

Help Services

Service Report for 19th March 2013 to 14th May 2013

Exceptional Service Activities

Opening hours

Closing

- There were 4 evacuations of the Main Library since last report: Monday 18 March, Wednesday 17 April, Friday 19 April and Wednesday 9 May. All were associated with works taking place on the lower ground floor.
- Moray House Library was evacuated on Saturday 23 March due to works on the 3rd and 4th floors.
- New College Library was evacuated on Thursday 4 April due to a faulty smoke detector in the School.
- Law & Europa Library was evacuated on Saturday 16 March and Monday 15 April due to power issues: this caused the library to be closed for 3 hours and 2 and a half hours respectively.

Opening

- Main Library building commenced Sunday morning opening at 7:30am (not 9am) on 28 April in order to provide increased access for library users.

Access

- From Saturday 20 April 2013 until Sunday 19 May 2013 reference users will be given access to the Main Library after 6pm only. This also includes those with SCOUNL Reference Only cards.
- Centre for Research Collections users (CRC), Graduates of the University of Edinburgh, full SCOUNL members with borrowing rights and all other users with borrowing rights are not affected by this. (A change was made on Tuesday 23 April to remove the restriction on Alumni.)
- These access restrictions apply to the Main Library only and do not apply to our other University site libraries.
- They cover the revision and exam period are running on a trial basis and normal access arrangements will resume on Monday 20th May 2013.
- Users seeking exceptional access are invited to contact Barry Croucher stating the reasons for an exception to be made.
- The reported entry numbers of around 1600-1700 users each day, during core hours, would indicate that the restrictions have had a beneficial effect on our own student population finding enough study spaces.
- A report reviewing the pilot will be produced in the next reporting period.
- A wider review of access to the libraries is underway and is likely to include a new single visit one day Visitor Day Pass.

Complaint Handling Procedure

- The new University Complaint Handling Procedure came into force on 11 March and applies to all IS areas; the first quarterly report is due 31 May.

- Complaints handled as Frontline Resolution have been recorded: to date they number 10 relating to the Main Library.

Library laptops as fixed resources

- The number of laptops repurposed from being loan laptops to being at fixed locations in the Main Library has increased with an additional 3 being provided on the 2nd Floor to supplement the 6 on 3rd Floor. Users with a University log-in can use these and they operate as per the lab machines. These laptops are proving to be a very well used resource.

Section services

Card Services

- Card Services closed the card replacement Helpdesk at Registry in Old College from Wednesday 24 April. The equipment has been relocated to the Royal Infirmary Library and from Friday 3 May a card replacement service now operates to serve the Little France campus.

Online Print Credit

- The usage data shows that the number of transactions and values of OPC credited in March and April are very similar to those for October and November, reflecting the hand-in periods in Semester 1 and 2.
 - The planned Corporate Database Outage on Tuesday 19 March required downtime for OPC. There were interruptions to service on Monday 25 March and Tuesday 2 April caused by global outages of the WorldPay service. Twitter was used to display an alert to users of the channel and subsequently to advise of normal service being resumed.
 - A significant improvement to the service was effected on Tuesday 23 April. A fix devised by Apps Production Management and the ITI Web Integration Team was applied such that the currency symbol was corrected from Å to £, greatly improving the look and feel of the channel.

SelectPrint

- A number of service improvements have been made by the SelectPrint team and implemented with the help of Help Services:
 - Mid-March: Paper substitution rolled out to all ML printers to reduce number of jobs showing as "Missing Resources". Appears to have had a positive effect with roving staff seeing fewer Missing Resources.
 - Mid-March: Held jobs being deleted after 5 mins. to stop them from blocking print queues. Appears to have had a positive effect with roving staff seeing fewer blocked print queues.
 - April: New firmware loaded on all colour printers in the HUB, which is intended to solve issues with cards not scanning. We have been monitoring the situation with card scanning for 1 week at the end of April to try and illustrate the extent of the problem. If an improvement seems visible in the machines with the new firmware, then this firmware will be rolled out to all the colour machines.

- The possibility of having all the printers reboot overnight is being investigated, as this may also improve the card scanning issues.

Section IS web pages

- The IS study space web page has been recreated and was published on Thursday 2 May, see <http://www.ed.ac.uk/is/study-space> Study space has been added to the A-Z list of IS services.
- Updating of the printing/copying and scanning web pages continues.
- Staff have received Polopoly training.

Disability Computing Support for Students

- An undergraduate ECA student was given a training session in Adobe graphics products and was also given the opportunity to attend the two available Photoshop courses, normally only open to post-grads and staff, but would be of great benefit in this case.
- One exam on 26th March was supported to accommodate an Education student who will be on placement during the normal exam diet in April/May.
- Support for students being examined is now underway with help from Helpline staff. ZoomText Magnifier/Reader 10 has now been installed on the Accessible PCs in the Main Library, Hugh Robson Building and KB and will shortly be installed on the remaining Accessible PCs at Law, ECA and Divinity. The software allows users to enlarge items on the screen and reads back documents, web pages and email.

Disability Computing Support for Staff

- Two requests for Staff DCS were received
 - Voice recognition software: Despite several attempts to speak to or meet the enquirer, no arrangements were made or specific support provided. The incident has been closed on the assumption that no further action is required.
 - Dyslexia support software: The enquirer requested information about several recommended applications for Dyslexia support, including TextHelp Read&Write Gold. Informed that Read&Write Gold is available to all as a download from the Apps Store.
- The Staff Disability Computing Support Service has been officially launched with a dedicated web page explaining how the service may provide support. In addition to IT adjustments advice, the service offers loans of supportive technology, such as ergonomic mice and keyboards, to allow staff members to try out equipment before committing to a purchase.

uCreate: software usage

Number of uses

Application	Mar 2012	Mar 2013	Apr 2012	Apr 2013
Photoshop CS5	628	469	621	645
Illustrator CS5	20	58	28	125
InDesign CS5	92	60	167	35
Premiere Pro CS6	23	52	12	3

Acrobat Pro 9	698	538	499	466
Datastream Advance 5	10	12	1	7

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
Mar	Plain = 216 Glossy = not in service	Plain = 21 Glossy = 16
Apr	Plain = 145 Glossy = 22	Plain = 9 Glossy = 11

uCreate: Kaz touch typing tutor

Number of registered users

Month	2012 / 2013
Aug	n/a
Sep	92
Oct	98
Nov	98
Dec	98
Jan	99
Feb	100
Mar	100
Apr	102

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	1
Apr	8	2	8
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	4680
Apr	447	2577	4838
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	1811
Apr	381	1080	1466
May	510	1078	
Jun	427	895	
Jul	176	879	

uCreate: other

- Repairs were carried out to one of the uCreate ML plotters and the large format scanner. Both are now working again.
- uCreate staff are now responsible for the purchasing of Help Services capital bids equipment. All approved Help Services capital bid items have now been purchased.

Helpdesk services: sites specific

Main Library

- Student Helpers: have once again been employed to assist students in finding study spaces in the lead up to and during the exam periods. They were employed to work during week of Monday 25 March to Sunday 31 March inclusive, then from Saturday 20 April to Sunday 5 May inclusive. Two students were employed each day from 10am – 4pm. It is very difficult to determine what 'real' affect this service has given to our student population on this occasion. It was reported that by 10am, when the student helpers came on duty, the building was already busy and students were already at their desk and needing no help to find a study space. In fact, they were not busy at all in this respect and it was reflected upon that perhaps the restricted access had a bearing on this. However, they did make reports to the Helpdesk staff about computers being out of order and requiring attention. Changing the times of service to cover 8am to 2pm would be advantageous in future.
- Meeting Suite Changes:
 - With the opening of lower ground floor, at the beginning of April, the temporary staff room has now been re-located to that floor. This means that the break-out room for the training courses in the meeting suite has been re-instated to room 1:05.
 - Room 1:14 will become an office for the Meeting Suite Reception team. It is intended that by the end of May the Supervisor and the Helpdesk Support team will co-ordinate their work from 1:14. The Meeting Suite Reception will no longer exist and will be de-constructed at a suitable date.
 - It was agreed that the Meeting Suite would no longer be used as an exam study area. As it coincided with the opening of the extended study area on the 4th floor it compensated for available space.

ECA Library

- Collections work in preparation for the reclassification project commencing in June has been the recent focus of activity, including:
 - Weeding approximately 130 large format books from our former "Oversize" stock in a de-duplication exercise (approximately 9% of the total Oversize stock). This will help with shelf space in our new Folio section.
 - Cataloguers from L&C have so far reclassified approximately 400 of our remaining Oversize stock to Library of Congress Folio items; these have been relabelled by ECA Helpdesk staff and temporarily shelved in our on-site store until their new location in the LC sequence becomes available in June / July. A once-a-day fetch service is offered to users for this stock (weekdays only).
 - During March and April the ECA team carried out repairs to approximately 900 books to ensure they are in good condition prior to being relabelled and relocated.

Law & Europa Library

- The Law & Europa library has been exceptionally busy in the run up to this year's exams and has been nearly full to capacity on most days.
- The Law Store project work is nearing completion, with the location changes for stock now reflecting the correct location of items. There were also items that had not been catalogued, for example the collection of Louisiana Reports that are an important research tool for historical law, which have now been added to the catalogue.
- There are stock review projects underway; the EDC pamphlet collection is being subdivided into more meaningful subject headings, whilst the older Law Gen

pamphlets are being assessed. This involves a lot of research on various websites such as the United Nations to check online availability.

- Reclassification of the older Law Gen stock continues with items that have recent circulation being catalogued on return to the Library.
- There has been considerable disruption due to the refurbishment of the toilets on the 3rd floor of the Law School, leaving the students without adequate facilities close by. The library has helped by making staff toilets available. Further problems have been caused from flooding to staff offices which will now have to be refurbished due to the damage caused.

Medical/VetMed Libraries

General:

- Ariel, used for processing Inter Library Loan requests, has been removed allowing the last few computers to be upgraded to Windows 5. We are still having some issues with scanning that will hopefully be resolved with the introduction of Adobe Acrobat Pro.

RIL:

- RIL now operates as a card replacement helpdesk.
- A member of Helpdesk staff assisted in updating the opening hours web pages for sites.
- A member of Helpdesk staff has assisted in processing books, selected by the Academic Support Librarian, for both medical libraries.

Western General Hospital:

- Continuing with book withdrawals: 20 boxes of books were collected for Anybook.biz and a further 16 boxes packed.
- Book moves were completed.
- Estates & Buildings have visited in connection with roof replacement. This will involve the replacement of the entire flat roof to the block accommodating the Library. E&B have advised on a likely completion before the end of July 2013 which will deliver this permanent solution to the leaks affecting the Library.

Lady Smith of Kelvin Veterinary Library:

- The Senior Helpdesk Assistant has continued assisting L&C with ordering medical textbooks.
- A stock check has been made of equine books.
- Edinburgh Library and Information Services Agency visited the Library.
- A workspace was provided for the day for a member of L&C staff during the move to Main Library Lower Ground Floor.
- The Vet school provided a Light Box to assist students with tracing anatomical diagrams
- The Student Experience Officer for the Vet School provided a box of Exam Stress packs for students to pick up in the library

Moray House Library

- Push to publicise High School Yards as extra exam study space, specifically for Moray House and Law Library users, after these Libraries close.

- Applications Division colleagues have moved into floors 3 and 4 of Dalhousie Land, on 15 April. South back door has been card access enabled for their out of hours access. Because of this, the central rear door alarm is now insecure. E&B are aware and planning resolution.
- Re-barcoding has been taking place on pre-merger Moray House books, in order to facilitate the scanning position for the new V series self-issue machines. This has required barcodes to be placed at the foot of the page instead of the top. Since February, c5000 barcodes have been replaced. All staff have been working at this, and some available extra hours were also used.
- Work on the various special collections is ongoing.
- The problem of MFPs not charging for copying affected one machine at Moray House Library. This has now been resolved.

New College Library

- L&C staff from Acquisitions visited NCL.
- An Early Flood detection system was not installed over the Easter vacation as planned as insufficient funding had been allowed. Additional funding now being sought.
- Filming took place from 18th March -22nd March of some Special Collection material for "Early English Books"
- Notable visitors: Moderator of the General Assembly of Scotland. 2 alumni (visit arranged through consultancy).
- The Site and Services Supervisor attended New College Library and Computing Committee.
- Additional Special Collections work was carried out.

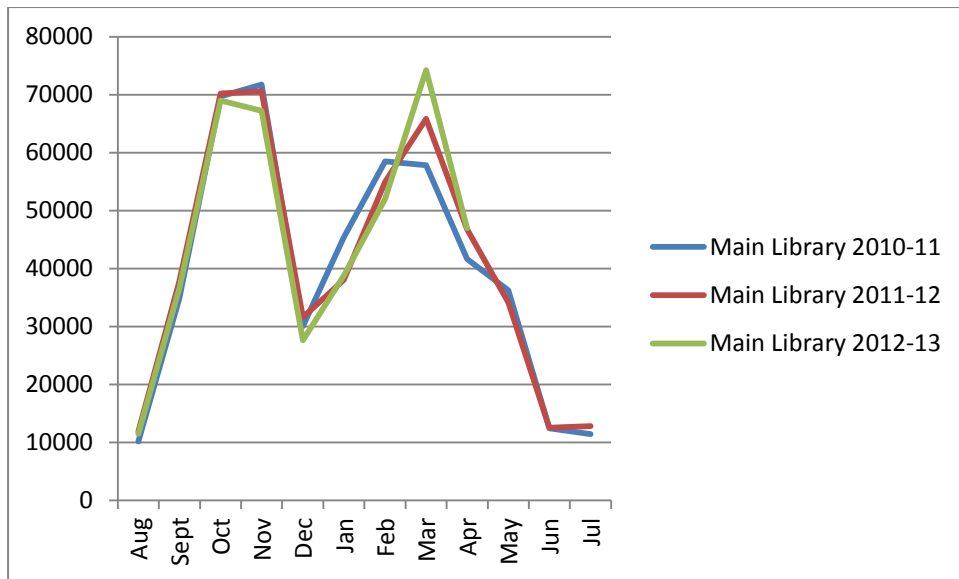
Noreen and Kenneth Murray Library

- Started weeding project in Murray Library – 404 items deleted from catalogue, boxed up and collected by AnyBooks.
- Completed measuring space in KB Store for open journal titles, allowing for 5 years expansion (carried forward from last report as it was omitted).
- Another 28 items weeded from stock.
- 148 in house book repairs carried out.
- Over Spring vacation 80% of LC books were tidied/checked.
- One MFP activated to allow scanning due to demand from users.
- The team continues to support uCreate, including assistance with students' poster printing.
- A meeting, attended by senior Helpdesk and E&B staff was held on 29 April to discuss building issues.
- A meeting, attended by senior staff from Helpdesk, L&C and Facilities, was held to discuss Murray Library Reception Desk issues on 2 May.

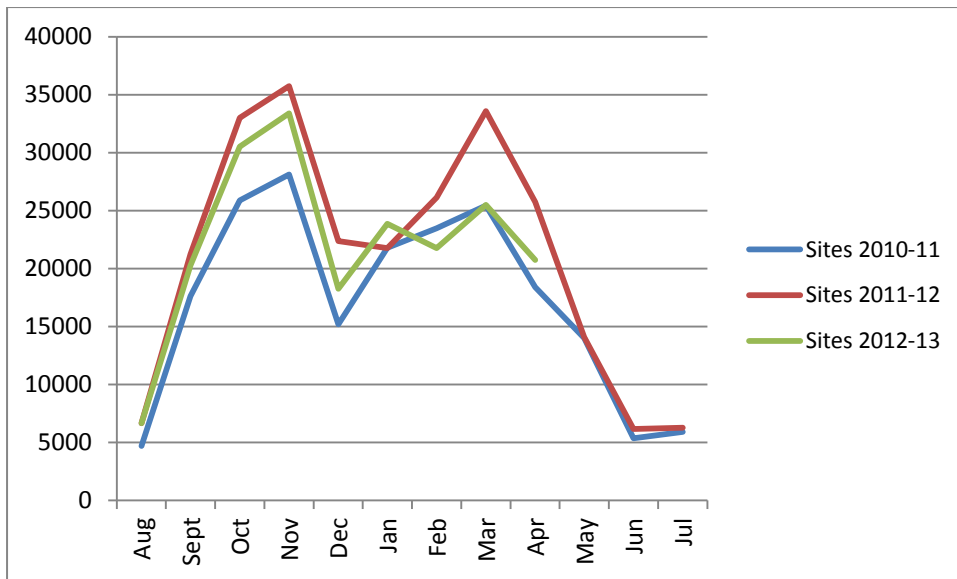
Performance Indicators

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. Note the significant increase in March 2013 compared with previous years, whereas April 2013 is almost exactly the same as in 2012.



- **Cautionary note:** The March figures for the Main Library must be regarded with great caution because the increase in issues is due not to user behaviour but to L&C staff activity.
- From Monday 4 to Sunday 31 March, Collections Management ran an exercise in capturing the number of browsed items, ie items removed from shelves by users and not replaced. As these items were collected by shelvers they were issued by staff to a dummy user record. They were subsequently returned by staff. 8223 items were issued and returned. This has skewed the overall figures for issue and return in the Main Library and the proportion of self-issue and self-return vis a vis staff mediated issue and staff mediated return.
- A recalculation of the figures minus the dummy user account gives a more accurate picture of user activity in March and adjusted figures are included in the tables below.
- It is highly desirable that investigations involving live circulation should be avoided.
- 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. Note the significant drop in March 2013 compared with the same month in 2012 (the figure is almost identical to that recorded in March 2011 before the ECA stats were incorporated). There is also a notable drop in April 2013 compared with the previous year.



- 2012-13 circulation figures are presented on the tables below. Please refer to the cautionary note above. The asterisked figure for March is minus 8223 staff mediated issues/returns.
- The reduction in issues at Sites in April is the cause of the overall decline seen in that month.

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	99738
Apr	72522	67711
May	48220	
Jun	18705	
Jul	19133	

91515*

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	99697	91474*
Apr	87115	81729	
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 March but are met in April**.
- The relatively poor performance of self-issue and self-return in the Main Library in March is the cause of KPIs not being met for the service in that month. Please refer to the cautionary note above. **The adjusted figures for March show that the KPIs were met in March.**

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
Mar	99738	79045	79%	N	99697	70945	71%	N
Adjusted	91515	79045	86%	Y	91474	70945	78%	Y
Apr	67711	59090	87%	Y	81729	61271	75%	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
Mar	61663	2726	5721	1919	751	1416	3811	1038	79045
Apr	43641	1355	6808	1653	672	1397	3323	241	59090

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
Mar	83.06	62.75	89.50	87.87	91.47	90.08	70.03	32.15	80.47
Adjusted	93.40	N/A	N/A	N/A	N/A	N/A	N/A	N/A	87.82
Apr	92.90	59.30	91.05	91.43	92.56	89.78	73.88	16.55	88.48

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
Mar	60345	2401	5689	1803	707	70945
Apr	49538	2069	7064	1975	625	61271

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
Mar	83.88	51.44	89.87	87.61	91.34	82.71
Adjusted	94.70	N/A	N/A	N/A	N/A	91.48
Apr	92.64	53.22	92.10	70.84	93.56	89.46

- 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. But the percentage is improving and suggests the measures taken to encourage greater use of self-return is having an effect.

Unidesk Library Helpdesks operator group

- Several Section staff participated in User Acceptance Testing for Unidesk 5.

- In March Library Helpdesks had 655 logged incidents either owned or passed on by their operator group, up from 597 in February.
- 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
January	89%	627 (of 705)	5%	63%	81%	88%
February	88%	528 (of 597)	7%	69%	81%	86%
March	86%	566 (of 655)	5%	68%	82%	88%

- The table shows a slight fall in the percentage of calls completed in one day but a slight rise in the percentage of calls completed in three and seven days. There is a fall in the percentage of Open calls in March compared with February and a return to the level seen in January.
- 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>

Barry Croucher 10th May 2013