

Help Services

Service Report for 14th January to 3rd March 2015

Exceptional Service Activities

Section report focus

- The Help Services Section report for this period highlights the Law & Europa Library. The highlighting takes the form of additional reporting on site activities, a detailed review of selfcheck usage, and analysis of Quick Calls.

IS Website

- The Section web team have begun a review of the Section web pages prior to migration to EdWeb now scheduled for 27 July to 14 August. It is important to update pages in advance of the commencement of the migration.

Social media

Twitter

- The Twitter team has been expanded, which means that original tweets can be posted to the @EdUniMainLib account 7 days a week
- As of 24 February @EdUniMainLib has 1,035 followers.
- We are recording any positive feedback we receive from our followers and other Twitter users:
 - “Hi @EdUniMainLib I just had great service with one of your staff at the Helpdesk, they were so friendly! Lovely way to start the year”
 - “I needed new staff card so able to watch @uoeis Library Help Desk staff working with staff and students - they were brilliant! #greatservice”
 - “I have to say, @EdUniMainLib has significantly picked up its Twitter game this academic year.”
- Top tweet for January 2015 was: “Today @STVnews are in to film #librarycat. Hope he takes it in his stride. We’ll keep you informed.” This was retweeted 10 times, favourited 10 times and received 20 link clicks.
- Top tweet for February 2015 to date was: “Students of yesteryear studying using an old-fashioned type of iPad. Thanks to the CRC’s image database for this pic”. This was retweeted 5 times, favourited 4 times and received 13 link clicks
- Tables 1 shows the Twitter activity in January and part of February 2015.

Table 1: Twitter activity for EdUniMainLib

Activity	January	February*
Tweets	48	48
Retweets	56	86
New Followers	58	38
Mentions	51	45
Favourites	37	55
Link clicks	170	122

*1 to 24 February 2015

Tweets = Original tweets done by Helpdesk staff

Retweets = Number of times our original tweets have been retweeted

Mentions = Number of times another twitter user has mentioned us (@EdUniMainLib) in a tweet (this includes replying to tweets we have done, tweeting enquiries at us, promoting events at Main Library, etc.)

Favourites = Number of times our original tweets have been favourite by another twitter user

Link clicks = Number of times another twitter user has clicked on a link we have posted

Facebook

- A new Edinburgh University Libraries Facebook page went live on 16 February. This account will be accessed and updated by both User Services Division (USD) and Library & University Collections (L&UC) staff. The Helpdesk Duty Manager and a Helpdesk Supervisor will act as administrators for the Facebook page on behalf of Help Services and it is likely other Main Library Helpdesk staff will in future have access in order to post content.

Table 2: Facebook Statistics for 16 to 24 February 2015

16 to 17 February 2015	
Likes	79
Post Reach	583
Engagement	95

Likes = Number of times a Facebook user has liked our page

Post Reach = Number of users who have seen our posts

Engagement = Number of times a Facebook user liked, commented on or shared one of our posts.

Section services

Card Services

- A card replacement service is now available at the Western General Hospital Library and the web site has been updated: <http://www.ed.ac.uk/schools-departments/information-services/help-consultancy/card/card-help-desks>
- A card image has been added to the web site in response to feedback from a student, please see: <http://www.ed.ac.uk/schools-departments/information-services/help-consultancy/card/getting-first-card>
- The venue for the Freshers' Week 2015 card distribution and card production event will be Appleton Tower concourse and room M1 on Level 1. The venue has its benefits, being in the George Square area, and the Absorb café will be open. Initial planning is underway. For the first time, a card collection service will be offered to arriving international students on Sunday 13 September at the same venue. The venue for card distribution in Week One of Semester will be the Main Library forum.

Online Print Credit

- The usage data in January shows a continuation of the trend in growing the number and value of transactions compared with the same month last year.

Online Print Credit: Performance

- System performance has been good in January.

Disability Computing Support for Students

- Disability Computing Support (DCS) exam support deadlines have been agreed with Academic Services and the Student Disability Service. In preparation for the move to the Drupal web content management system, DCS are evaluating their existing web pages via Google Analytics with the goal of having a new design in place for the move.

Disability Computing Support for Staff

- One support request received in February was resolved by offering a selection of ergonomic mice to trial.

Disability Computing Support: other

- Window Eyes screen reading software has now been packaged and is currently being tested on the Accessible PCs. We hold a site license (free) for this software and plan to deploy it to all Open Access lab machines upon completion of this testing.
- In preparation for the Darwin closure and decant to Mary Bruck, the PCs and widescreen monitors currently in the room for disabled students are to be moved into temporary storage. They will then be deployed to Mary Bruck once the new space is ready.

uCreate: software usage

Table 3: Number of uses 2014/15

Month							
	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Photo-shop CS6	883	811	518	433	272	480	209
Illustrator CS6	98	117	76	89	76	74	46
InDesign CS6	74	81	62	54	93	68	43
Premiere Pro CS6	74	5	1	28	23	13	40
Acrobat Pro 10	2131	2362	2759	2547	1289	1700	1520
Data-stream 5 Advance	18	6	34	15	26	88	127

- Software usage continues to grow in comparison with the same period last year but there is a drop in the use of Acrobat Pro 10, possibly because it is widely available outside uCreate.
- There was a notable increase in the use of Datastream Advance 5 during January and February.

uCreate: poster printing

Table 4: Number of posters printed

Month	2013 / 2014 (ML)	2013 / 2014 (KB)	2014 / 2015 (ML)	2014 / 2015 (KB)
Aug	Plain = 48 Glossy = 7	Plain = 3 Glossy = 3	Plain = N/A* Glossy = N/A**	Plain = 16 Glossy = 11
Sep	Plain = 85 Glossy = 29	Plain = 6 Glossy = 2	Plain = 51 Glossy = N/A**	Plain = 28 Glossy = 3
Oct	Plain = 87 Glossy = 11	Plain = 5 Glossy = 2	Plain = 114 Glossy = 40	Plain = 16 Glossy = 1
Nov	Plain = 186 Glossy = 109	Plain = 16 Glossy = 7	Plain = 231 Glossy = 73	Plain = 15 Glossy = 7
Dec	Plain = 109 Glossy = 22	Plain = 2 Glossy = 8	Plain = 115 Glossy = 39	Plain = 16 Glossy = 13
Jan	Plain = 47 Glossy = 5	Plain = 29 Glossy = 1	Plain = 32 Glossy = 34	Plain = 8 Glossy = 3
Feb	Plain = 162 Glossy = 35	Plain = 35 Glossy = 1		
Mar	Plain = 210 Glossy = N/A*	Plain = 18 Glossy = 10		
Apr	Plain = 108 Glossy = N/A*	Plain = 24 Glossy = 12		
May	Plain = 107 Glossy = N/A*	Plain = 12 Glossy = 9		
June	Plain = 130 Glossy = N/A	Plain = 7 Glossy = 5		
Jul	Plain = 7 Glossy = N/A	Plain = 3 Glossy = 10		

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

- Compared to January 2014, there was significant growth in glossy poster printing at uCreate Main Library over the same period in 2015. This is likely due to an increased demand generated by poster printing projects.

uCreate: Kaz touch typing tutor

Table 5: Total number of registered users

Month	2012 / 2013	2013 / 2014	2014 / 2015
Aug	n/a	109	133
Sep	92	112	136
Oct	98	112	144
Nov	98	117	144
Dec	98	117	147
Jan	99	121	150
Feb	100	121	
Mar	100	127	
Apr	102	128	
May	106	131	
Jun	108	131	
Jul	109	133	

Table 6: Number of registrations activated

Year	Number of registrations	Number of registrations activated
2007	2	2
2008	7	2
2009	0	0
2010	40	5
2011	25	3
2012	24	2
2013	20	1
2014	29	5

- Due to the low activation figures, it has been decided that the Kaz license will not be renewed when it expires in July 2015.

uCreate: equipment loans

Table 7: Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014 / 2015
Aug	3	3	9	2	9
Sep	7	8	5	9	7
Oct	5	8	4	12	17
Nov	6	1	8	11	7
Dec	4	2	4	6	4
Jan	9	5	2	9	7
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	

- The total number of January loans was consistent with previous years.

uCreate: Box of Broadcasts

- The British Universities Film & Video Council (BUFVC) now provide Box of Broadcasts (BoB) user statistics via their website rather than through the BoB interface, as shown in Table 8 below:

Table 8: Box of Broadcasts usage and registrations

	2013 / 2014			2014 / 2015		
	Programmes Recorded*	Clips Created	Users Registered	Programmes Recorded	Clips Created	Users Registered
Aug				134	0	55
Sep				173	0	310
Oct				124	0	342
Nov				85	0	228
Dec				159	0	210
Jan	132	0	181	75	80 (by 6 users)	233
Feb	246	0	164	16	6 (by 3 users)	38
Mar	274	0	150			
Apr	196	0	131			
May	195	0	170			
Jun	206	41	61			
Jul	120	54	56			

*'Programmes Recorded' replaces 'Number of unique programmes requested', which represented the total number of programmes watched and recorded. The 'Programmes Recorded' figures represent users who have set up advance or retrospective recordings only.

- Figures for February incomplete as BUFVC reporting lags by 2 to 3 weeks. The above will be amended when the full figures are known.

uCreate: other

- Arising from the uCreate King's Buildings (KB) user survey 2014, the following recommendations were made:
 - Provide additional scanning facilities (in progress);
 - Improve Adobe software offering by upgrading to Adobe Creative Cloud (CC);
 - Make support materials more prominent on the uCreate website;
 - Continue providing a DIY service supported by self help materials;
 - Continue developing the uCreate/Helpdesk support model.
- uCreate are working towards implementing these recommendations in the year ahead.
- Initial testing has begun on packaging the Adobe CC suite of applications for the uCreate Win and Mac machines. Upgrading from Adobe Creative Suite 6 to Adobe CC would provide users with access to the latest Adobe technologies as well as offering a wider range of multimedia software packages.
- The uCreate KB glossy plotter has been moved to the Noreen & Kenneth Murray Library (1st floor) together with 3 uCreate computers. Users will now be able to print posters both here and at uCreate KB in the KB Library Study Centre.
- Chemistry (28 students) and Engineering (35 students) were credited for poster projects to be printed at uCreate during the second and third week of February. The deadlines passed without any technical incidents. However, Helpdesk staff reported some students were confused about which location their poster would print to, despite locally displayed information; signage is being reviewed.

Helpdesk services: focus on the Law & Europa Library

- There are currently 4 strands of work being carried out at Law & Europa Library which relate to normal Helpdesk activities and preparation for the move to a new library in Old College in 2016 as part of the Law School Refurbishment.
 - Helpdesk;
 - Planning and discussions about the new library and preparation for Phase 1.
 - Stock moves to make space for the start of Phase 1 of the refurbishment – due to start January 2015;
 - Collections work to prepare for the new library.
- All of the work carried out so far has been with current staff levels during normal working hours.

Helpdesk

- Whilst the focus for much of the 'Other Duties' work in the Library is on the Collections and move to the new library in 2016 the Helpdesk and all of its associated services are running as normal.
- Quick Call statistics show that there are a high number of enquiries dealt with at the desk, the figures range from 1468 in December to 3102 in October.

New Library and Phase 1

- Law & Europa staff have been involved in discussions about the Reserve Collection, its layout and potential solutions to procedural problems in the new location.
- The Site & Services Supervisor and the Academic Support Librarian (ASL), have been attending Refurbishment Group meetings, taking part in discussions about layout, signage and shelving provision. The ASL attends the User Group meetings and the SSS the newly formed Multi Occupancy Building User Group for Old College. There have been many discussions with the architects about the details and layout of the library.
- All the rooms involved in Phase 1 have been cleared, this includes the Store, Study Room, Library of Congress (LC) Collections, Liaison Librarian's Office and the Gordon Duncan Room that contains the Law Special Collections.
- The ASL has relocated to an office at Moray House Library for the duration of the Refurbishment.
- Two of the main rooms are now empty, the third has the remainder of the furniture to provide study space for as long as possible in the run up to exams this year.

Stock moves

- 156m of Law Store material has been moved by shelving staff from upper floor to first floor.
- 1000m of Law Serials has been moved to the Library Annexe, this work was carried out by Clockwork in the summer vacation.
- 850m of the LC sequence has been moved into the space vacated by the journals, again carried out by Clockwork.
- 128m of stock from the Gordon Duncan Room, Store and European Documentation Centre (EDC) moved to the Annexe by Clockwork.
- The moves have involved a lot of staff preparation time – packing, labelling and planning have been going on throughout 2014 with December being the deadline for the completion of these moves.

Collections work

- The Law Library Store closed in December as it is part of Phase 1 of the development. This meant that room had to be found for 250m of stock in a library already full to capacity. Over 4500 items from the old Law Library and LC sequences have been re-integrated onto the open shelves. Their location has been changed manually for each item, additional cleaning and re-labelling of stock has been carried out.
- Of these 460 items have been identified as Special Collections material and merged with the Gordon Duncan Room material that is now at the Annexe.
- Law Serials work has involved the identifying electronic provision and cancellations of 1147 journal titles in order to find the 1000m of material that needed to be moved to make space for the LC books. This work was carried out over the summer vacation and involved detailed checking of all the stock, sorting out cataloguing problems, identifying missing items and preparing the stock for the move by marking up all the runs. The stock move calculations involved measuring the linear metres of all potential candidates for the move and then calculating what could be moved into the space that had been made at the Annexe.
- Post move checking of titles has taken place and problems identified. The location change for 646 titles was carried out manually and there is still work to be done on the collection.
- Additional work has been carried out on the collection to collate collections of Scots Law serials. This has involved a considerable amount of work sorting out duplicates and triplicates of various series to make complete sets, changing the catalogue and stock disposal.
- As a result of moves and rooms being tidied in the Law School we have been able to collate and tidy up various collections of Scots Law material, replacing damaged items and completing some sets of material. A room devoted to Scots Law journals has been created in the current library, the students find this very useful for research.
- EDC pamphlet weeding of material that is online has just started with over 300 titles already disposed of in February.

Helpdesk services: other sites

Main Library

- The Main Library Helpdesk is facilitating the circulation of Google Glass to those successful students whose projects have been selected for the Google Glass project being led by Jo Spiller in Learning Teaching & Web Services Division. See: <http://www.ed.ac.uk/news/2015/glass-050115>.
- There have been presentations of the Customer Service Excellence (CSE) Certificates to the Main and Site Libraries and these are now displayed at the Helpdesks to advertise our success in gaining the CSE Standard.
- A Helpdesk Supervisor represented the Section at an Open Day review meeting on 15 January. The meeting reviewed a report on previous Open Days and covered changes to 2015 Open Days. School/College representatives from KB campus agreed that it was good to promote KB campus and to ensure that adequate transport was available in order for this to happen. Physics talks are now to be held at KB instead of the central area.

ECA Library

- The Pop Up Library visited ECA Library on 19 February as part of Innovative Learning Week. Unfortunately the day of the event was the quietest day of a very

quiet Innovative Learning Week across the ECA campus. However, ECA Library Helpdesk Assistants and several students enjoyed playing the Metadata Game tagging images from the online image collection at <http://images.is.ed.ac.uk> and getting a close look at some artworks from the University Collection.

- ECA Drawing and Painting graduate Holly Prentice has been with us throughout February for this session's ECA Book Artist Research Residency. In addition to timetabled workshops for ECA courses throughout the residency, Holly held a drop-in session in Innovative Learning Week for students to see the artists' books and talk about her work. She was also "on call" throughout the week for students to drop in and talk to her about artists' books, by asking for her at the Library Helpdesk. Holly also curated an exhibit of items from our collection and will produce a book-work of her own which will be donated to the library.

Noreen & Kenneth Murray Library

- The team continues to progress work in preparation for the closure of the KB Library Store.
- 114 journal volumes have been discarded, 20 volumes have been sent to the Annexe.
- Work on the pre1900 books continues and all pre-1900 items have now been removed from the KB Library Store and the last two batches are being worked on in the Murray Library.
- Weeding of the LC stock continues in the Murray Library.
- The SSS attended meetings with L&UC staff to discuss the handover of the work tasks when the KB Library Store closes this summer, collections work progress on the KB Library Store, and to look at non-standard thesis items in the KB Library Store prior to digitisation.

Moray House Library

- The self-issue machine in the Reserve section is now dual function self-issue / self-discharge, and this is working well.
- The alterations to the Moray House Helpdesk area have been completed with the moving of the Open Public Access Computers (OPACs) to their new site. The removal of the desk extension has allowed us to reposition the self-issue / self-discharge machine nearer to the Helpdesk.
- A member of staff from L&UC is now working 2 days a week at Moray House Library to reclassify the remaining children's books classified by Dewey, to LC.

New College Library

- The Centre for World Christianity Library has now moved from its temporary home at the Library Annexe to New College Library, where it has been fully integrated into the New College Library sequence.
- The Divinity theses from New College Library were digitized. Dating 1920-1950, many of these theses are unique records of research at New College. The digital copies will be added to the Edinburgh Research Archive at <https://www.era.lib.ed.ac.uk/>
- We have received a high volume of Special Collection requests: over 200 requests in January, including consultations for the Hymnology section which is currently being catalogued online as part of the Funk Donation Project, primarily 18th & 19th century printed volumes.
- On 16 January New College Library staff wished a colleague all the best in his Main Library secondment post of Rare Books Cataloguer, Special Collections. 4 days later a member of L&UC arrived to begin a Funk Cataloguing project 2 days a week.

- The staffroom was checked for mice on 16 January and nothing was found.
- Toilet refurbishment is ongoing.
- The side door (street side) draught excluder is being looked at again.

Medical/VetMed Libraries

- Reviewing of Talis Aspire reading lists has continued at all sites.
- Problems with the open access PCs have occurred at all MVM sites; batteries have been replaced but performance is still poor as students are still reporting slow login. The computers are due for replacement in the summer.

Royal Infirmary Library

- Short guides to facilitate access to Oxford University Press e-books have been produced.
- Both medical libraries continue to help if the Main Library Inter Library Loan (ILL) queue is busy.
- A new Xerox MFD has been installed in the computer lab; fault reporting and consumables provision have been transferred to our team.
- The visitor kiosk machine can now print to the helpdesk printer.
- Processes for NHS ILL provision in the medical libraries are changing as the NHS are now sending for journal articles, unless we can provide them from University stock. We continue to provide loans from outwith the University.

Western General Hospital Library

- De-duplication of journals and withdrawal of older textbooks has resulted in a further 10 metres of shelf space cleared for journals and books.
- Further meetings on improvement of library space have taken place, including participation in a more general review of accommodation on the WGH campus.
- A card replacement service has commenced.
- The visitor kiosk machine can now print to the helpdesk printer.
- The Site & Services Supervisor has been involved in Knowledge Network training sessions and help with a literature review.

The Lady Smith of Kelvin Veterinary Library

- Helpdesk staff are working with the ASL on preparation for accreditation visitations, which will take place later in the year. The Vet School has accreditation visits from the Royal College of Veterinary Surgeons, the American Veterinary Medical Association and the European Association of Establishments for Veterinary Education. Accreditation from these bodies is essential to allow University Vet graduates to practice as vets in the UK, USA and Canada, and Europe. In preparation for this the Vet School is having a mock visit in April.
- A new Xerox MFD has been installed in the study landscape; fault reporting and consumables provision have been transferred to our team

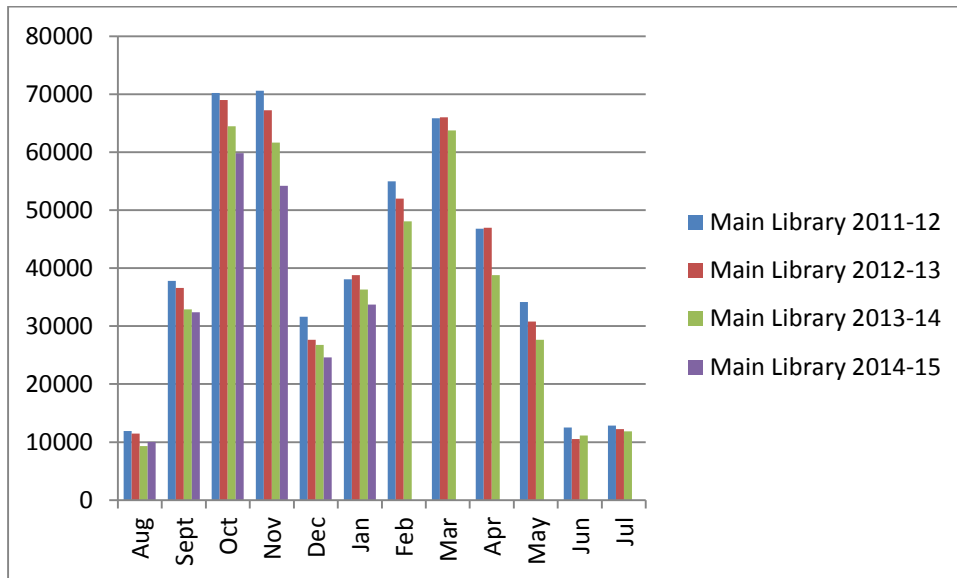
Performance Indicators

- Help Services has published the complete set of KPIs for the Section for 2014/15, and other performance related information, such as the Customer Charter, at: <http://www.ed.ac.uk/schools-departments/information-services/help-consultancy/help-services/help-services-service-standards>

Circulation 2014/15

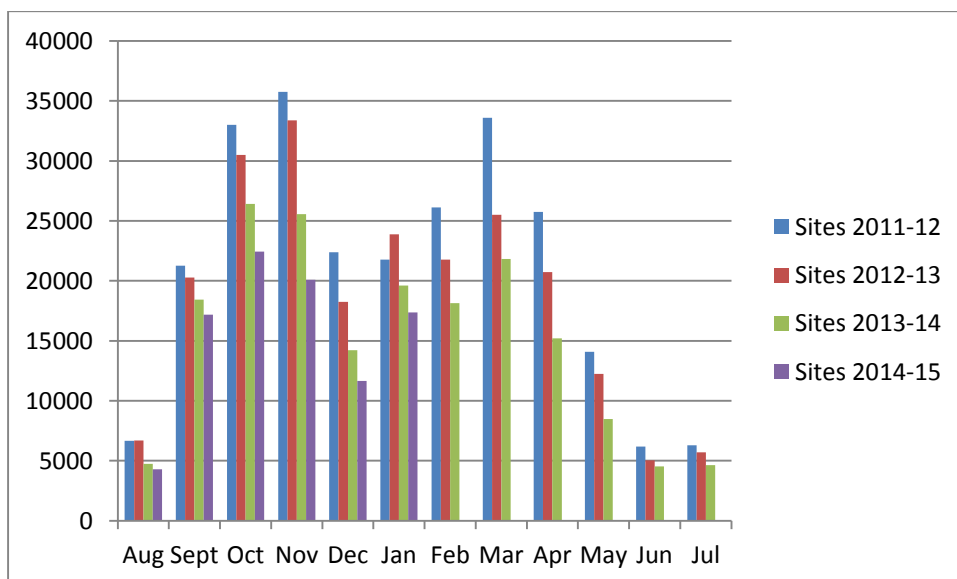
- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2014/15 Session compared with the three previous Sessions is shown in Figure 1 below. Issues at the Main Library were down significantly in January compared with the same month in 2014, continuing the trend for the year.

Figure 1: Main Library issues 4 year comparison



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

Figure 2: Site libraries issues 4 year comparison



- 2014/15 circulation figures (issues and returns) are presented in Tables 11 and 12 below.

Table 9: Number of issues

Number of Issues	2011-12	2012-13	2013-14	2014-15
Aug	18566	18161	14036	14285
Sep	59064	57635	51325	49568
Oct	103215	101498	90899	82250
Nov	106327	100602	87182	74283
Dec	53978	45899	40952	36290
Jan	59854	62678	55947	51096
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 10: Number of returns

No. of Returns	2011-12	2012-13	2013-14	2014-15
Aug	28950	31409	26237	24615
Sep	36971	35544	31826	31073
Oct	81001	81021	71227	66900
Nov	99139	95936	84219	72866
Dec	74768	64341	56748	50316
Jan	52649	54200	48133	44025
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 2014-15: All Help Services locations

- USD KPI #7 for 2014-15 is now 90% of library material issued to be borrowed by self-service. The KPI **was met** in November and December.
- USD KPI #8 for 2014-15 is now 80% of library material to be returned by self-service. The KPI **was met** in November and December.

Table 11: Selfcheck in relation to loans 2014-15 (2013-14 % in brackets):

	Issues	Self-issues	% Self-issues	KPI met Y/N	Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	14285	11651	82% (67)	N	24615	20206	82% (62)	Y
Sept	49568	43019	87% (82)	N	31073	26372	85% (76)	Y
Oct	82250	76514	93% (89)	Y	66900	60558	91% (84)	Y
Nov	74283	69414	93% (90)	Y	72866	65678	90% (80)	Y
Dec	36290	32816	90% (88)	Y	50316	44050	88% (78)	Y
Jan	51096	46359	91% (86)	Y	44025	38126	87% (73)	Y
Total	307772	279773	91% (88)	Y	289795	254990	88% (78)	Y

- The positive effect of Moray House Library and Royal Infirmary Library having a self-return service, in addition to self-issue, since the beginning of June is being realised.
- The introduction of self-issue and self-return to support general collections at New College Library in October has also had a significant impact.

Self-issue and self-return 2014/15: Focus on Law & Europa Library

- This section of the report looks in detail at self-issue and self-return for the period February 2013 to January 2015 for the Law & Europa Library, using data extracted from the 3M Command Centre reports.
- Transactions in the Law Library show marked monthly and annual patterns, reflected in the figures for both 2013/14 and 2014/15, with a falling-off in May towards a low point in June-July-August; the peak period is mid-September to November, accounting for 34% of all transactions over the period (35% of self-issues and 33% of self-returns).
- There is an overall downward trend in the self-service transactions between February 2013 and January 2015; the total transactions in January 2015 were 27% lower than those in February 2013.
- There is no marked difference between the self-issue and self-return figures for the period.

Figure 3 Total self-service transactions monthly pattern February 2013 to January 2015

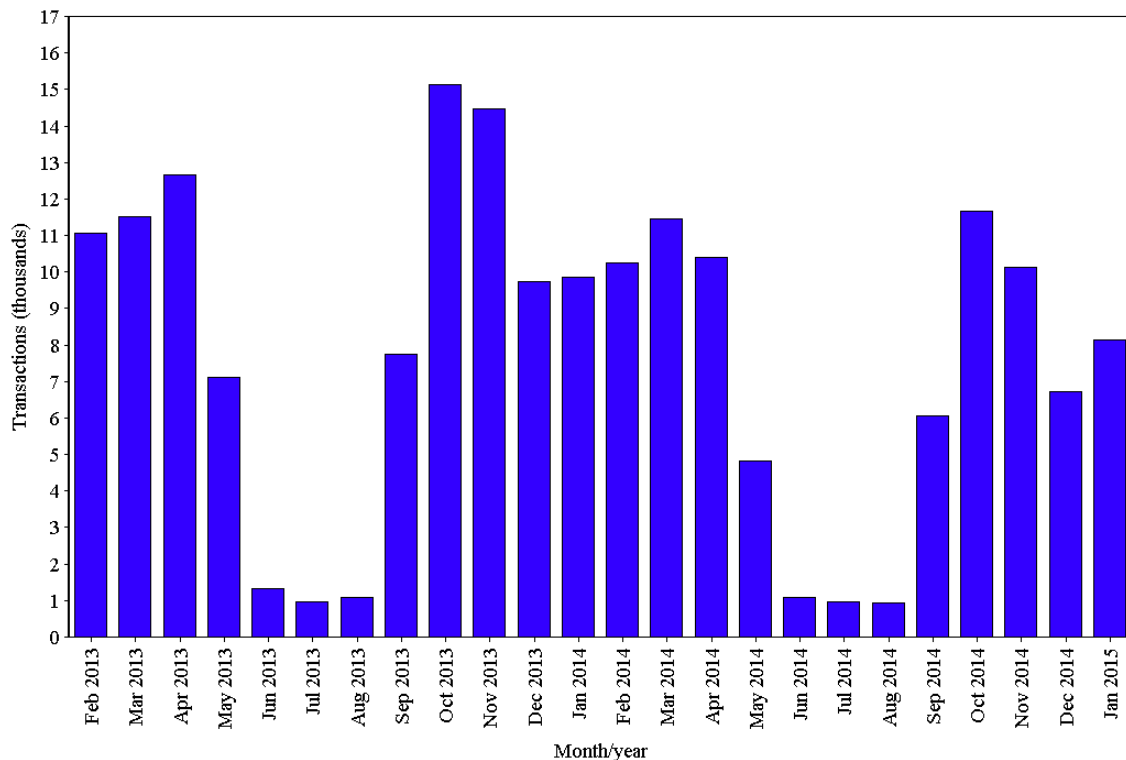


Figure 4 Self-issue and Self-return monthly pattern February 2013 to January 2015

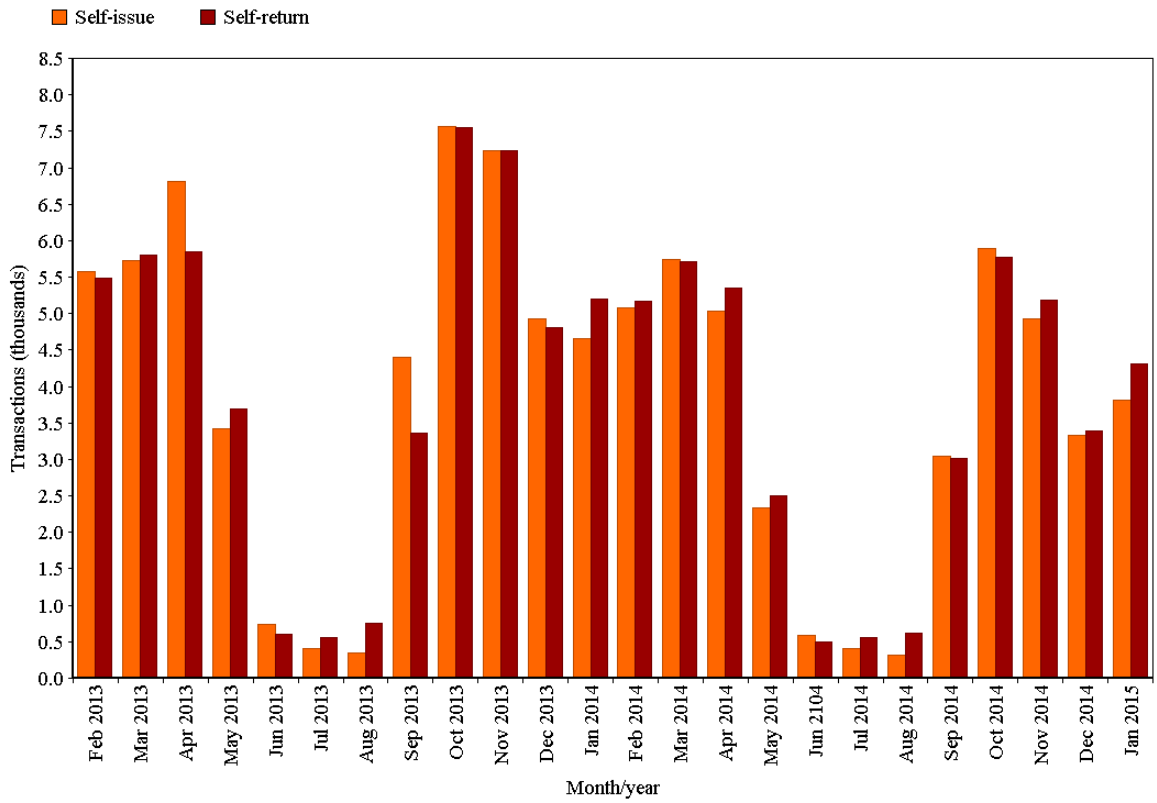
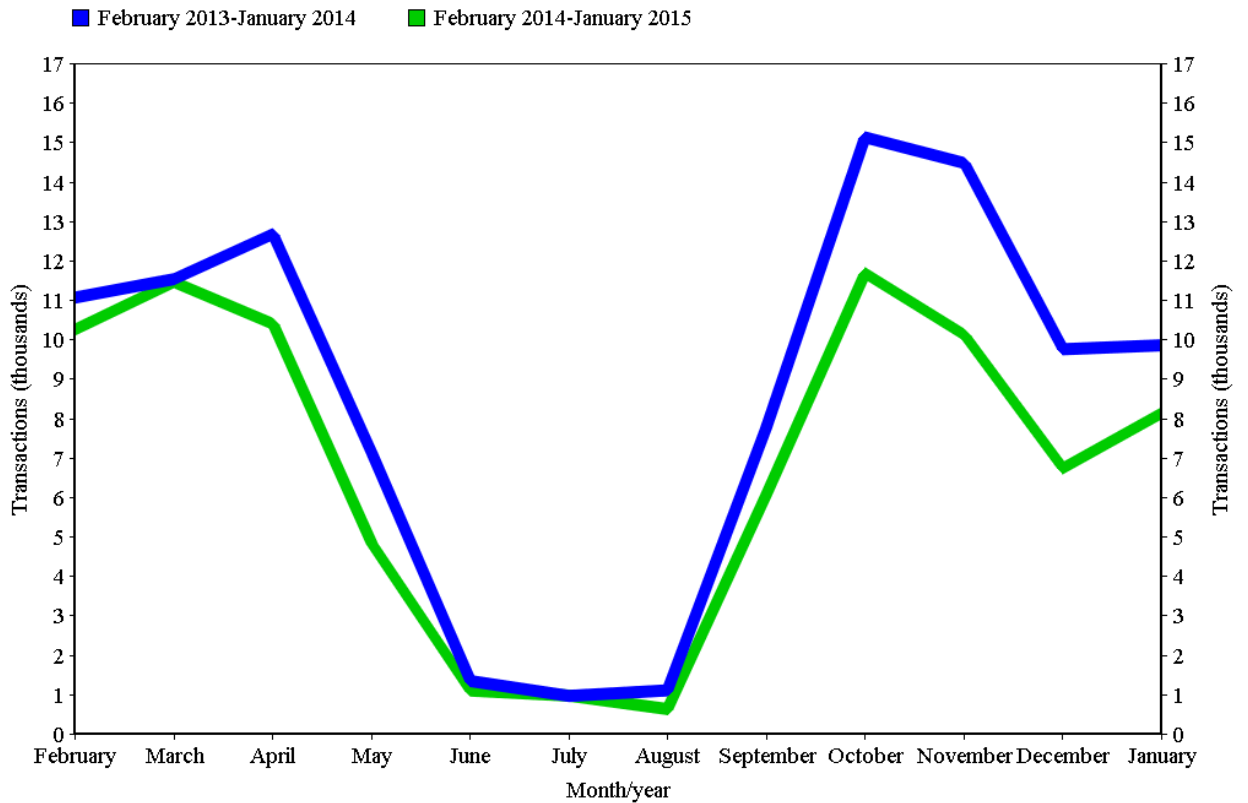


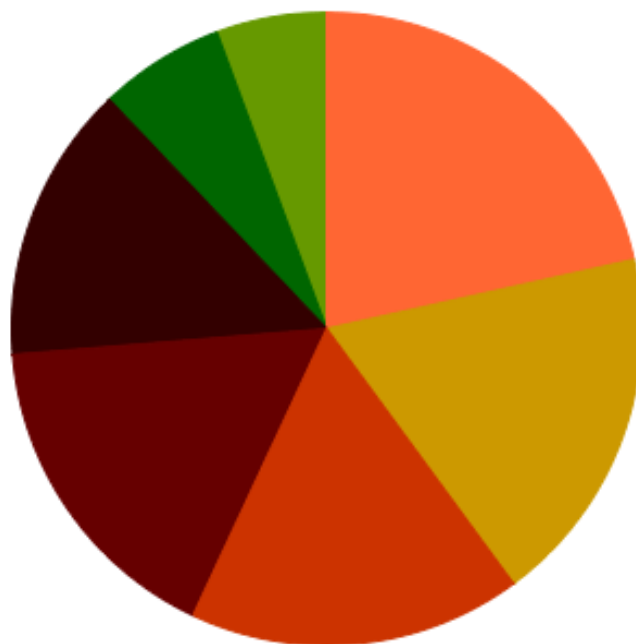
Figure 5 Self-service transactions annual pattern February 2013 to January 2015



- Looking at activity by day, the greatest use is made of the self-service facility on a Monday (20.81% of total transactions, 19.76% of self-issues and 21.82% of self-returns).
- Friday is the quietest week day, accounting for 14.09% of all self-service transactions (14.6% of self-issues, 13.6% of self-returns).
- Saturday and Sunday together account for 13.2% of self-service transactions, 6.79% being on a Saturday and 6.42% on a Sunday

Figure 6 Self-service transactions by day of the week February 2013 to January 2015

■ Monday
 ■ Tuesday
 ■ Wednesday
 ■ Thursday
 ■ Friday
 ■ Saturday
 ■ Sunday



- .The hourly use of self-service facilities in three specific weeks from the study period – 2-8 December 2013, 3-9 February 2014, and 21-27 April 2014 – was examined: see Figures 7 and 8 on the next page.

Figure 7 Hourly distribution of Self-service transactions for the selected weeks

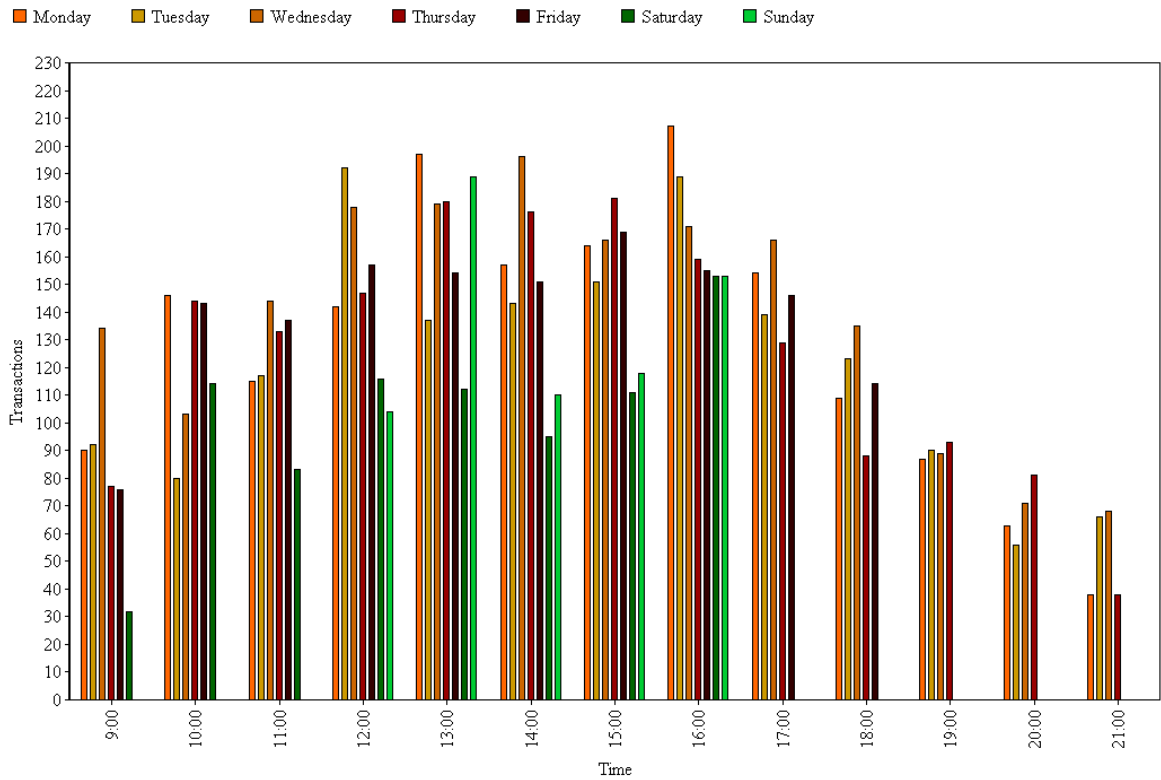
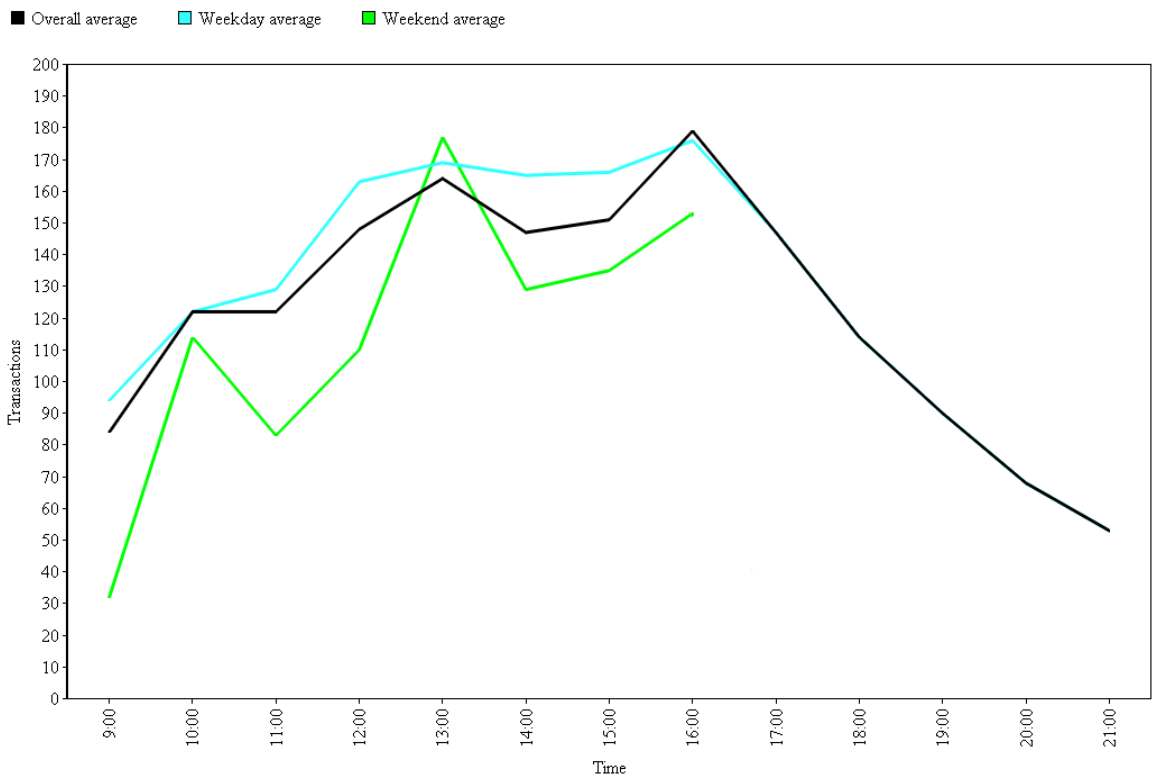


Figure 8 Average distribution of Self-service transactions for the selected weeks



- At weekends, there is a sharp peak in self-service transactions around 13:00, with a more minor peak about 10:00.

Online loan requests: all sites

- The total number of requests increased in January but was below the peak months of October and November.
- The ratio of self-requests to requests placed by staff on behalf of users at Helpdesks was normal at 74% in January. See Table 14 below.

Table 12: Number of online requests for loan items made by users, and by staff mediation

Month	August	September	October	November	December	January	Total for 6 months
Online	258	1087	2364	2214	860	1516	8299
Staff	220	413	850	761	354	529	3127
Total	478	1500	3214	2975	1214	2045	11426

Unidesk Library Helpdesks operator group: standard calls

- January has shown a significant improvement in performance in terms of calls open and completion rates of logged incidents either owned or passed on by the Library Helpdesk operator group.
- Staff have worked on tidying up the IS US Library Helpdesks Unidesk queue by revisiting all open calls assigned to Section staff and closing them as appropriate. A simpler method for sites to pick up their own calls from the Library Helpdesks queue has been instigated.
- A member of the group also attended a Unidesk LOG meeting, and discussed Unidesk system performance issues with IS Applications Division.

Table 13: Library Helpdesks incident resolution 2014/15

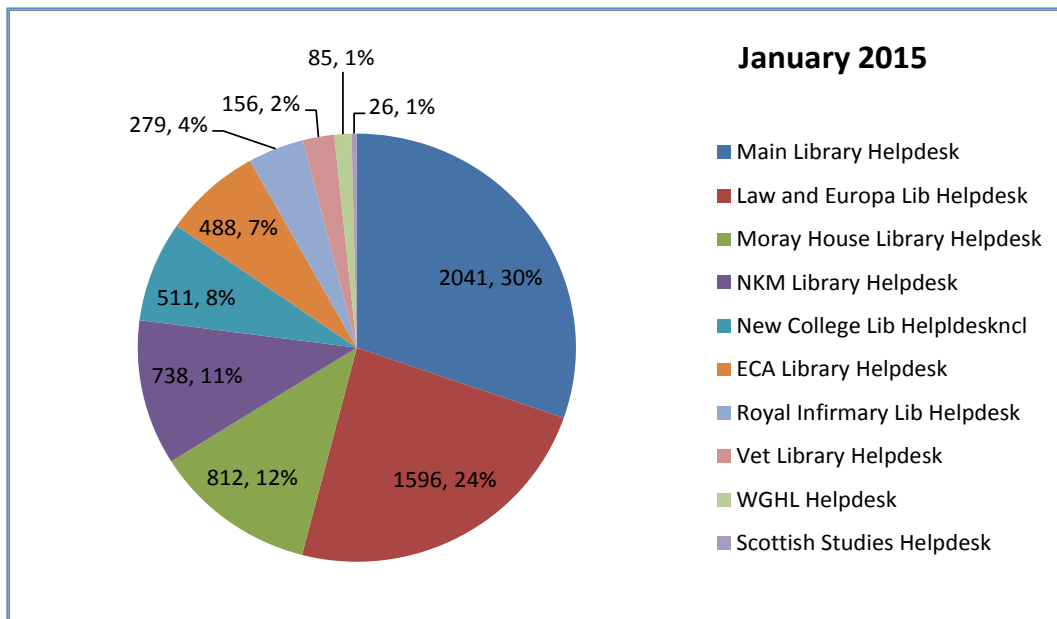
Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
July	77%	399 (of 518)	6%	65%	79%	88%
August	86%	689 (of 801)	3%	60%	81%	91%
September	84%	703 (of 837)	5%	65%	82%	89%
October	79%	449 (of 569)	5%	63%	78%	83%
November	75%	322 (of 431)	10%	55%	71%	80%
December	81%	358 (of 443)	7%	51%	70%	78%
January	78%	442 (of 570)	3%	63%	78%	88%

- The proportion of Calls by sub-category was normal in January, with Card Services being the most numerous sub-category, followed by Books, E-resources and then Printing copying & scanning.
- 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 Quick Call

- The Main Library Helpdesk has been keeping a simple record of Unidesk Quick Call perceived performance. Performance issues are still being experienced.
- Following a review of standard solutions, there will be revisions made to make the lists more appropriate and meaningful for use in March: for example, there will be more standard solutions for print/copy/scan, revealing more detailed information about these enquires.
- 6732 quick calls were logged this month, with 30% in the Main Library and a further 24% in Law & Europa Library. This reverses the order of the 2 sites recording the most calls. Note that Helpdesks did not open until 5 January and several sites did not resume full semester hours until 12 January.
- Figure 9 shows the breakdown of Quick Calls by site:

Figure 9: Quick Calls by Standard Solution by site January 2015



- Table 14 below shows the top 10 standard solutions in January, and highlights the different priorities in enquiries across Site Libraries and the Main Library:

Table 14: Top 10 Quick Call standard solutions January 2015

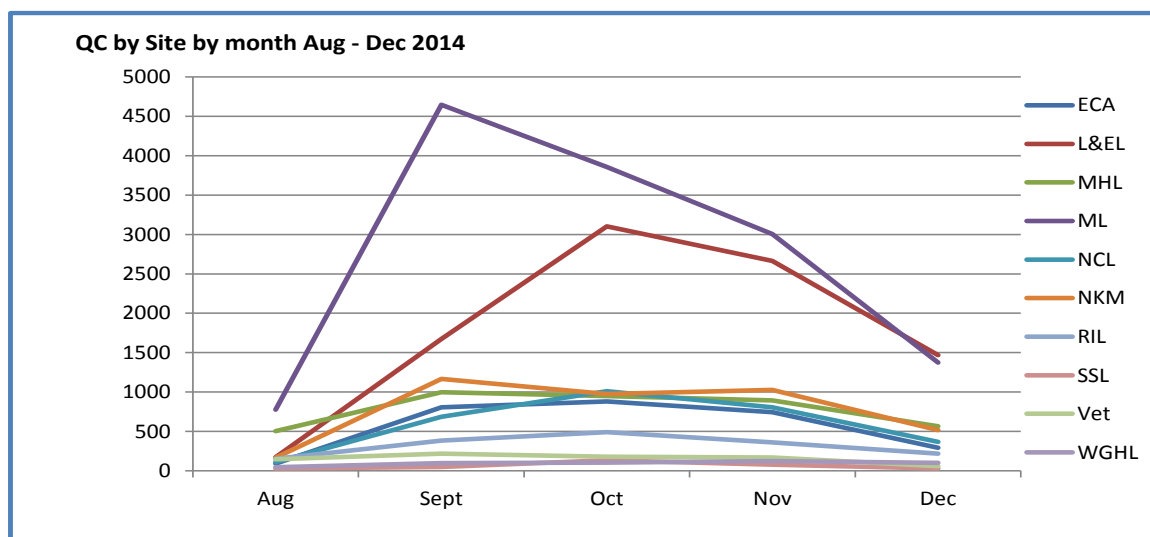
R a n k	All Helpdesks	No	% of total	Main Library only			Sites only		
				Rank	No	% of ML	R a n k	No	% of Sites
1	Finding material: locating material on shelf	837	12%	2	148	7%	1	689	15%
2	Circulation: how do I...?	463	7%	1	199	10%	4	264	5.6%
3	Circulation: manual issue/return	366	5.4%		63	3%	2	303	6.4%
4	Printing	353	5.2%	5	106	5%	5	247	5.2%
5	Finding Material	318	4.7%	6	100	4.9%	6	218	4.6%
6	Circulation: self-issue/return	311	4.6%		39	2%	3	272	5.8%
7	Circulation: fines	259	3.8%	7	89	4.3%	8	170	3.6%
8	Lost property	233	3.4%	3	135	6.6%		98	2%
9	Print credits	230	3.4%	9	83	4%		147	3%
10	Direction/Information UofE	229	3.4%	10	74	3.6%	10	155	3.3%

- Replacement Card calls ranked 4th in the Main Library (131). IT Help: Helpdesk was 8th with 84 calls, while Sites collectively recorded only 81 enquires under this heading. 'IT help: Helpline' and 'IT help: not IS' together saw 80 calls, 58% of these in the ML.
- For Site Libraries, the 7th most frequent Quick Call was 'Access: Day passes or ID check', but this was entirely due to the fact that 176 of the 180 calls were logged at the Law Library. Ninth most frequent in sites was 'Stationery (not sales)' (164). Again, Law logged the majority of these (58), but the rest were fairly evenly spread across the rest of the sites.
- Printing/copying/scanning/print credits together accounted for 13% of all calls (882), and lost property enquiries again featured highly in the Main Library, although the number had dropped from the peak of 144 recorded in December.

Focus on Law & Europa Library

- In terms of Quick Calls, Law & Europa is the busiest Site Library Helpdesk, consistently recording the highest number of calls after the Main Library. Figure 10 shows this performance clearly.

Figure 10: Quick Calls by Site Library August to December 2014



- The number of Quick Calls logged at Law in January was 1596, 24% of the overall total.
- Table 15 below shows the top 5 Quick Calls at Law in January:

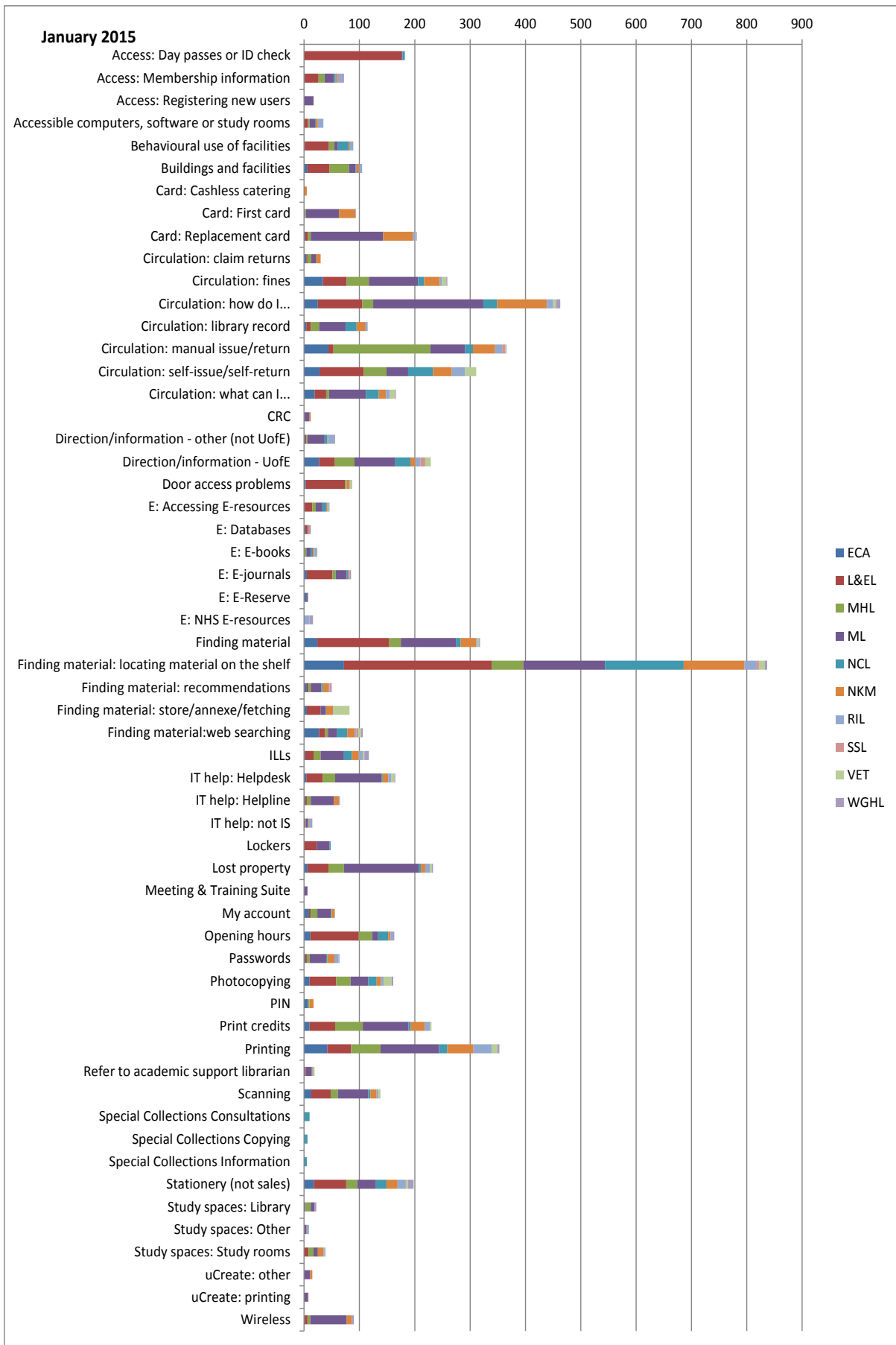
Table 15: Top 5 Quick Call standard solutions at Law & Europa Library January 2015

Law & Europa			
Rank	Standard Solution	No	%
1	Finding material: locating material on the shelf	267	17%
2	Access: Day passes or ID check	176	11%
3	Finding material	130	8%
4	Opening hours	88	5.5%
5=	Circulation: how do I...?	80	5%
5=	Circulation: self-issue/self-return	80	5%

- 'Finding material: locating material on the shelf', although remaining a high percentage of the total for Law, has decreased in real terms since the peak in October and November when numbers were 631 and 529 respectively. The re-organisation of the library stock is largely complete and students have become more accustomed to the new locations, although the split in the LC classification sequence

still causes some confusion. Library catalogue entries for journals which have been moved to the Annexe have recently been updated, which has helped library staff as well as students.

- The number of 'Access: Day passes or ID check' calls, where staff have to facilitate entry for users, can be accounted for in part because of the lack of toilet facilities within the library – students leave without taking their cards and then cannot re-enter via the swipe access gate. Law also sees a number of reference card users.
- 41% of 'Finding material' enquiries in January were recorded at Law, with a further 31% logged in the Main Library.
- 54% of all 'Opening hours' enquiries were logged at Law in January
- Printing/photocopying/scanning collectively accounted for just less than 8% of the total (126), with a further 46 print credit enquiries recorded.
- Figure 11 on the next page shows the totals for all standard solutions for January across all locations:



SCONUL enquiry count

- Although SCONUL no longer requires an annual count of enquiries to be made in January, the Library Management Team asked that the count be taken by Help Services in order to provide data for RLUK (RLUK standards allow SCONUL enquiry count data to be submitted against RLUK standards).
- The count was taken over 7 days from 2 to 8 February at Helpdesks using a set of broad headings, with recording by 5 bar gate.

Table 16: SCONUL enquiry count 2 to 8 February 2015

Enquiry type	Sites	Main Library	Total
Information resource related enquiries	641	459	1100
Procedural/directional enquiries	635	500	1135
Enquiries that are IT related	366	267	633
Enquiries made about other University matters	121	121	242
Total	1763	1347	3110

Queue monitoring

- Queue monitoring took place from 11 to 17 February at all service points. The target is that users are served within 5 minutes.
- Main Library Helpdesk (forum facing and HUB facing) met the target on all but 5 (4, 1) occasions.
- Main Library Reception did not meet the target on 1 occasion.
- All Sites met the target.

Barry Croucher 26 February 2014