Help Services

Service Report for 14th January to 4th March 2014

Exceptional Service Activities

Opening hours

Extension of hours

- The Main Library opened at 07:30 on Sunday 12 January, as standard. Usage on Sunday mornings is indicated by gate entry statistics, which indicate significant use overall, but limited use before 09:00. Note that none of the users would have been able to access the Library before 12 noon, without the extension having been made.

Unavoidable interruptions to opening hours

- There were evacuations of the Noreen and Kenneth Murray Library on 10 January, ECA Library on 30 January and Main Library on 31 January causing brief interruption to service.
- On 15 January New College Library was affected by a power failure extending from George 4th Bridge to Princes St. at about 2.30pm. About 2.40pm, fire alarm from stack 2 was triggered because of the power loss. The Fire Brigade attended but could do nothing because there was no power. About 3.30pm, Head of School made a decision to close, and everyone was to go home. The Helpdesk team went back to close and secure the Library, and whilst doing so, the power came back on. Estates & Buildings were on site and eventually managed to reset the alarm. The Library was able to stay open till 6pm as normal. The loss of service was thereby limited to about 45 minutes.
- Scottish Studies Library was closed on 6 February due to industrial action.
- The Lady Smith of Kelvin Veterinary Library was not open to students on 19 February after 6pm via swipe access due to an R(D)SVS Donor Event/Dinner in the building.

Open Days/Student Fairs

- The Section was represented at a forum organised by Student Recruitment and Admissions, reviewing recent Open Day events past and looking ahead to events in 2014 when there will be three undergraduate Open Days: Friday 13 June, Monday 1 September and Saturday 27 September 2014. It is proposed that the Science & Engineering subjects will host their activities at King's Buildings in June 2014 - following the same pattern as the September 2013 dates. This proposal is being made with a view enhancing the visitor experience and enabling Schools to show off their facilities.
- The section was also represented at a Societies Fair on 12 January. The staff were really busy for the first hour and saw about 50 people. Each of these students was given a useful info sheet, the IS booklet and, if relevant, a laptop help sheet. Relevant library guides were also given out. Most of the questions answered were about their University Card, where/when to pick up, connecting to the wireless, how to print, the cost involved and indeed how to put money on their printing account, which gave an opportunity to promote Online Print Credit. Some directional enquiries could have been answered better with the aid of printed Campus Maps, and these will be provided on the next occasion.

Visits

- Help Services mediated visits to the Main Library from the following institutes and institutions:
    - Institute of Governance, School of SPS, on 13 January.
    - Goettingen University, Germany, on 3 February.
    - Research Libraries UK on 18 February.
    - University of Groningen, Netherlands, on 21 February.

Book Aid International

- Library Helpdesks accepted payment of library fines as charitable donations to Book Aid International on 27 February in celebration of World Book Day 2014 (6 March). There was close cooperation with the students' charitable group ESCA, and the event was timed to coincide with RAG week.

Self-request service and self-service collection

- On 5 February Help Services and L&UC Information Systems launched a facility to enable users to request via the Library Catalogue items on loan to other users.
- This service has taken a lot of Helpdesk staffing resource as well as assistance from a member of L&UC staff who facilitated the self-request program and who, right up to the last moment of going live, was still inputting tweaks and small change requests by the Helpdesk in order to ensure the service got off to a good start with the maximum benefit for our customers.
- The work input into this new service is paying off, with 611 requests received since its introduction.
- Self-collection of requested items was introduced simultaneously with the launch of self-service requests. This involved moving requested items awaiting collection from behind Helpdesks to open shelves, eg in the Main Library HUB, which has the added benefit of providing users with access outwith Helpdesk opening hours.

Course Collections Review

- Representatives from the main and site library Helpdesks attended a Course Collections Review workshop on 25 February. The purpose of the review is to establish needs and desires around the materials budget for course collections, and secondly to improve supporting services.

Searcher Discovery Review

- Helpdesk staff have been participating in the Searcher Discovery Review group discussions, and updates on the resulting service improvements have been communicated by email.

3M Command Centre

- Command Centre software has been made available to Site Libraries with V series selfcheck machines and allows remote monitoring of their status and the cause of loss of service, and allows central distribution of changes to user-facing screens. Site Libraries are able to run their own reports on usage. Instructions have been provided to sites library staff, but it is also intended that Main Library staff will visit the sites staff to follow-up on this.

- 3M are investigating how to effect indication of printer paper level status.

Wifi for Alumni

- Alumni of the University of Edinburgh are now entitled to free WiFi via eduroam while on the University campus. By registering to use WiFi, Alumni are able to connect a computer, or other internet enabled device (e.g. smartphone, tablet or eReader), to the University secure wireless network, and can access the internet via one of our wireless access points which are spread right across the University campus.
- *Please note: Alumni are not entitled to use their University of Edinburgh eduroam account to connect to WiFi at other institutions.*
- Alumni can find out more about using WiFi on campus here: http://www.ed.ac.uk/alumni/services/benefits/stay-connected/wifi
- For general information about wireless networking, please see http://www.ed.ac.uk/schools-departments/information-services/computing/desktop-personal/wireless-networking

Section services

Card Services

- Discussions are ongoing on the production of cards for retired staff of senior grades.

Online Print Credit

- 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.

Print/copy

- The .pdf document printing identified with jobs sent from documents within Learn still occurs but the incidence seems to be lower and is mainly apparent in the Main Library. A reminder to students about the issue and how to avoid it has been sent by email.

Disability Computing Support for Students

- DCS have now received initial feedback from Registry in relation to the proposed exam support Service Level Definition (SLD). DCS and Registry will continue to liaise on this document in the coming months.
- Work has begun in preparation for April/May exam diet which will run from Monday 28th April until Saturday 24th May. DCS are now aware of the locations of the rooms that will be used for these exams and plan to collate the student list and staff support resources in the coming months.
- A recent upgrade to the Supported Desktop software build means that the 13 Accessible PCs on campus now require to be rebuilt in order to install the upgrade. As a result some of the accessible software applications will need to be installed manually. UCreate staff are currently coordinating the rollout of this upgrade

Disability Computing Support for Staff

- Two requests for support were received in January and February, one for advice about voice activated software and another requesting a loan of ergonomic mouse and keyboard equipment to try out.
- Two requests are still ongoing from last year involving equipment loans which have been extended or where different models of mice and keyboards were tried out over a period of time to determine which were suitable. Both calls are close to resolution.

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*	n/a*	n/a*					
Illustrator CS5	32	20	n/a	177	64	31	37					
InDesign CS5	31	10	n/a	22	11	67	31					
Premiere Pro CS6	9	1	0	n/a*	n/a*	n/a*	n/a*					
Acrobat Pro 9	277	48	n/a	2918	985	2083	1606					
Datastream Advance 5	9	0	0	n/a*	n/a*	n/a*	n/a*					

* Software usage figures available this month. The Desktop team are currently investigating issues with the latest version of the usage stats recording tool.

- Software usage figures remain consistent with previous months, however both InDesign and Acrobat recorded very high usage in January. This is likely a result of groups of students using these applications to create posters in preparation for the class poster printing projects they were involved in during February.

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	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		
Apr	Plain = 145	Plain = 9		

	Glossy = 22	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		

- uCreate ML and KB again saw high poster printing usage figures for January and February. As with 2013, these figures are a result of the 2 class poster printing projects which again took place in uCreate in 2014.

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	121
Feb	100	121
Mar	100	
Apr	102	
May	106	
Jun	108	
Jul	109	

- Kaz registrations continue to grow on average at 2 new users per month. A uCreate 1st line support staff member is now responsible for registering these users via the Kaz online system.

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	9
Feb	7	14	7	5
Mar	14	5	1	
Apr	8	2	8	
May	12	4	16	
Jun	7	7	10	
Jul	7	8	6	

- Equipment loan enquiries continue to increase slightly overall, borrower information indicating that word-of-mouth is still a significant factor.
- Apart from the 14 loans transacted, there were four loan information enquiries which were responded to but not followed up by the enquirers.
- 1 request couldn't be fulfilled due to the requested item being out on loan already.
- uCreate has been given the go ahead to expand its pool of loan equipment to include some more sophisticated models of audio recorders and DSLR cameras, the latter being by far the most popular loan item. uCreate are still currently the only equipment loan service to offer DSLR cameras to staff and students across the University. These new additions will provide a wider range of equipment to cater for the requirements of beginners, enthusiasts and budding experts.

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	unavailable
Feb	370	2259	4443	unavailable
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	unavailable
Feb	327	966	1449	unavailable
Mar	324	1021	1811	
Apr	381	1080	1466	
May	510	1078	1493	
Jun	427	895	6929	
Jul	176	879	886	

- Unfortunately, since the service upgrade in January, Box of Broadcasts has been unable to provide online user statistics. This situation is expected to continue until April. Basic statistical information can be requested by contacting BoB administrators. However, despite requesting the figures on several occasions, the information has not been forthcoming.
- On a more positive note, the service upgrade has been entirely successful and offers a far wider range of radio and TV channels to select and record from. The archive

has expanded and now includes all BBC output since 2007. Other enhancements include searchable transcripts, foreign language channels and one-click Harvard Standard video citation.

- A demonstration and practical session of the upgraded BoB service was held at KB. Only two IS colleagues attended the session but a further session at ECA has been mooted and more can be held on demand.

uCreate: other

- In January a wishlist of software/hardware items was presented to the Director of USD, who has since approved all items on the list. These are now being purchased, with the target of a Summer 2014 rollout.
- A report reviewing the uCreate KB service since its move to the KB Study Centre is being written and it is planned to disseminate this to Help Services Managers by the end of February.
- In February, uCreate supported 2 class poster printing projects from Chemistry (22 students) and Geography (47 students).
- An alternative study spaces map to be displayed in the Main Library concourse will be created in time for the exam study period.

Helpdesk services: sites specific

Main Library

- Main Library Helpdesk staff have been actively involved in a wide range of service initiatives reported on elsewhere in this report, for example self-request service and Command Centre.

ECA Library

- The Academic Support Librarian set up a New Books table next to the current journals area which is already proving very popular with users.
- The reclassification of the library's pamphlet collection has started, with Helpdesk staff assisting with weeding duplicate titles and re-labelling and refiling the pamphlets.
- A collection of 500 small artists books and cards by the late prominent Scottish artist Ian Hamilton Finlay, purchased last summer, have now been catalogued and received on site. Helpdesk staff are working on labelling and filing these items in archival quality sleeves in our Artists Book collection.
- A colourful display promoting ECA Library's collection of Japanese anime DVDs to tie in with a special film screening at the Filmhouse cinema has attracted a lot of interest from students.

Law & Europa Library

- The Law & Europa Library has once again been nominated for the EUSA Teaching Awards in the Supporting Student's Learning category.
- A Law Collections Group meeting was held in January.
- Senior staff from L&C and Helpdesk visited the Library Annexe to assess the EDC collection there.
- Work continues on the various projects relating to the book and journal collections.

Moray House Library

- The fire alarm system for Dalhousie Land (location of Moray House Library) is being rewired, the work scheduled to take between 17 February and 7 March. This creates a certain amount of disruption but is essential and any disruption is being minimised.
- Improvements to the security system, involving controlled access to the library by proximity 'swipe' by cards, has been agreed with the IS Facilities Manager, who now has full details and is arranging the work to be carried out after the fire alarm rewiring takes place.

Medical/VetMed Libraries: RIL:

- Work continued on the opening hours web pages for the start of Semester 2.
- The roof at the library leaked on the weekend of 15/16 January. The Academic Support Librarian was called in by security and made sure that the books were moved safely away from the area, putting sheeting over other areas that could be at risk. The roof has now been repaired and the ceiling made good.
- Work on the desk area at the library commencing 14 January for just over a week, the work being carried out after 6pm when the library was closed. This did cause some noise for those working in the computer lab on the first floor.

Western General Hospital:

- Work on weeding the book collection continues, with around 2 metres of books withdrawn in January and February.
- De-duplication of journal stock with the Annexe continues. During January and February this has created a further 11 metres of shelf space.
- Although the team hope to create more space by the end of this project, they have moved around books and journals in the interim, to free 12 bays of shelving which will be removed as soon as possible to create study space.
- A stock check of catalogued items in the AudioVisual room has been completed, and non-catalogued stock listed, with a view to weeding this collection and any redundant equipment.
- A meeting of Helpdesk web editors organised by the Site and Services Supervisor took place on 25 February.

Lady Smith of Kelvin Veterinary Library:

- Ventilation at the Helpdesk has been looked at again, as it was starting to get cold rather than the initial problem of too much heat. There are also concerns with the low humidity, which is being monitored.
- There was a high level of bone box borrowing during January, and it would be good to be able to issue bone boxes using Voyager rather than the current Excel sheet.

New College Library

- Some of the proceeds of a book sale held during the week commencing 13 January are going to help pay for a Special Collection item, a book of sermons by William McCulloch on the Cambuslang Revival.
- The Site and Services Supervisor met with IS computing colleagues to discuss developments in the school on 21 January.
- Staff prepared Special Collection items to go for conservation on 4 February.
- The Site and Services Supervisor attended meetings of the New College Library and Computing Committee, and a meeting of the organizing committee for the General Assembly of the Church of Scotland both on 12 February.

Noreen and Kenneth Murray Library.

- The Site and Services Supervisor met with representatives from the Disability Service and IS Facilities on 11 February to discuss relocating one of the Accessible Study Rooms to the ground floor.
- Journal de-duplication work is ongoing – another 863 volumes disposed of, and 399 volumes sent to the Annexe to fill their gaps
- The project to weed the UDC stock (which was duplicated in LC Murray Library collection) from the KB Library Store has been completed – 315 items withdrawn and sent to AnyBooks (i.e. a total of 16 boxes).
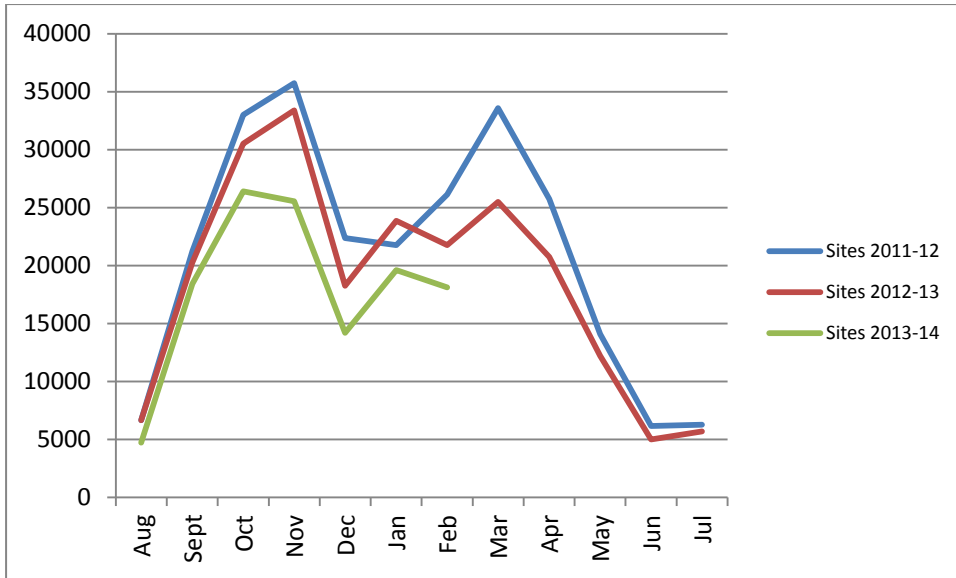
Performance Indicators

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.
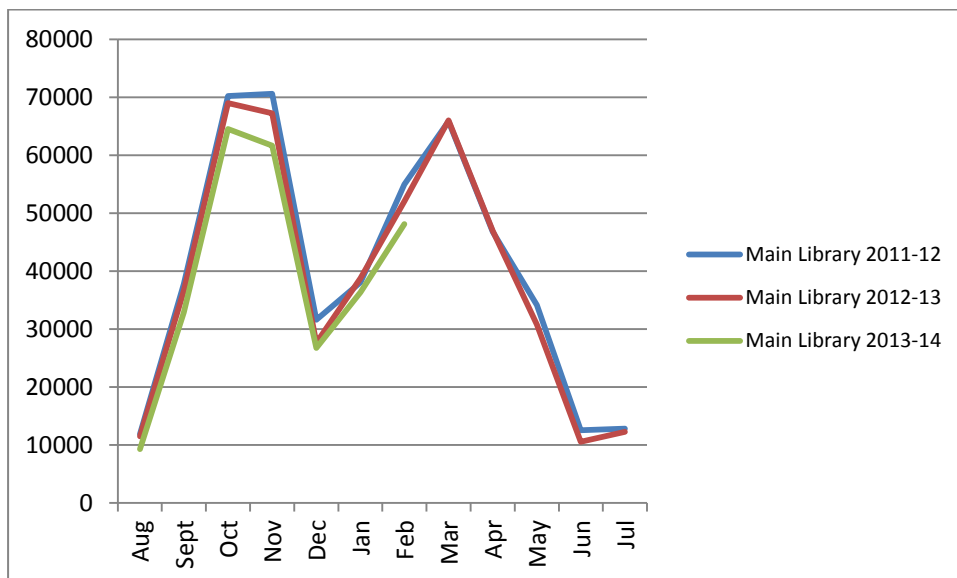
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2013-14 Session compared with the two previous Sessions is shown below.

- There is a definite pattern of decline in issues this Session, notwithstanding the adjustment to source data noted in previous reports. This is most pronounced among sites.
- 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	55947
Feb	81099	73786	66216
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	48133
Feb	69627	63721	57681
Mar	98267	91474*	
Apr	87115	81729	
May	65997	60466	
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 January and February.** USD KPI #8 for 2012-13 was for 75% of library material issued to be returned by self-service. Last Session's

KPI was **not met in January** but was **met in February.**
- The figures for self-check in relation to loans are improved in each of these months compared with last year: January's percentage self-return figures rose by 3% year on year but were not enough to reach the 75% target.
- 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.

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

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

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

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

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

- The cause of the fall in percentage of self-issues at Murray Library in January is probably due to the large number of clickers issued manually.

Unidesk Library Helpdesks operator group: standard calls

- In January Library Helpdesks had 518 logged incidents either owned or passed on by their operator group, with 85% of these (440) being resolved by Library Helpdesks.
- The table below shows Helpdesk performance in resolving these incidents compared with the previous three months:

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%
January	85%	440 (of 518)	5%	67%	80%	86%

- As usual, within the Library Category, Books was the most numerous sub-category (56%), with Electronic Resources (23%) and Unspecified (15%) next highest. Help &

Consultancy Services was the next most numerous Category, mainly comprising Card Services sub-category.

- 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

- The Lady Smith of Kelvin Veterinary Library started using Unidesk Quick Call on 10 December and it is still running well. We have removed one of the Quick Call categories (Laptops) as queries would fit in with either Circulation processes or computing help. Staff in the Vet library have assisted the Site and Services Supervisor in reviewing the information sheets about Quick Call, which helps with preparing the rollout to other sites. Sites adopting Quick Call on 7 April include Moray House and New College.
- This is the first Section report to carry statistical analysis of Quick Calls completed by the Vet Library in January 2014.
- There are two types of report: the first report presents the information in the standard way; the second focusing on enquiry types is the result of more detailed analysis.

Standard report

- The preponderance of MVM UGs whose calls were logged at the Helpdesk was predictable. The number represented as Unknown reflect the use of Anonymous callers within Quick Call when it has not been possible to scan a user card, or the user does not have a card or is unknown to Unidesk.
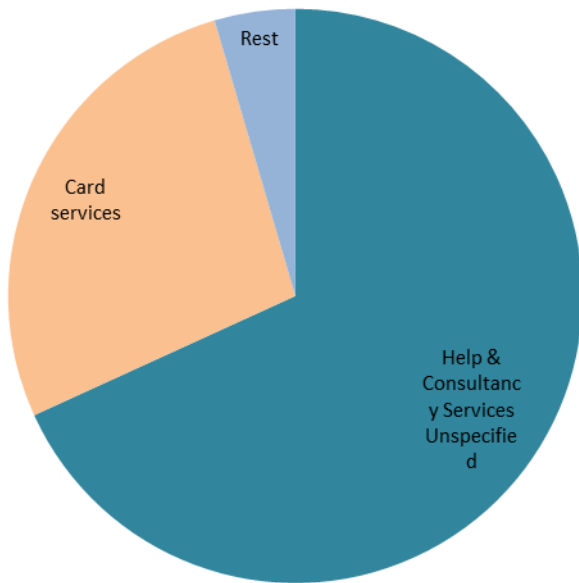
Origin by user group
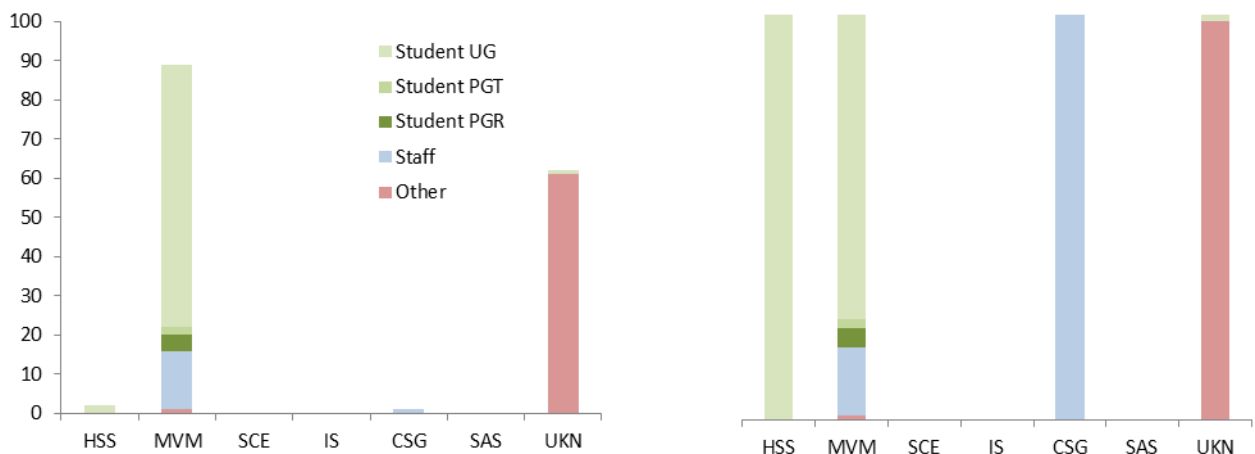
- Library is the principal Category with Books the main sub-category (80%), which is more than the percentage recorded for standard calls.
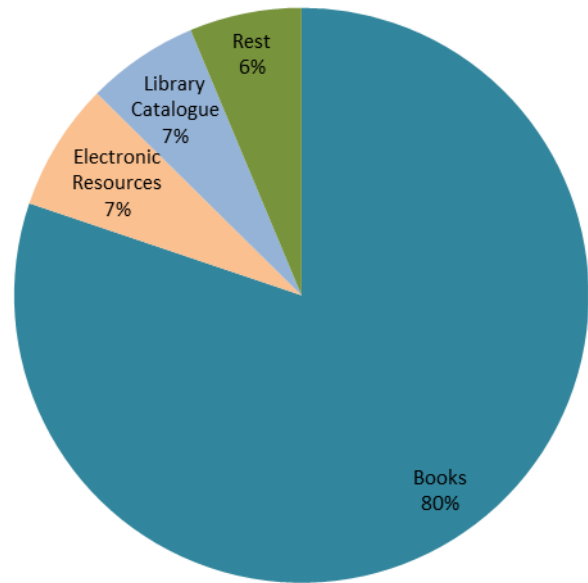
Categories by user group
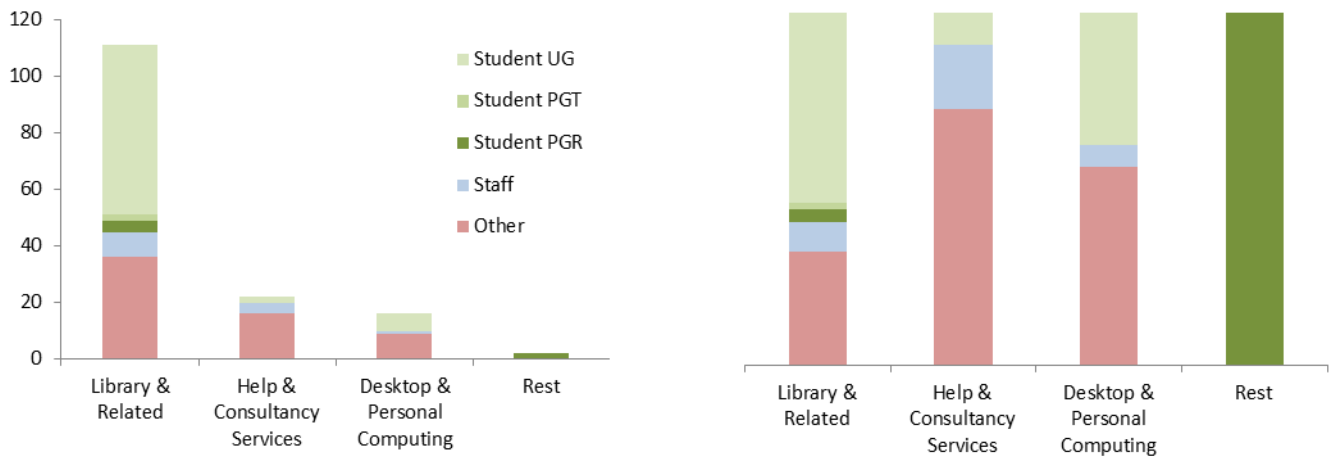
Logged incidents within the top categories by top subcategories
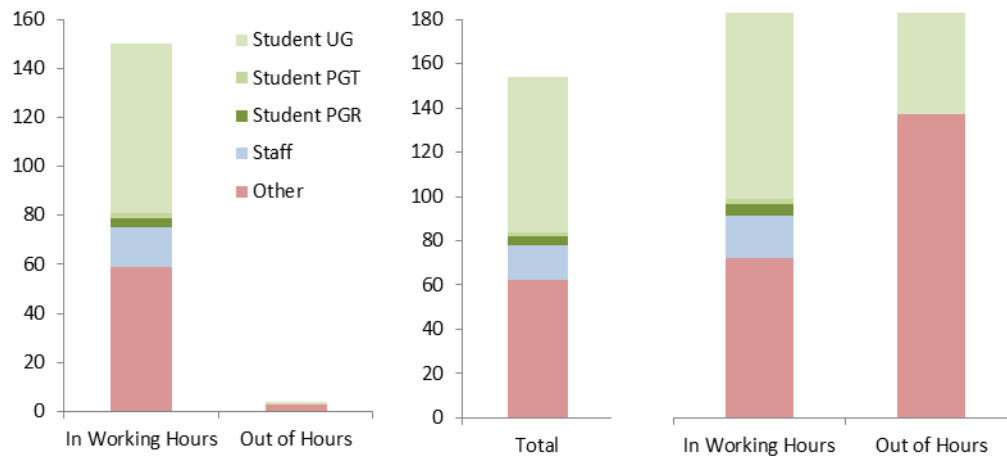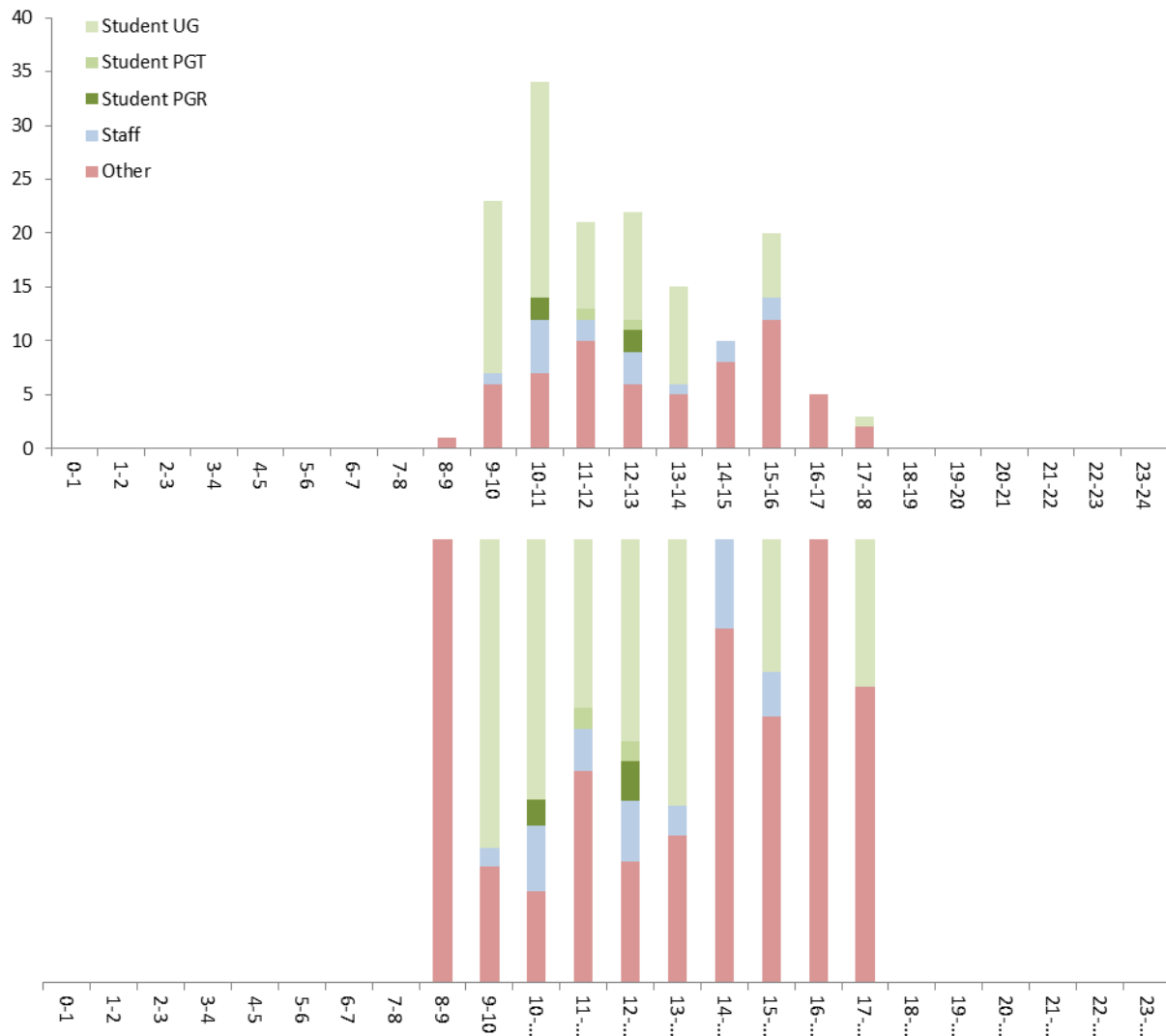
Help & Consultancy Services

Library

- A small number of Quick Calls were logged out of hours: this is because the Vet Library is open to 6pm but the definition of out of hours is to 5pm.

## Out of hours logged incidents by user

Logged incidents by Hour of Day by user


Detailed report of enquiry types

- One of the strengths of Quick Call is that Help Services is able to record calls received face to face through use of bespoke standard solutions to represent types of enquiry under the Unidesk Category/sub-category.

- Drilling deeper into the **Books** sub category and looking at the standard solutions – see figure 1 - we find that 31% of calls in January were store requests and 21% were manual issue/returns. Library staff explained that bone boxes are requested from store and are then issued on an excel spreadsheet, which probably accounts for the majority of these transactions.
- A further 26% of calls related to circulation policies and processes, an even split of 13% for each, but the standard solutions do not give any more detail as to the nature of these enquiries.
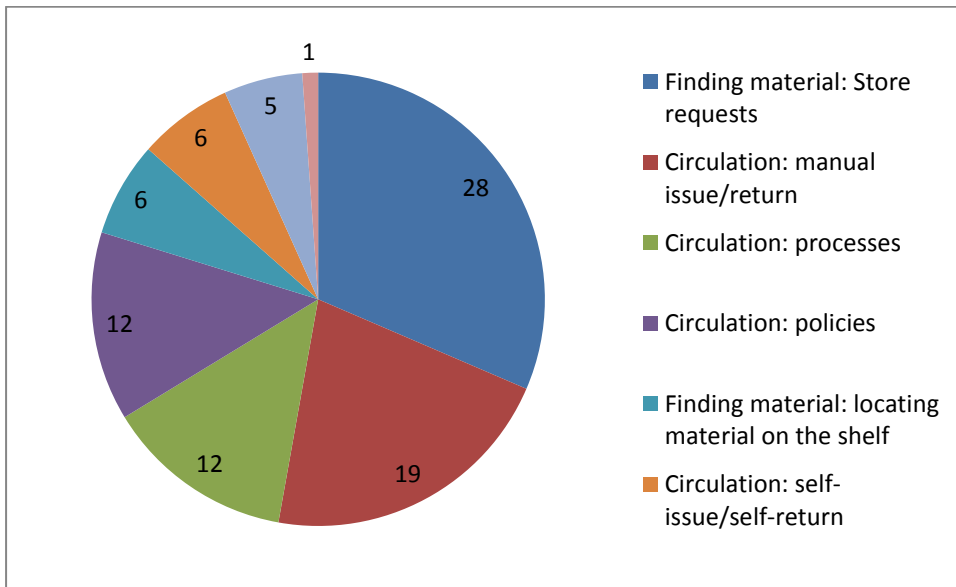
- Figure 1 Quick calls by standard solution

- The graph below shows a spike in calls on 23/24 January. The underlying data for these days again shows an increased number of store requests and manual issues/returns, which leads to the supposition that bone boxes were in demand on those days.
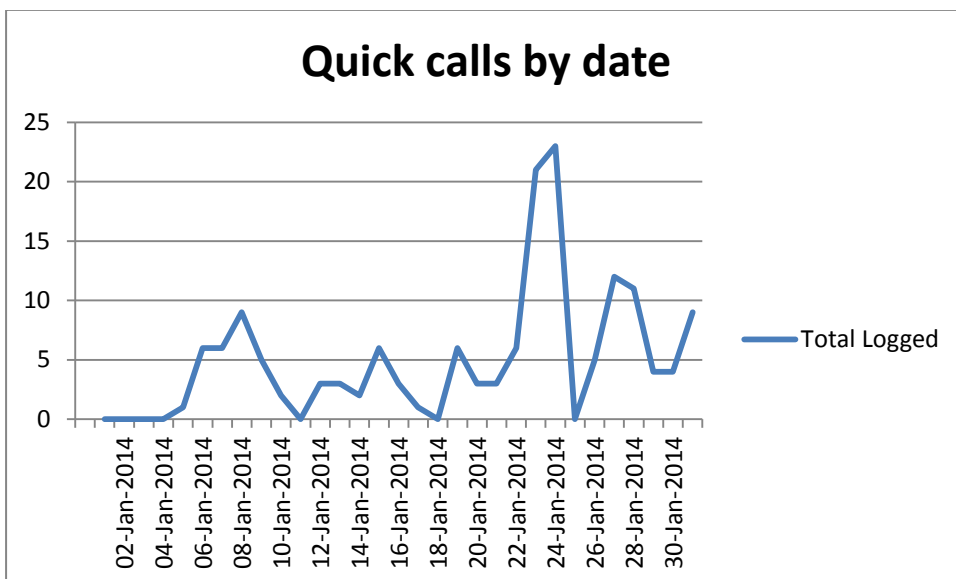
- Figure 2 Quick calls by date

- In the other categories, more than half of the calls logged under **Help & Consultancy Services** were directional while one was a request for Librarian help.

In the **Card Services** sub category 4 calls were for replacement cards, with the remaining 2 concerning cashless catering. More than a third of **Desktop and Personal Computing** calls related to printing, with a quarter each for scanning and photocopying, and 2 calls relating to print credit. All of the **Computing Infrastructure** calls were password related and both **Comms & Collaboration** calls referred to pin enquiries.

SCONUL enquiry count

- The annual enquiry count required by SCONUL took place in all Helpdesks in the third week of January, ie between 20 and 26 January 2014 inclusive.
- The week beginning 20 January was Week 2 of Semester 2, and Sites, excluding the Scottish Studies Library, recorded 1689 face to face enquiries. This compares with 3052 enquiries recorded in Week 2 of Semester 1. This would indicate that nearly twice as many users required face to face assistance at the start of their studies than at a comparable stage later in the year.
- The volume of Main Library enquiries counted is roughly 75% of the number recorded in Week 1 of Semester 1 (4110).
- One in 5 enquiries recorded at Sites was classified as IT related.

Site Location	Info related	Procedural Directional	IT related	Other UofE	Total
Main Library	880	1279	598	313	3070
Law Europa	136	153	62	28	379
Moray House	109	74	51	15	249
ECA	86	74	56	27	243
New College	32	74	17	7	130
NKML	114	184	95	32	425
WGH	16	23	8	0	47
RIL	19	76	26	31	152
Vet	18	26	19	1	64
Totals	530	684	334	141	1689

Barry Croucher 4 March 2014