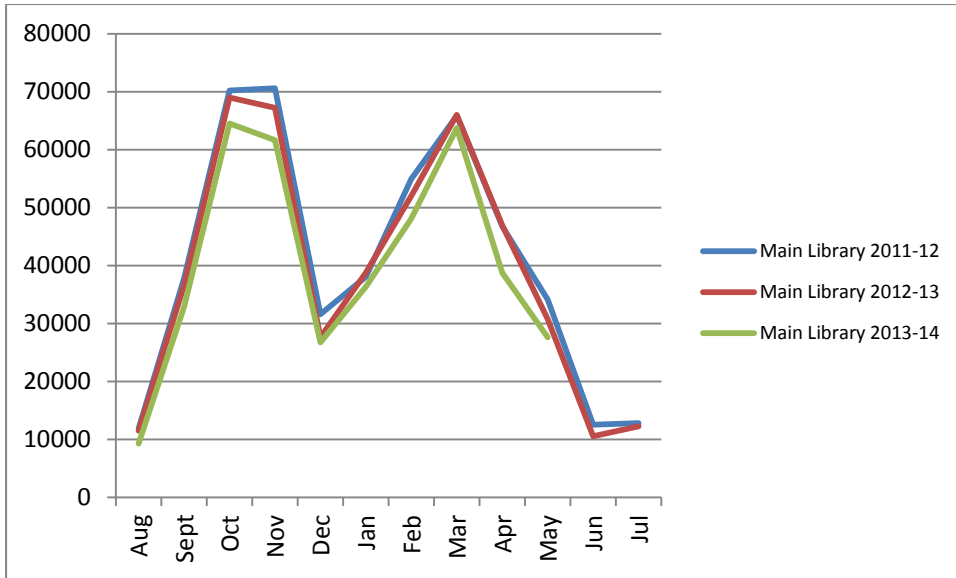
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2013-14 Session compared with the two previous Sessions is shown below.
- There is a clear and sustained pattern of decline in issues this Session, and is most pronounced among sites.

Figure 2: Site libraries issues 3 year comparison
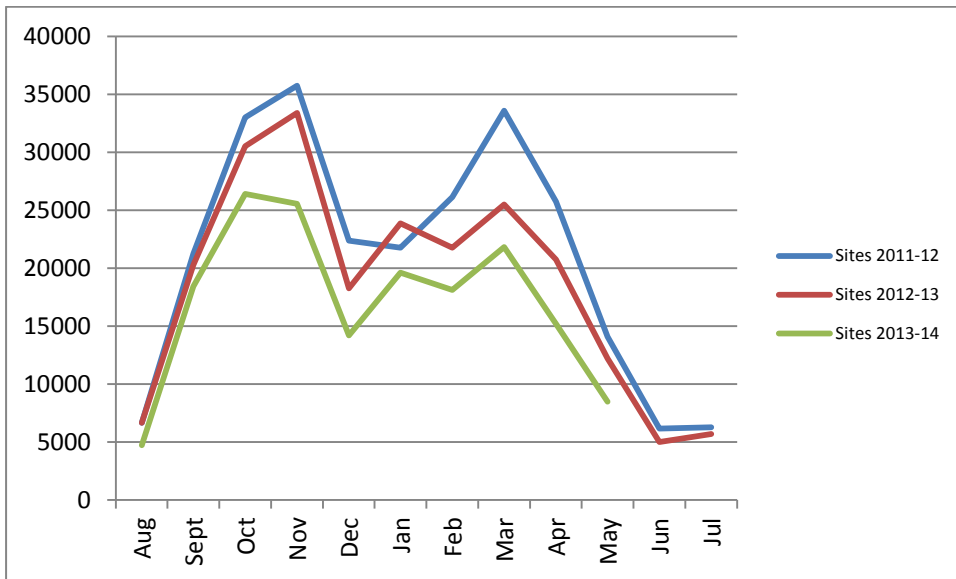
- 2013-14 circulation figures (issues and returns) are presented on the tables below.

Table 8: 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	
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	48133
Feb	69627	63721	57681
Mar	98267	91474*	86317
Apr	87115	81729	67279
May	65997	60466	49224
Jun	21422	17817	
Jul	19338	18133	
Annual Total	735244	696791	

Self-issue and self-return

- 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 May**. USD KPI #8 for 2012-13 was for 75% of library material to be returned by self-service. Last Session's KPI was **met in May.**
- The figures for self-check in relation to loans are better than last year.
- The percentage of self-returns vis a vis all returns is higher if comparison is made only for those libraries which offer users the option of self-return.

Table 9: 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

Table 10: 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

Table 11: 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
Jan	92.45	86.99	91.32	69.60	89.89	85.50	70.86	25.91	86.39
	90.70	59.61	73.72	76.51	90.75	89.03	76.51	22.31	82.84
Feb	95.12	84.41	92.16	87.94	92.80	84.44	81.20	25.47	90.16
	92.02	65.18	90.09	88.70	91.10	90.41	70.40	24.49	86.52
Mar	95.77	87.25	92.92	85.94	88.58	85.81	81.90	30.32	91.50
	93.40	62.75	89.50	87.87	91.47	90.08	70.03	32.15	87.82
Apr	94.73	84.74	89.85	91.19	90.15	86.12	84.16	19.74	90.37
	92.90	59.30	91.05	91.43	92.56	89.78	73.88	16.55	88.48
May	94.45	77.05	86.02	87.89	88.04	86.64	85.41	18.01	89.64
	91.48	53.36	88.04	90.02	95.34	84.89	69.80	18.06	86.41

Table 12: 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
Jan	25618	2044	5095	1540	777	35074
Feb	36704	2261	5050	1275	670	45960
Mar	58427	3322	5564	1495	511	69319
Apr	42136	2749	5256	1493	404	52038

May	33428	1434	2436	1943	444	39685

Table 13: 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
Jan	92.68	76.70	91.13	82.84	94.53	90.82
	91.22	37.04	83.65	87.35	91.66	86.19
Feb	94.72	71.80	93.04	87.87	90.79	92.82
	92.78	42.94	91.74	87.99	92.95	89.53
Mar	94.95	79.17	92.45	83.15	86.76	93.52
	94.70	51.44	89.87	87.61	91.34	91.48
Apr	93.17	83.03	89.89	64.11	91.20	84.98
	92.64	53.22	92.10	70.84	93.56	89.46
May	93.31	66.42	89.00	83.14	81.02	90.99
	93.80	52.32	87.73	87.17	94.03	84.45

- The fall in percentage of self-returns at ECA in May compared with April is probably due to the machine being out of order for a few days due to a hard drive failure, requiring all returns to come over the desk until it was repaired; in addition, graduating students / debtors tended to come to the desk to return items as they also wanted to clear debts or deal with "lost" items. PCs in 8 out of 12 older type V series selfchecks, including ECA, have now been replaced.
- The Lady Smith of Kelvin Veterinary Library selfcheck unit was out of order on 8 and 9 May. PCs to replace the remaiing 4 out of 12 older type V series selfchecks, including Vet, are on order.
- Royal Infirmary Library self-issue unit was out of service on the morning of 27 May. A new V series has since been installed on 5 June, with the addiiton of a returns cabinet and bin allowing self-return as well as self-issue.
- Moray House Library self-issue unit has been converted to allow self-returns also, with the addition of a cabinet and bin. These new services will improve the percentage of returns by self-return going forward.

Unidesk Library Helpdesks operator group: standard calls

- In April Library Helpdesks had 455 logged incidents either owned or passed on by their operator group, with 82% of these (374) being resolved by Library Helpdesks. In May, Library Helpdesks had 468 logged incidents either owned or passed on by their operator group, with 79% of these (369) being resolved by Library Helpdesks.
- A change in reporting for Helpdesks in May is that any call which either has touched at any point of the resolution process has been included.

- Completion rates have declined slightly while the volume of call handling has been steady; the percentage of open calls is constant at 5%.
- The table below shows Helpdesk performance in resolving these incidents in 2014:
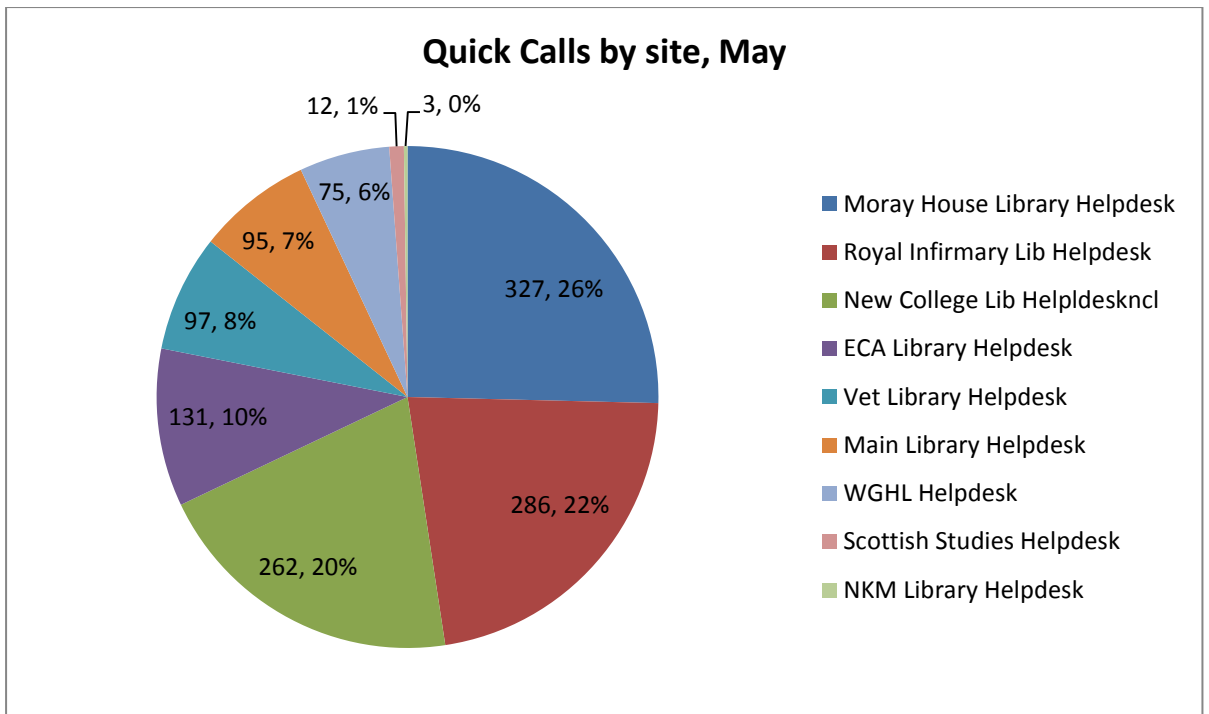
Table 14: Library Helpdesks incident resolution

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%

- 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. Books was the most numerous sub-category in both April (31%) and May (29%), followed by Card Services (April 26% and May 25%), then Unspecified (15% and 14%) and Electronic Resources (9% and 7%) being 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

Unidesk Library Helpdesks operator group: Quick Calls

- Eight Helpdesks used Quick Call in May. Site specific data is available and summary reports for each site have been produced.
- Section reports focus on data gathered across the Section.
- A total of 1288 quick calls were recorded between 1 and 29 May, compared with 1596 from 7 April to 25 April, reflecting the reduced demand for help in the exam and post-exam period and reduced hours of service at Site libraries in the last week of May.
- Figure 3, below, shows that Moray House library Helpdesk recorded just over a quarter of the total, followed by Royal Infirmary and New College with 22% and 20% respectively. (The 3 calls recorded at the Murray Library were practice calls as this Helpdesk did not go live with Quick Call until June).

Figure 3: Quick Calls by Site May 2014

Quick Calls by site, May

- Moray House Library Helpdesk
- Royal Infirmary Lib Helpdesk
- New College Lib Helpldeskncl
- ECA Library Helpdesk
- Vet Library Helpdesk
- Main Library Helpdesk
- WGHL Helpdesk
- Scottish Studies Helpdesk
- NKM Library Helpdesk

- A brief analysis of the calls by standard solution (see Figure 4, below) shows that the pattern of calls varies fairly widely from site to site. For example, the most frequently recorded standard solution, almost 10% of the total, is 'locating material on the shelf', but more than a third of these, 37%, were recorded at New College. The next highest standard solution overall (9%) is 'other facilities', with 64% of these coming from the Royal Infirmary.
- Looking at groups of standard solutions, circulation enquiries taken together make up over 30% of the total and finding material, whether by literature searching, store request, recommendation or 'on the shelf' amount to nearly 16%.
- Printing, copying and scanning together account for approximately 15% of the calls and directional enquiries, both UofE and non UofE amount to 8%. The hospital libraries recorded many more non-UofE calls than the other sites.
- The calls recorded as 'Main Library Helpdesk' were taken only from the HUB desk in May, which explains the relatively small number.

Figure 4: Calls by standard solution May 2014

Legend:
- ECA
- ML -Hub
- MHL
- NCL
- RIL
- SSL
- Vet
- WGHL

Categories (y-axis, top to bottom):
Access: Door access problems, Access: Day passes, Access: Membership information, Accessible computing, Accessing E-resources, Behavioural use of facilities, Cashless catering, Circulation: claim returns, Circulation: fines, Circulation: manual issue/return, Circulation: policies, Circulation: processes, Circulation: self-issue/self-return, Circulation: self-requests, holds and recalls, Computing help from IS, Computing help from Schools, CRC, Databases, Direction/information - other (not UofE), Direction/information - UofE, E-books, E-journals, E-Reserve, Finding material, Finding material: literature searching, Finding material: locating material on the shelf, Finding material: recommendations, Finding material: store requests, First card, ILLs, IS Study spaces libraries, IS study spaces outwith libraries, Librarian help, Lockers, Lost property, My account, NHS e-resources, Opening hours, Other facilities, Passwords, Photocopying, PIN, Print credits, Printing, Replacement card, Scanning, Special collections: Consultations, Special collections: copying, Special Collections: information, Study rooms, uCreate, Wireless

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