

Help Services

Service Report for 5th March to 5th May 2014

Exceptional Service Activities

Opening hours

Unavoidable interruptions to opening hours

- Scottish Studies Library closed from 7 to 11 April as a result of a decision by the School to close 27-29 George Square, with access restricted to key holders. The Library reopened on 14 April.
- An evacuation of the Main Library on 17 April caused a brief interruption to service.

Main Library usage in the revision/exam period

- The Main Library has been even busier during the revision and exam period this year than in 2013.
- Theoretically there are 2200 study spaces available, but when there are over 1800 users in the building it feels full and over 1900 capacity has effectively been reached. This level has been reached consistently in the period immediately leading up to the start of exams on 28 April, and on 28 and 29 April the library was full by 10am. By contrast, for the same period in 2013 the figure of 1800 was reached on one morning and three afternoons and 1900 was not reached over the equivalent period.
- The first week of May is expected to be almost as busy.

Student Helpers and promotion of central area study space

- A team of Student Helpers has been 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.
- A map displaying additional study spaces in the central area is positioned in the ML foyer and Student Helpers are either roving the ML building to determine availability in the ML and then advising students appropriately, or by being positioned at the map, indicating where they might find other suitable study spaces in the central area if the ML building is full. (See *uCreate: other* for more about the maps.)
- The Student Helpers are being pro-active as we had wanted them to be and this may reflect on the valuable induction they received prior to taking up their duties. They have been aided by using the iPad to view the excellent interactive map indicating locations of these other study spaces and have also had some use with the walkie-talkies.
- There has been a considerable effort and time in securing the additional spaces outwith the ML, in producing (and revising) the map and the interactive version and in the deployment of these Student Helpers to carry out their duties effectively.
- Occasional spot checks have shown that there has been some limited use of the additional spaces, however it will be difficult to assess their actual usage without regular monitoring.
- Other libraries are also very busy: for example the Law Library has seen high occupancy levels, nearing full capacity with 212 users on Saturday 25 April; there are a lot of students arriving from elsewhere, in addition to the Law students.

Restricted access for Reference users

- Since 14 April, Reference users (not Alumni) have been prevented from accessing the Main Library before 5.30pm, other than by exception, in order to give priority to University members (students).

Reserving spaces

- The practice by which students 'reserve' study spaces by leaving belongings when absent has been a continual issue through the year and has again been evident during the revision/exam period.
- It is intended to engage EUSA more directly in seeking a solution to this type of student behaviour in 2014/15, although it is a very difficult behaviour to change as other University libraries also find.

Visits

- Help Services facilitated or participated in visits from the following institutes and institutions:
 - Royal Dutch Association of Information Professionals, 24 March, visit to Main Library
 - Royal Dutch Association of Information Professionals, 24 March, visit to ECA Library for a tour and a presentation on our Artists Books.
 - Royal Dutch Association of Information Professionals, 26 March, visit to Noreen and Kenneth Murray Library (Murray Library).
 - Imperial College London, 8 April, visit to Main Library.
 - Manchester University, 10 April, visit to Main Library.

Book Aid International

- As reported in the previous Section report, 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.
- Book Aid International (www.bookaid.org) has issued the following message of thanks to all who helped with the collection of fines on 27 February:
 - "Message for library staff and student volunteers:
 - I want to thank you all personally for all your efforts over the fines donation day which you held in aid of Book Aid International last month.
 - The amount you raised – a fantastic £1042.82 – is a wonderful boost to our fundraising efforts. That money – and everything else that was raised for Book Aid International around World Book Day – will soon be translated into books and library services for people who currently have little access to either. And books really do change people's lives in the communities where we work; so your hard work and the generosity of all your fine-payers will make a real and lasting difference to many people.
 - Alice König, Community Ambassador, Book Aid International."

Laptop Loans

This academic year to date has seen a modest rise in use of the Laptop Loans service, up on the same period last year by 200 issues, and reaching a further 52 individual students.

- With over 60 machines to look after, this is quite a staff-intensive service for the Helpdesks, but the service continues to be well appreciated by those whose laptops/computers fail to perform at crucial moments.
- Attention will focus over the coming year on replacement devices as a large part of the fleet is due for renewal.

Card Services

- All card replacement desks have now been upgraded to Windows 7 64 bit. This means that they are now in line with the University's supported desktop.
- A new SLA signed with EMOS came into effect on 1 April, and 2 printers have already been sent to them for repair under this agreement.
- KENNEDY server is at end of life. A new file space has been setup in the SG data store to store the card system photos and settings and testing is ongoing. A new supplier has been chosen to supply the University cards and the first order for 10,000 cards has been placed.
- A meeting regarding use of Adam House September 2014 for card distribution has taken place and we are going to follow the same model as last year: this venue is not available for 2015 and another venue must be identified in good time.
- The online submission of photos for all students will not be in place for the 2014/15 intake of September students but should be in place in October 2014 for the winter intake of students. We will continue to offer the service to ODL students as per current processes.
- Card Services hosted a visit from their opposite number in Széchenyi Istvan University which is in Győr, Hungary. She looks after the card systems and production for the University (3,000 students). They have recently changed their system and she wanted to see our processes and procedures around card production for routine card processes and our main production\distribution at the start of session. She was very impressed with our systems and was actually quite envious of the resources that we had available to us. She was given a demonstration of Unidesk to show how we deal with customer enquiries, and was then shown how we deal with enquiries at the Helpdesks and also our replacement card processes. We finished the day with a tour of the Library which she was again impressed by. Her daughter was with her as she is a current First year student at Edinburgh and she was singing the praises of the Library facilities as well.

Unidesk Quick Call

- On 24 March ECA became the second Helpdesk to use Quick Call. Two weeks later (7 April) the use of Quick Call was extended to: New College, Moray House, Scottish Studies, Royal Infirmary, Western General Hospital, and the Main Library HUB.
- The MVM Site and Services Supervisor played a significant part in preparations for this phase of the rollout. She completed setting up standard solutions and documentation, visited ECA, New College, Moray House and Scottish Studies libraries prior to the rollout of the system.
- A member of staff from the Vet Library provided support at ECA for the first morning of UniDesk Quick Call.

- Generally the teams have found it straightforward to use, although the first few weeks after the launch were fairly quiet due to the Spring vacation. See the statistical reporting under **Performance Indicators**.
- Vet staff send very useful regular reports on Quick Call performance to Applications Service Management and Barry Croucher, and other sites have sent feedback.
- Speed of performance of the software is giving some cause for concern, and this has been relayed to Applications Service Management.

Voyager performance

- A performance issue with Voyager resulting in bibliographic data not showing for some records in the Catalogue was corrected by means of a regeneration of indexes by Ex Libris on 24 April. There was a loss of service of about 90 minutes from 6pm. A service alert was published: Wifi for Alumni
- As stated in the previous Section report, Alumni of the University of Edinburgh are now entitled to free WiFi via Eduroam while on the University campus.
- This service was advertised to Alumni by Alumni Services in Enlightened, their e-newsletter, on 26 February: statistics to 19 March showing hits to links from Enlightened demonstrate that this topic was the second most popular with 545 hits.

Section services

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, albeit there was very little growth in transactions in April.
- There was disruption to service on 9 April during work on the core database patching, as the direct link on the MyEd landing page to Online Print Credit (OPC) was incorrectly set up. Helpline were alerted and issued a Twitter message directing users to the correct link.
- There was a service outage on 24 April from 17:00 due to the delayed routine core database patching.
- These events would have depressed OPC transactions and income in April.
- Another option for the enhancement of the current process is to move the "WPM Callback Service" to its own instance providing a single point of response for all IS Applications using the WPM card payment gateway service. As long as the callback service is sitting inside the Finance Instance then it is subject to the "load" of other processes that are taking place in that instance (assuming that is the reason for failed transaction updates). This change is planned for week commencing 5 May.
- The Twitter feed allowing brief messages to be posted to OPC users within the channel is available again.

Disability Computing Support (DCS) for Students

- Student Administration (formerly Academic Registry) and Student Disability Service have devised a timetable for organising exams for disabled students: DCS is to put forward amendments which will achieve the objectives of our proposed exam support Service Level Definition.
- DCS will be supporting 13 students and a total of 39 exams from 28 April to 21 May. This is considerably higher than previous April/May diets – we supported 8

students/24 exams in 2013, 7 students/20 exams in 2012, and 6 students/21 exams in 2011.

- Exam support will be provided by DCS and IS Helpline staff (6 staff in total).
- TextHelp Read & Write Gold continues to be the most popular IT adjustment supported during exams, with it being the main adjustment in 27 of this year's 39 exams.
- A pilot of Audio Notetaker software is taking place. Amongst its accessibility features, is the ability for users to create notes through a microphone, avoiding the need to type these as well as playing back text-based notes. A small number of licenses have been purchased and a license server has now been created. The software is due to be installed on the computers in the Accessible Study Rooms for testing.
- A recent upgrade to the Supported Desktop software build meant that the 13 Accessible PCs on campus required a rebuild in order to install it. Disability Computing Support for Staff
- Two requests for support were received during March and April, one for support with ergonomic mice, the other seeking advice about technology for coping with temporary hearing loss. The latter was not within Staff DCS remit or expertise to deal with, so we approached the Occupational Health unit for direction and they were able to take over the support request. The enquirer followed up with us and provided useful technology information which can be presented to anyone else who may contact us with a similar support request. This information will be added to the Staff DCS wiki.
- The mouse support request is ongoing as it involves an equipment loan.

uCreate: software usage

Table 6: 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 14 th)			
Illustrator CS5	32	20	n/a	177	64	31	37	100	60			
InDesign CS5	31	10	n/a	22	11	67	31	77	91			
Premiere Pro CS6	9	1	0	n/a*	n/a*	n/a*	n/a*	10	9			
Acrobat Pro 9	277	48	n/a	2918	985	2083	1606	3499	2659			
Datastream Advance 5	9	0	0	n/a*	n/a*	n/a*	n/a*	4	3			

* Software usage figures unavailable. The Desktop team have completed an investigation and update of usage metering software and all stats are now available as of April.

uCreate: poster printing

Table 7: 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	Plain = 10	Plain = 85	Plain = 6

	Glossy = 69	Glossy = 2	Glossy = 29	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 = 0*	Plain = 24 Glossy = 12
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		

*Glossy paper plotter broke down permanently 17 March.

- For the second year in succession, the Main Library plain paper plotter recorded its highest usage figure in March. We suspect that there are at least 2 class poster printing projects taking place during this month and uCreate staff are investigating whether or not it is possible to extract this information from the printing logs. If possible, uCreate staff will then contact the relevant schools to communicate to them, the procedures for class poster printing projects.
- 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 in June/July.

uCreate: Kaz touch typing tutor

Table 8: 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	
Jun	108	
Jul	109	

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

uCreate: equipment loans

Table 9: 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	
Jun	7	7	10	
Jul	7	8	6	

- Equipment loans continue to increase slightly overall.
- There were 4 loan information enquiries which were responded to but not followed up by the enquirers.
- 2 requests could not be fulfilled due to the requested item being unavailable.
- 1 request could not be fulfilled due to the requested loan period being much longer than permitted under the loan terms and conditions.
- One DSLR is undergoing repair at the expense of a borrower, it having sustained impact damage while on loan to them.
- The uCreate loan pool was expanded in April by the addition of two high end audio recorders with accessories which will allow them to be used in a wide variety of environments and also with the video-capable DSLRs. Two new mid-range DSLRs have also been added to the pool, a Nikon D5300 and Canon 70D. The new equipment details have been added to the uCreate Loan Equipment web page and there has already been some interest in it. <http://www.ed.ac.uk/schools-departments/information-services/help-consultancy/ucreate/equipment-loan>

uCreate: Box of Broadcasts (BoB)

Table 10: 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	see below
Apr	447	2577	4838	see below
May	518	2733	4971	
Jun	547	2803	5024	
Jul	554	2853	5068	

Note: these figures represent the total number of registrations since subscription began in 2010 and not the total number of current users.

Table 11: 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	see below
Apr	381	1080	1466	see below
May	510	1078	1493	
Jun	427	895	6929	
Jul	176	879	886	

- 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.
- As before, stats have been requested directly from BoB managers and for the first time we have received some statistics covering 8 February to 10 March (first table below). Statistics for the following 30 days are forthcoming but have not been received in time for this report.

Table 12: BoB usage statistics from 8 February 2014

2014					
	New registrations	Records viewed	BBC Archive requests	Recordings	Clips created
8 Feb/ 10 Mar	163	8745	88	204	178
Apr					
May					
Jun					
Jul					

uCreate: other

- Further details and updates are being added to the uCreate KB Review document for submission by the end of May.
- An A0 poster has been created of a Central Area map which shows alternative study spaces to the Main Library during the busy exam period. There are also online versions of the map available, one static and one interactive, on the Study Spaces web page: <http://www.ed.ac.uk/is/study-space>
- uCreate staff will undertake training towards gaining Adobe ACE (Adobe Certified Expert) status to better support uCreate Adobe users and provide more expert training to users in general.

Helpdesk services: sites specific

Main Library

- Several Helpdesk staff took part in the HSS Post offer tour days on 26 March and 2 April, providing guided tours of the Main Library. There were 355 visitors on 26 March and 871 on 2 April. Helpdesk staff also produced the self-guided tour guide for those who wished to look around the library by themselves. Between 400 and 500 guides were printed for the event.
- The launch of the 2014/15 Timetable/Web Room Booking Database on 31 March did not go smoothly, causing difficulties for the Meeting and Training Suite team. This has been fed back to the team responsible for the Database and lessons have been learned for the next iteration in November.
- Desktop Services have deployed Adobe Creative Suite 6 to room 1.10 in the Suite. This software is taught by the IS Skills team.

Site Libraries

- The Head of Help Services and the Helpdesk Manager (Sites) visited all of the Site Libraries to update staff on a variety of issues

ECA Library

- As in previous years, the 2nd floor study space (approximately 40 seats) is being temporarily used as an ECA Degree Show exhibition space and closed on 25 April to allow construction of the exhibition stands to begin. It will reopen on 9 June once the exhibits have been dismantled and the furniture reinstated.

Law & Europa Library

- Law & Europa Library Staff have been recognised under the Voucher Reward Scheme for having been nominated twice for the EUSA Teaching Awards.
- A Law Collections Group meeting with was held in March.
- The Site and Services Supervisor has been participating in the Searcher Discovery Review group discussions.
- A member of staff from the German National Library in Leipzig is working at the Law & Europa Library for three weeks in April on a voluntary basis to work on the continuing EDC project. Visits have been arranged to the Annexe collection and to the NLS to look at their European holdings.
- Staff have completed a check of the Law Gen pamphlets as part of the ongoing Law Library project.

Moray House Library

- The fire alarm system for Dalhousie Land (location of Moray House Library) was rewired as planned, with minimal disruption.
- Improvements to the security system, involving controlled access to the library by proximity 'swipe' by cards, are being installed at the current time and are expected to be in operation soon.
- In conjunction with Unidesk Quick call at Moray House Library, and the planned implementation of self-returns on the self-issue machine, some modifications of the helpdesk and adjacent areas are needed. Plans have been drawn up and communicated to Section managers.

Medical/VetMed Libraries: RIL:

- The shelving that has been emptied of journals as part of the remodelling of the study space was removed in early March and new study desks received.
- The library has processed a large number of ILL requests recently – almost 735 since the start of February and 435 in April alone.
- The Senior Helpdesk Assistant attended a meeting of the Help Services Web group at the end of February, and continues to help with Polopoly support and the Unidesk rota.
- Due to a network outage at the Royal Infirmary on 26 March, the library lost briefly computer/network access and switched to manual issue for Voyager.

Western General Hospital:

- Work on de-duplicating the journal stock has slowed; the Library Annexe has higher priority work to consider. We have removed a further 11 metres of journals, but will need to wait on replies from the annexe before we can proceed further.
- Book collection weeding has continued with a further 2 metres of stock being withdrawn in March and April.
- 12 bays of shelving have been removed, allowing space for re-organisation of tables.
- A stock and equipment check of the AV room has been completed, awaiting decisions on what we shall do with this stock.
- Work on correcting some copy numbers has commenced, with a report produced by Library & University Collections.
- The furniture office provided a new coffee table and cupboard, removing some items of unwanted furniture. This improved the space in the small study room and made the library appear more spacious. A new book return box for the library has also been built.
- The Site and Services Supervisor has been participating in the Searcher Discovery Review group discussions.
- Training on the NHS Knowledge Network was delivered to a group of cancer chemotherapy nurses.

Lady Smith of Kelvin Veterinary Library:

- Library & University Collections added a bibliographic and holding record for the Veterinary bone boxes. The Vet library added the items, so that these can now be issued on Voyager.
- Monitoring of the low level of humidity in the library continues.
- The EBVC site achieved a Gold Sustainability Award for 2013-2014.

New College Library

- An exceptional amount of Special Collections work has been carried out, i.e. 380 applications from one reader.
- Special collection Material returned from Main Library exhibition.
- Duplicate Special Collection pamphlets sent to NLS and Bookseller.
- The Site and Services Supervisor has had several meetings with E&B regarding commissioning the Early Warning Leak Detection system in the Stack Rooms.

Noreen and Kenneth Murray Library

- The Site and Services Supervisor attended the second MOBUG meeting for Murray Library/KB Centre on 2 April.
- The SSS gave a tour of the Murray Library on 23 April.

- Journal deduplication work on going – another 622 volumes disposed of; and 90 volumes sent to the Annexe to fill their gaps

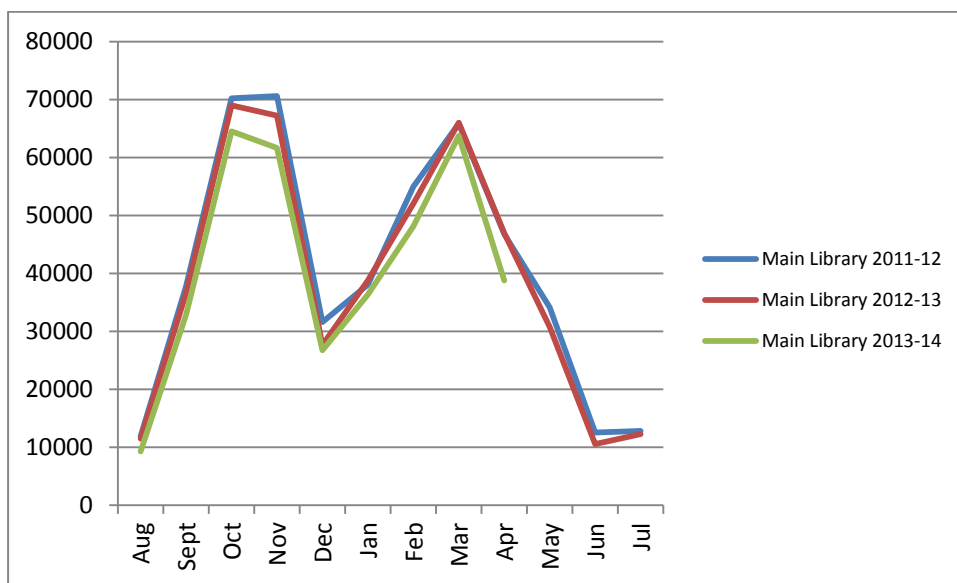
Scottish Studies Library

- The Scottish Studies Helpdesk Assistant and the Helpdesk Manager (Sites) attended an open meeting about the future of the Scottish Studies Library on 2 April.

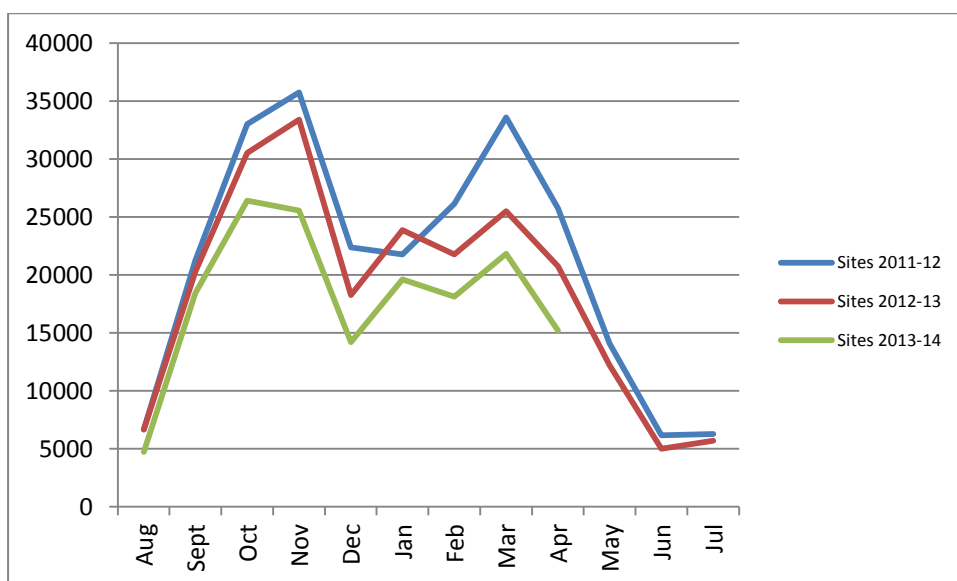
Performance Indicators

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*	85547
Apr	72522	67711	53985
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*	86317
Apr	87115	81729	67279
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 March and April**. USD KPI #8 for 2012-13 was for 75% **met in March and April**.

- The figures for self-check in relation to loans are improved in each of these

months compared with last year.

- The percentage of self-returns vis a vis all returns is 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
Mar	85547	78186	91% (86)	Y	86317	69319	80% (78)	Y

Apr	53985	48716	91% (87)	Y		67279	52038	77% (75)	Y
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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

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 83.01	40.07 28.97	48.99 47.10	63.71 63.08	77.21 75.96	68.43 83.66	56.81 73.98	3.40 4.55	67.68 70.76
Sep	88.03 88.61	80.75 52.03	90.71 88.18	72.79 73.26	93.10 90.29	83.27 90.34	72.23 78.71	15.01 21.64	82.57 82.28
Oct	94.47 93.09	80.67 59.00	91.98 91.09	88.89 87.09	88.97 89.32	84.87 88.29	76.51 61.88	37.99 30.92	88.96 86.28
Nov	94.18 93.19	83.15 61.37	92.76 89.60	87.90 91.03	94.33 93.52	87.04 89.43	79.16 79.39	26.28 26.74	89.82 87.35
Dec	92.81 91.65	78.79 50.14	90.01 68.05	88.01 88.29	94.80 88.80	84.10 88.03	75.74 77.52	23.81 19.61	87.76 82.42
Jan	92.45 90.70	86.99 59.61	91.32 73.72	69.60 76.51	89.89 90.75	85.50 89.03	70.86 76.51	25.91 22.31	86.39 82.84
Feb	95.12 92.02	84.41 65.18	92.16 90.09	87.94 88.70	92.80 91.10	84.44 90.41	81.20 70.40	25.47 24.49	90.16 86.52
Mar	95.77 93.40	87.25 62.75	92.92 89.50	85.94 87.87	88.58 91.47	85.81 90.08	81.90 70.03	30.32 32.15	91.50 87.82
Apr	94.73 92.90	84.74 59.30	89.85 91.05	91.19 91.43	90.15 92.56	86.12 89.78	84.16 73.88	19.74 16.55	90.37 88.48

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
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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 86.64	31.40 29.41	52.43 63.47	76.94 70.48	75.78 83.28	73.37 68.38
Sep	89.72 89.37	61.92 32.35	91.06 87.50	76.06 69.96	89.25 86.93	87.88 85.38
Oct	94.92 93.81	64.81 35.43	94.28 68.77	86.23 83.55	92.24 90.78	88.02 87.38
Nov	95.13 94.61	75.66 40.85	94.16 90.69	86.80 89.55	92.68 93.48	84.50 91.10
Dec	94.16 92.38	77.40 45.70	91.78 88.59	84.11 86.41	90.89 92.72	92.38 88.30
Jan	92.68 91.22	76.70 37.04	91.13 83.65	82.84 87.35	94.53 91.66	90.82 86.19
Feb	94.72 92.78	71.80 42.94	93.04 91.74	87.87 87.99	90.79 92.95	92.82 89.53
Mar	94.95 94.70	79.17 51.44	92.45 89.87	83.15 87.61	86.76 91.34	93.52 91.48
Apr	93.17 92.64	83.03 53.22	89.89 92.10	64.11 70.84	91.20 93.56	84.98 89.46

- The cause of the fall in percentage of self-returns at Murray Library in March is probably due to the large number of clickers returned manually (the clickers were manually issued in January causing a dip in self-issues).

Unidesk Library Helpdesks operator group: standard calls

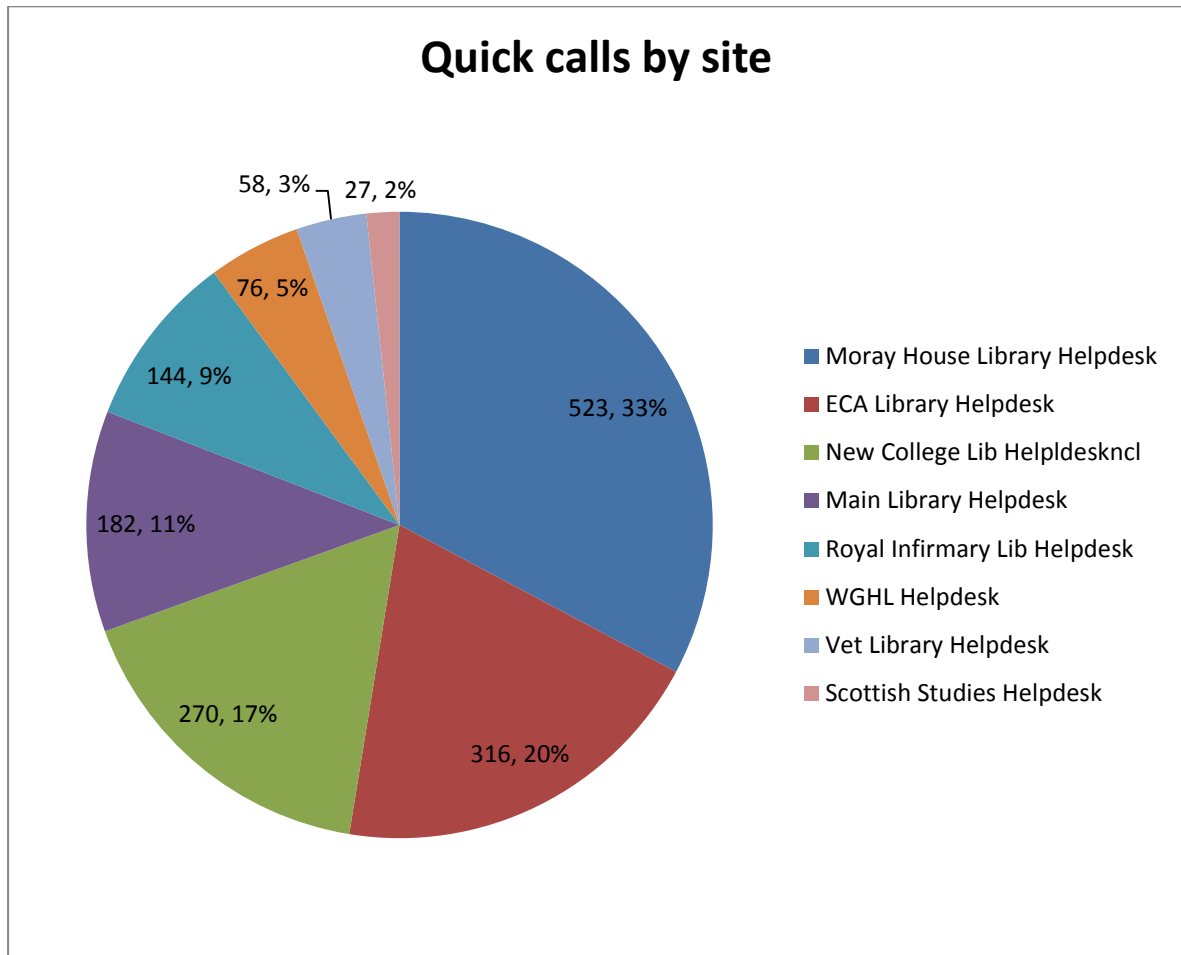
- In February Library Helpdesks had 462 logged incidents either owned or passed on by their operator group, with 82% of these (381) being resolved by Library Helpdesks. In March, Library Helpdesks had 484 logged incidents either owned or passed on by their operator group, with 75% of these (364) being resolved by Library Helpdesks.
- Completion rates were maintained while the volume of call handling has fallen.
- The table below shows Helpdesk performance in resolving these incidents in 2014:

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%

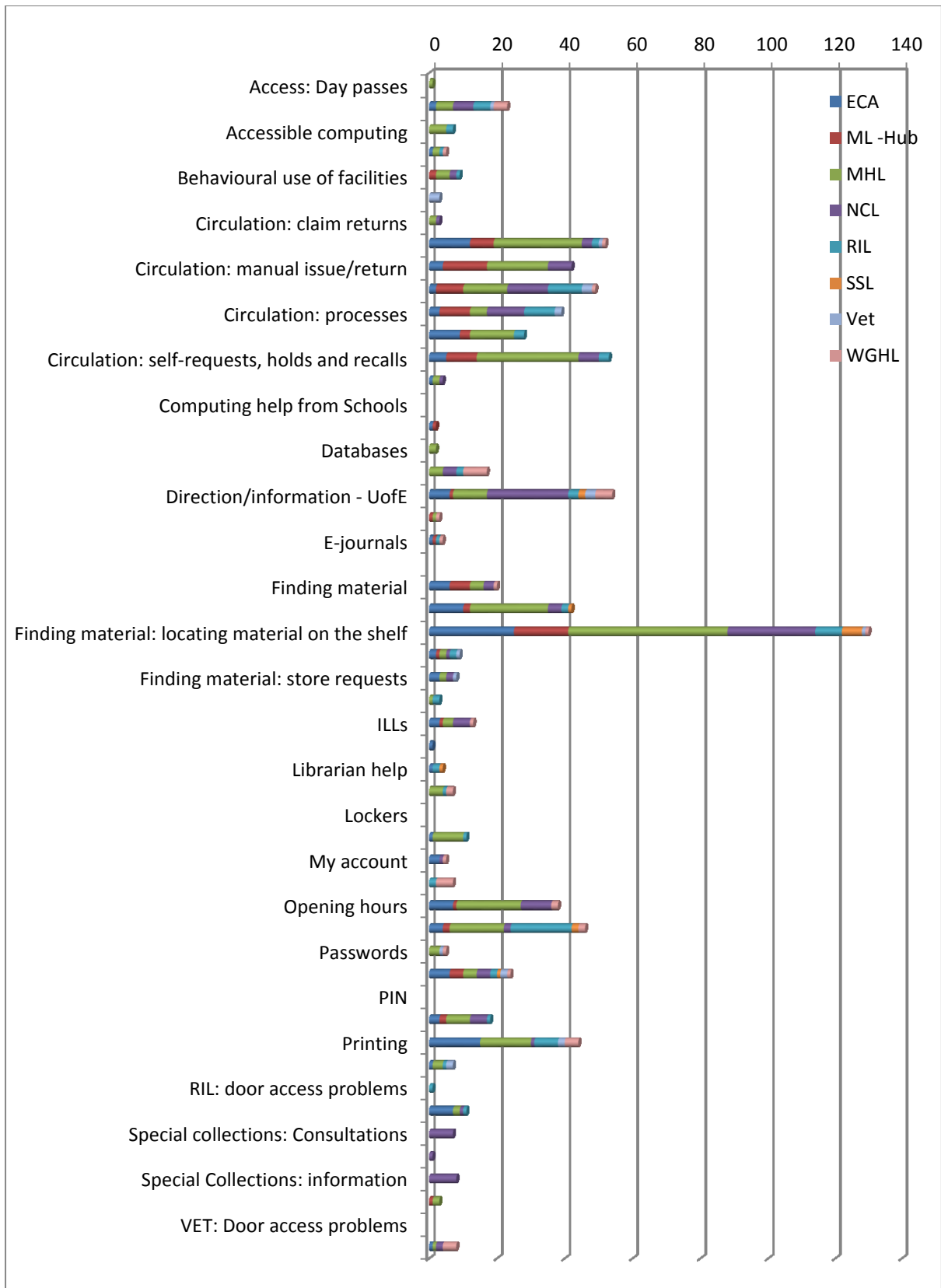
- As usual, within the Library Category, Books was the most numerous sub-category in both months (52% in February, 45% in March), with Unspecified (20% and 23%) and Electronic Resources (17% and 20%) next highest. Help & Consultancy Services was the next most numerous Category, mainly comprising Card 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->

Unidesk Library Helpdesks operator group: Quick Calls

- With eight Helpdesks now using Quick Call, data is beginning to be gathered across the Section. The chart below shows the distribution of Quick Calls, numerically and as a percentage of the total number of Quick Calls (1596), from 7 April to 25 April.



- A third of all Quick Calls were logged at Moray House.
- The pattern of distribution may change in the next period as a result of local circumstances, as School related academic cycles take effect, and as the remaining three Helpdesks use Quick Call.
- The potential value of Quick Call data is evident in the bar chart below which shows Standard Solutions by Helpdesk, by week, 7 to 18 April: Quick Call gives an insight into enquiries by type which we have not had before.
- Standard Solutions with the Finding Materials prefix are the most numerous, followed by Circulation (note that the latter are enquiries or manual issues/returns not transactions via Voyager). Other significant enquiry types are: directional, facilities, opening hours, access/membership, printing, photocopying, and print credit (note that the latter are enquiries not manual addition of credits).



Barry Croucher 2 May 2014