Help Services

Service Report for 22nd January 2013 to 18th March 2013

Exceptional Service Activities

Opening hours

Closing

- There was an evacuation of the Main Library on Tuesday 12 March, due to the alarms being triggered by work on the fire panel. Users were excluded from the building for about 45 minutes in total.
- There were two evacuations on 12 February and one on 14 March at Moray House Library with alarms triggered by building works.

Opening

- Main Library building commenced Sunday morning opening at 9am (not 12 noon) on 24 February in order to provide increased access for library users.

Access

- Three related changes affecting reference card membership and external borrower card renewal, which are intended to give Alumni in particular an improved experience, have been implemented:
  - The term of reference card membership for Alumni is extended from 1 to 3 years; this will reduce the frequency by which Alumni have to renew.
  - The Library reference card self-registration online form (http://libraryselfreg.is.ed.ac.uk) has been amended to include, in the personal detail section under the reason for application field, a tick box for applicants to select whether they are an Edinburgh University Graduate.
  - External Borrowers (who pay fees for external use) and have not changed address (whether Alumni or not) will have the option to continue their external borrower membership by renewing by telephone to the Main Library Helpdesk.
- A wider review of access to the libraries is underway.

Complaint Handling Procedure

- The new University Complaint Handling Procedure came into force on 11 March and applies to all IS areas.
- The Library Help web page was formerly the location of library specific Comments, suggestions and complaints information: this has now been replaced by a generic IS web page at http://www.ed.ac.uk/is/comments-suggestions-complaints
- The online Feedback form has been amended to be a generic IS form and an amended print version is ready for circulation to sites.

Section services

Card Services

- Card Services has conducted business as usual during the period.

Online Print Credit

- The usage data shows that the number of transactions and values of OPC credited for the first two months of this year are well short of the October and November peaks. March and April will provide a better comparison however with more activity expected due to hand-ins.

- A Twitter feed for PrintCredit has been introduced to live service allowing alerts to be posted to users about performance issues or downtime.
- Connection to the service was maintained during the Corporate Database work on 12 March by way of a direct url link from the MyEd reference site to pcounter: the effectiveness of the link is proven by the fact there were 76 transactions between 16:00 and 00:00 (the duration of the work).

SelectPrint

- There remain outstanding issues to do with service management which are being addressed with the Service Delivery team.
- Sites Supervisors were briefed about the service at their meeting on 12 February.

Section IS web pages

- The MVM Site and Services Supervisor attended a Polopoly drop in session to gain more understanding of the Print and Copy pages and made some initial changes to these pages.
- The first meeting of Help services web page group took place, and a plan put in place for our group to update the Section's pages.

Disability Computing Support for Students

- The routine review meeting with Student Disability Services, IS Disability Information Officer and Disability Technology Sub-Group Convener was held on 1 March and no major issues reported.
- Only two support calls have been received from students to the Unidesk queue, with assistance being in the use of Read & Write, Abbey Fine Reader OCR and Illustrator/Photoshop.
- A license for Dragon NaturallySpeaking Professional 12 has been purchased by the DIS Tech Sub Group Committee and is due to be installed in one of the Main Library Accessible Study Rooms on a trial basis. It is hoped that the software will allow users to load their existing Dragon profiles on our Accessible PCs, rather than having to carry their laptops around with them.
- A request to support a student taking a centrally managed exam outwith the main exam diet has been received and will be provided.

Disability Computing Support for Staff

- Three support calls have been received with requests made for:
  o Ergonomic Mouse and keyboard;
  o High visibility keyboard;
  o Screen colour adjustments for dyslexia.
- Staff DCS has purchased a pool of assistive technology (mice and keyboards) which can be borrowed by staff members to allow them to trial and assess whether a particular or recommended item is suitable for their requirements.
- The request for use of a high visibility keyboard is the first to be responded to with the offer of a loan, which has been taken up. As support requests relating to

specialised mice and keyboards are the most common, the loan pool will hopefully benefit more staff members in the near future.

- While supporting a dyslexic member of staff, an issue regarding the ability to make colour adjustments within the Windows 7 Ease of Access Centre was highlighted. Users with a low spec graphics card cannot make the fuller adjustments they may require. However, a workaround was found by Service Delivery and local IT implemented it successfully.

A six monthly report of service activity has been produced.

uCreate: software usage

Number of uses

Application	Jan 2012	Jan 2013	Feb 2012	Feb 2013
Photoshop CS5	375	527	878	631
Illustrator CS5	54	38	133	41
InDesign CS5	60	143	321	73
Premiere Pro CS6	27	53	24	24
Acrobat Pro 9	347	645	761	790
Datastream Advance 5	33	14	20	14

uCreate: poster printing

Number of posters printed

Month	uCreate ML	uCreate KB
Aug	Plain = n/a Glossy = 27	Plain = 7 Glossy = 5
Sep	Plain = n/a Glossy = 69	Plain = 10 Glossy = 2
Oct	Plain = n/a Glossy = 31	Plain = 30 Glossy = 14
Nov	Plain = 155 Glossy = 91	Plain = 8 Glossy = 16
Dec	Plain = n/a Glossy = 24	Plain = 4 Glossy = 10
Jan	Plain = 26 Glossy = 28	Plain = 34 Glossy = 0
Feb	Plain = not in service Glossy = 181	Plain = 103 Glossy = 36

uCreate: Kaz touch typing tutor

Number of registered users

Month	2012 / 2013
Aug	n/a

Month	
Sep	92
Oct	98
Nov	98
Dec	98
Jan	99
Feb	100

uCreate: equipment loans

Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	3	3	9
Sep	7	8	5
Oct	5	8	4
Nov	6	1	8
Dec	4	2	4
Jan	9	5	2
Feb	7	14	7
Mar	14	5	
Apr	8	2	
May	12	4	
Jun	7	7	
Jul	7	8	

uCreate: Box of Broadcasts (BoB)

Number of registered users

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	561	2889
Sep	241	1281	3069
Oct	256	1428	3528
Nov	292	1838	3727
Dec	314	1962	3937
Jan	336	2089	4231
Feb	370	2259	4443
Mar	404	2437	
Apr	447	2577	
May	518	2733	
Jun	547	2803	
Jul	554	2853	

Number of programmes requested

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	422	663
Sep	106	422	913
Oct	174	442	1037
Nov	217	583	1206
Dec	249	643	1127
Jan	386	709	1417

Feb	327	966	1449
Mar	324	1021	
Apr	381	1080	
May	510	1078	
Jun	427	895	
Jul	176	879	

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uCreate: other

- During February, uCreate facilitated 3 class poster printing projects. Students here were expected to create and print posters via the uCreate facilities. During this period, uCreate supported 99 Geography students, 50 Engineering students and 24 Chemistry students.
- The uCreate ML plain plotter and large format scanner both experienced mechanical faults, requiring repair from the supplier. The large format scanner has now been repaired and approval has recently been given to repair the plotter, with this due to be completed in March.
- New software for Computer Aided Design (CAD) modelling has been installed on the uCreate PCs (Solid Edge ST5). After a user request, Microsoft Publisher has also been installed on the uCreate PCs on a trial basis until the summer.
- Responsibility for the institutional membership of the British Universities Film & Video Council has passed to uCreate; this membership is required for access to BoB.

Helpdesk services: sites specific

Main Library

- The Helpdesk Gatekeepers have been working with the new Meeting Suite room booking system (Scientia/Web Room Booking system) for almost a year and a review meeting was held with the Timetabling Team at the end of January. There were a number of issues explored at the meeting to help to speed up the administrative processes and to streamline the users' experience: system performance, field descriptors, filtering, audit trail. A new database was subsequently released on 4 March with entries for 52 weeks and a useful new feature - 'provisionally-bookable' locations - making the allocation of rooms easier.
- Onelan plasma screen controller hardware and software was replaced on 12 February. The Library Café screen is now back in service.
- Students were invited to donate library fines to Book Aid International on World Book Day, 7 March. ESCA, the University student society that supports charitable work, helped with the publicity.

Law & Europa Library

- 3M V series machines: Two new machines for Self Issue and Self Discharge arrived much to the relief of the Law Library staff.
- Store Project: Barcode scanning project of all LC and Law Library items in the Store nearly complete. To date over 3 800 items have been scanned. The Voyager location now reflects the correct current location of these items.
- Another part of the Store project has been to identify items not catalogued and these are being added to current stock.
- European Documentation Centre work continues, including reviewing content of the pamphlet collection.

ECA Library

- A member of Helpdesk staff provided assistance to Acquisitions for a further 7 weeks in January and February 2013, processing orders from the backlog 2 mornings per week. An estimated 1000 orders were processed for Acquisitions from Dec 2012 – Feb 2013. The Main Library provided Helpdesk staff cover during this period..

New College Library

- Due to Estates & Buildings work, bookcases were moved from the David Welsh Reading Room.

Moray House Library

- Two new V series 3M machines for Self Issue (one for general collections and one for Reserve) have replaced defective old equipment.
- Reserve has been exceptionally busy, especially on Fridays, Saturdays and Sundays 1.30 to 2pm, when Reserve books can go out on overnight loan. Steps have been taken to regulate the number of readers in the Reserve section at this time.
- To increase security we now plan to have proximity card access inside the library entrance. First steps have been taken, with Estates and Buildings asked to examine the site and make recommendations

Medical/VetMed Libraries

RIL:

- 15 boxes of withdrawn books were packed for Anybook.biz
- Claire attended an online meeting with other librarians from Lothian to look at a new process for NHS staff applying for copyright cleared articles. This will be organised by NHS librarians but we will still send for loans for NHS staff.
- The Senior Helpdesk Assistant has been to KB to look at their self-issue machine, with a view to considering self-return at RIL in 2013/14.

Western General Hospital:

- Continuing with book withdrawals: 20 boxes of books were collected for Anybook.biz and a further 20 boxes pack.
- Advertised the old photocopier room as private study space and a few students have started to use this facility.
- Started to move shelves and books to occupy the bay that was taken up with HGU books; shelves have been moved to fit the tallest books.
- The Site and Services Supervisor undertook approximately 5 hours of literature search training, including one group of 9 and one group of 2.

**Lady Smith of Kelvin Veterinary Library:**

- The Senior Helpdesk Assistant helped with ordering medical textbooks for L&C, clearing the backlog that had arisen. She will continue to order more medical texts and also some science and engineering books.
- The Lady Smith of Kelvin made another visit to the library. A display of recent staff publications was arranged to coincide with the visit.
- Bone boxes were returned for checking with technicians, and may be issued to 3rd year students for 2 weeks at a time.
- A member of staff worked with the Academic Liaison Librarian on a display of study skills books for the Vet School's Study Skills week (28 January - 1 February).

- The library currently has a display on the student noticeboard of the entries for 'The Art of being a Vet' competition.
- A meeting of Section staff representing the 3 MVM libraries had a meeting at the Vet library to look at rationalising procedures documents so that they can be updated and kept in one file, with responsibility for updating sections assigned.
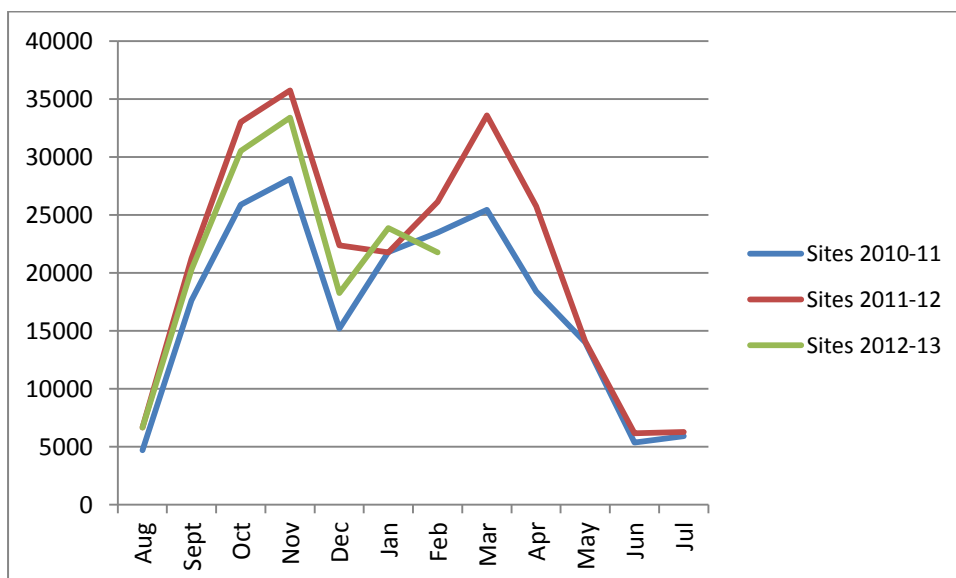
Performance Indicators

Circulation

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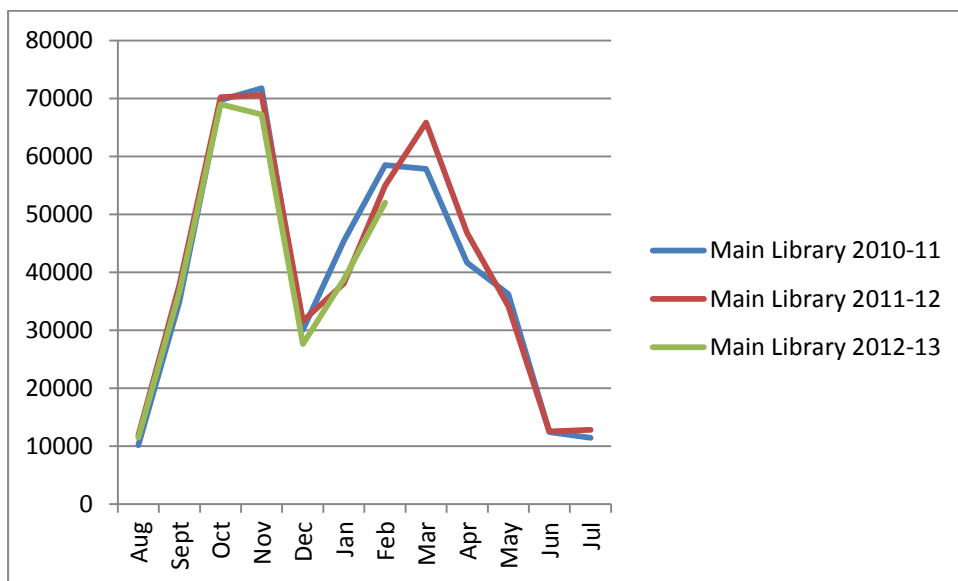
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2012-13 Session compared with the two previous Sessions is shown below:

- 2012-13 circulation figures are presented on the tables below. There was a slight increase in the total number of issues in January but February saw a continuation of the decline seen in every other month so far this Session.

Number of Issues	2011-12	2012-13
Aug	18566	18161
Sep	59064	57635
Oct	103215	101498
Nov	106327	100602
Dec	53978	45899
Jan	59854	62678
Feb	81099	73786
Mar	99406	
Apr	72522	
May	48220	
Jun	18705	
Jul	19133	

No. of Returns	2011-12	2012-13
Aug	28950	31409
Sep	36971	35544
Oct	81001	81021
Nov	99139	95936
Dec	74768	64341
Jan	52649	54200
Feb	69627	63721
Mar	98267	
Apr	87115	
May	65997	
Jun	21422	
Jul	19338	

- USD KPI #7 for 2012-13 is for 85% of library material issued to be borrowed by self-service; KPI #8 is for 75% of library material issued to be returned by self-service. These **KPIs are not met in December and January but are met in February.**
- A pattern that is emerging is that low volumes lead to KPIs being not met, which could be due to a tendency for users to use staff-mediated services when the Helpdesks are relatively quiet. Conversely, high volumes lead to KPIs being met.

Selfcheck in relation to loans 2012-13:

	Issues	Self-issues	% Self-issues	KPI met Y/N		Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	18161	12851	71%	N		31409	21476	68%	N
Sep	57635	46788	81%	N		35544	25965	73%	N
Oct	101498	85856	85%	Y		81021	61867	76%	Y
Nov	100602	86211	86%	Y		95936	74543	78%	Y
Dec	45899	37365	81%	N		64341	47778	74%	N
Jan	62678	51104	82%	N		54200	37816	70%	N

Feb	73786	62521	85%	Y		63721	49323	77%	Y

Self-issue by location 2012-13:

Number of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	9535	361	511	610	278	599	921	36	12851
Sep	32417	1895	3687	3283	790	1235	3090	391	46788
Oct	64230	3605	7539	3210	1129	1417	3534	1192	85856
Nov	62409	3215	7071	2131	1024	1548	7875	938	86211
Dec	25337	1075	4316	1040	428	809	4097	263	37365
Jan	35198	2435	3917	2478	971	1225	4432	448	51104
Feb	47866	2945	5574	1632	747	1084	1965	708	62521

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

% of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
Aug	83.01	28.97	47.10	63.08	75.96	83.66	73.98	4.55	70.76
Sep	88.61	52.03	88.18	73.26	90.29	90.34	78.71	21.64	82.28
Oct	93.09	59.00	91.09	87.09	89.32	88.29	61.88	30.92	86.28
Nov	93.19	61.37	89.60	91.03	93.52	89.43	79.39	26.74	87.35
Dec	91.65	50.14	68.05	88.29	88.80	88.03	77.52	19.61	82.42
Jan	90.70	59.61	73.72	76.51	90.75	89.03	76.51	22.31	82.84
Feb	92.02	65.18	90.09	88.70	91.10	90.41	70.40	24.49	86.52

- Use of self-issue at ECA has reached a peak in February.

Self-returns by location 2012-13:

Number of Self-Returns	Main	ECA	Law	Murray	Vet	Total
Aug	18565	569	1013	1060	269	21476
Sep	20463	463	3367	1120	552	25965
Oct	52130	1418	5325	1960	1034	61867
Nov	62772	1859	6676	2203	1033	74543
Dec	38294	1814	5081	2003	586	47778
Jan	28996	1148	5044	1705	923	37816
Feb	40289	1420	5350	1539	725	49323

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

Percentage of Self-Returns	Main	ECA	Law	Murray	Vet	Total
Aug	86.64	29.41	63.47	70.48	83.28	68.38
Sep	89.37	32.35	87.50	69.96	86.93	85.38
Oct	93.81	35.43	68.77	83.55	90.78	87.38
Nov	94.61	40.85	90.69	89.55	93.48	91.10
Dec	92.38	45.70	88.58	86.41	92.72	88.30
Jan	91.22	37.04	83.65	87.35	91.66	86.19
Feb	92.78	42.94	91.74	87.99	92.95	89.53

- Self-return at NKML, new to KB in August, has reached an acceptable level and is being maintained.
- Self-return at ECA continues to be relatively low due to the size of items, and return of DVDs and Reserve items to the desk. Measures are being taken to encourage greater use of self-return and their effectiveness can be assessed in the next report.

Unidesk Library Helpdesks operator group

- In December Library Helpdesks had 444 logged incidents either owned or passed on by their operator group, down from 746 in November, as expected given the time of year with closed days. In January there were 705; in February there were 597.
- The table below shows Helpdesk performance in resolving these incidents in the last quarter:

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
November	88%	656 (of 746)	17%	61%	72%	79%
December	86%	384 (of 444)	3%	61%	74%	84%
January	89%	627 (of 705)	5%	63%	81%	88%
February	88%	528 (of 597)	7%	69%	81%	86%

- The table shows a rise in the percentage of calls completed in one, three and seven days, but also a rise in the percentage of Open calls in the last 3 months.
- 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

SCONUL Enquiries Sample Week

- Each year, a sample count of enquiries at the Helpdesks is taken for the purpose of reporting to SCONUL.
- The table below shows the results from 21 to 27 January inclusive:

Libraries	Info related	Proc. and Dir.	IT Related	Other UofE	Total 2013
Main Library	980	1072	466	280	2798
NKML	139	150	131	38	458
Law & Europa	215	72	85	31	403
Moray House	55	82	46	20	203
ECA	78	82	48	20	228

RIL	35	38	13	18	104
Vet	10	63	23	1	97
New College	24	31	9	0	64
WGH	15	13	15	4	47
Totals	1551	1603	836	412	4402

- A tool to capture quickly and easily face-to-face incidents and service requests received at the Helpdesks in Unidesk is to be developed, and will provide a more complete picture of Section activity.

Barry Croucher 15th March 2013