Service Report for 1st October to 11th November 2014

Exceptional Service Activities

Section report format

- The Help Services Section report for this period highlights two site libraries: the Noreen and Kenneth Murray Library and Moray House Library. The highlighting takes the form of additional reporting on site activities, a detailed review of selfcheck usage, and analysis of Quick Calls.
- Future reports throughout the Session will spotlight each of the site libraries and the Main Library.
- The purpose is to give a better insight into the use of site services and to allow the site to showcase local work once a Session.

Opening hours

Access arrangements at ECA Library

- From mid-October, evening swipe card access to Evolution House was extended to 10pm Monday to Thursday during Semester for University of Edinburgh staff and matriculated students. (Previously access after 9pm Monday to Thursday was limited to ECA staff and students.) This change means that all University of Edinburgh staff and matriculated students can gain entry during the full ECA Library opening hours. The change follows a review of ECA building opening hours in light of the Glasgow School of Art fire; in addition, the preferred entry and exit route is now via the swipe card door at the main entrance to Evolution House, which University Security consider to be more suitable for out-of-hours access. All users of the building are required to sign in and out after 6pm.

Winter 2014 vacation hours

- Opening hours information has been updated to include Winter vacation hours at: www.ed.ac.uk/is/library-opening
-

Pop-up Library

- The Pop-up Library commenced on 22 September and continued through to 7 November, using the counter at the entrance to the Main Library 1st Floor Meeting Suite.
- A Helpdesk Supervisor has been organising the Helpdesk sessions and helping with the daily running of the Pop-up Library sessions and general administration and promotion of the trial.
- Library users were invited to "Be in Charge of the Library for the Day" on 15 and 22 October, which elicited a large number of comments on what is good about the library or could be improved. The best two entries from students were rewarded with £10 free print credit.
- Read more about the Pop-up Library here: http://libraryblogs.is.ed.ac.uk/popuplibrary

Section services

Card Services

- Card Services has implemented a change of process arising from delivery of the ISG001 project to facilitate digital image submission of photograph for production of the first University card for all new students.
- From 23 October, new students can upload a photo for their card via the Card Photo Submission channel on the Accounts tab in MyEd. This channel is automatically enabled for all students who have not already had a card produced and disabled for students who currently have a card.
- This fully online process will bring significant benefits to users in terms of ease of submission and cost savings from not having to supply a physical photograph. Significant benefits will accrue to USD in terms of saving staff time and printing and postage costs.
- We have also changed the way that student data is loaded into the Card database, as we are now receiving data from EUCLID at the point that a student has an unconditional firm offer with the University (UF).
- The task of managing and producing cards for a large intake of students should be slicker as a result, and the January intake is the first opportunity to see how well it works.
- Demonstrations of door access control systems have been attended by several IS managers.

Online Print Credit

- The usage data shows a large increase in the number and value of transactions in September 2014 compared with the same month last year, but a small decline in October relative to October 2013.

Online Print Credit: Performance

System performance has been very good.

Online Print Credit: Service support and development

- The OPC channel within the mobile skin for MyEd launched on 1 October. The OPC channel renders in a more user-friendly way on smartphones and has the same functionality as the desktop version: the only difference is that the last 5 print credit and print job transactions will be listed in the Account History in order to reduce the information shown on screen.

Disability Computing Support for Staff

- 1 loan request (1 x laptop with Dragon Naturally Speaking software) during this period, which was facilitated via the standard loan procedure.

uCreate: software usage

Table 3: Number of uses 2014/15

Month	Aug	Sep	Oct
Photo-shop CS6	883	811	518
Illustrator CS6	98	117	76
InDesign CS6	74	81	62
Premiere Pro CS6	74	5	1
Acrobat Pro 10	2131	2362	2759
Data-stream 5 Advance	18	6	34

- Software usage is higher typically than in the same period in 2013.

uCreate: poster printing

Table 4: Number of posters printed

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

* uCreate ML plain plotter out of service (see 'uCreate other' section).
** Stats gathering currently unavailable on the new uCreate ML glossy plotter.

- The statistics indicate that the new Main Library glossy plotter is popular with users, as October recorded the second highest number of glossy posters printed (40). Part of the reason is likely due to the plain plotter being out of service for some of this month, however we believe that overall, users have been impressed with the quality of print this new plotter offers.

uCreate: Kaz touch typing tutor

Table 5: Number of registered users

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

- Kaz registrations continue to grow on average at 2 new users per month, however October saw a record increase of 8 new registrations. We believe that part of the reason was due to the Student Disability Service recommending the service to their users.

uCreate: equipment loans

Table 6: Number of loans

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014 / 2015
Aug	3	3	9	2	9
Sep	7	8	5	9	7
Oct	5	8	4	12	17
Nov	6	1	8	11	
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	7	
Jun	7	7	10	4	
Jul	7	8	6	9	

- October proved to be our highest ever for loan requests (17). These were a mixture of student and staff requests, nearly all for academic purposes and included group project work (both in UK and abroad) and equipment for producing architectural drawings.

uCreate: Box of Broadcasts (BoB)

Table 7: Total number of registrations

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014/2015
Aug	n/a	561	2889	5103	6803
Sep	241	1281	3069	5260	7127
Oct	256	1428	3528	5521	
Nov	292	1838	3727	Unavailable	
Dec	314	1962	3937	Unavailable	
Jan	336	2089	4231	*5993	
Feb	370	2259	4443	6184	
Mar	404	2437	4680	6366	
Apr	447	2577	4838	6493	
May	518	2733	4971	6631	
Jun	547	2803	5024	6692	
Jul	554	2853	5068	6748	

*Figures from January 2014 estimated due to numbers being unavailable for November and December 2013.

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

Table 8: Number of unique programmes requested

Month	2010/ 2011	2011 / 2012	2012 / 2013	2013 / 2014	2014/2015
Aug	n/a	422	663	616	1252
Sep	106	422	913	1062	1724
Oct	174	442	1037	952	
Nov	217	583	1206	unavailable	
Dec	249	643	1127	unavailable	
Jan	386	709	1417	7271	
Feb	327	966	1449	8769	
Mar	324	1021	1811	9702	
Apr	381	1080	1466	9185	
May	510	1078	1493	10578	
Jun	427	895	6929	7778	
Jul	176	879	886	607	

- BUFVC have now launched the new BoB Admins area on their website. uCreate staff are now able to generate BoB stats themselves (1 month in arrears) instead of having to request these from BUFVC.
-

uCreate: other

- There are 2 class poster printing projects taking place at uCreate in October and November:

  o Medical Sciences (20 October – 4 November):
  This is a group project with 8 groups in total. Each group will print 1 x A0 poster. The hand-in date is Tuesday 4 November so students were expected to be in uCreate from Monday 20 October onwards, designing and printing their posters.

- o Business School (3 – 20 November):
  This is an individual project with around 20-25 students in total. Each student will print 1 poster (size likely to be A1). The hand-in date is Thursday 20 November so students are expected to be in uCreate from Monday 3 November onwards, designing and printing their posters.
- A survey kiosk was installed at uCreate King's Buildings on 20 October and ran until 4 November. As of 29 October, there were 15 valid responses to the survey and 8 responses where respondents have only answered 1-2 questions.
- uCreate met with IS Consultancy and Desktop Services in October to discuss the testing and deployment of the scanner driver for the 8 new A4 scanners. Further testing of the driver on the Managed Desktop proved successful and the new scanners are due to be installed imminently.
- The uCreate ML plain plotter has now been repaired by HP and is back in service.

Helpdesk services: focus on the Noreen and Kenneth Murray Library

UCreate equipment move

- Meetings have been held to discuss moving one of the plotters and 3 PCs from the uCreate area in the KB Centre to the 1st floor of the Murray Library. The aim is to increase usage of these resources, by moving them into a busier area, with Helpdesk staff nearby. This will involve repositioning some of the open access PCs and adding extra data points. LTSTS are currently looking into these issues before work can commence.

MOBUG

- The Site and Services Supervisor attended the MOBUG (for Murray Library and KB Centre) on 22 October 2014. A PA system will be installed in both the Murray Library and the KB Centre. CCTV will be installed at the front and back doors and the 2 fire exits in the KB Centre.

KB Library Store closure scheduled for Summer 2015

- All stock will be moved from the KB Library Store to the Annexe in summer 2015. The theses collection (second copy held in Store) will be digitised.
- The transfer of pre 1900 items from the Murray Library and the KB Library Store to the Annexe is on-going. Pre 1850, 1850-1860 and 1861-1870 have been checked and sent to L&UC. 1871-1880 items are currently being checked. 1881-1890 and 1891-1900 items still to be collected from shelves and brought over to the Murray Library to be checked.
- Library staff are compiling a list of the various tasks carried out in the Store, and will send this information to the Annexe team, in preparation for the stock move in Summer 2015. Staff are checking all work folders, updating instructions and lists of stock held in the Store, to ensure a smooth hand over.

Missing/Lost items

- Reports produced for all lost, missing and in transit items. We are currently emailing users and this has resulted in long overdue items being returned.

New Books Display

- We are setting up a New Books Display area below the Self Requests hold shelf at the beginning of the Reserve Collection, to publicise all new additions to library stock.

Library usage

Entry gate figures - Weeks 1-6 (i.e. 42 days)

- Comparing gate counts with last year, counts have been higher this year on 32 days, lower on 10 days. The pattern is irregular although the lower counts were on Saturday and/or Sunday on 7 dates. The other 3 dates with lower gate counts were week 1 Wednesday 18 September, week 4 Thursday 10 October and week 6 Thursday 24 October.
- Looking at gate counts from 6pm until closing, the counts are up on 24 days and down on 18 days, spread over different days each week.

Headcounts - Weeks 3-6

- Headcounts show an overall increase on last year Monday – Friday, with highest percentage change recorded on Monday 13 October (week 5) at 5.30pm (135%).
- Sunday headcounts compared to last year - weeks 4 and 5 were down at every count, however there was a slight increase in week 6 between 2.30pm and 4.30pm.
- However Saturday headcounts are increasing compared to last year, with highest percentage change recorded on Saturday 11 October (week 4) at 3.30pm (122%).

Helpdesk services: focus on the Moray House Library

Door access

- The Security system improvements continue to work well. We have had to make slight adjustments to the entrance doors so that they close quickly enough not to let the alarm sound, but slowly enough not to let them bang on closing.

Children's section

- The Main Library cataloguing / classification team are making great progress with the Moray House Children's section to reclassify it to Library of Congress. Very soon the only Dewey classified stock left at Moray House will be children's fiction. This will take some time as it is a real challenge to classifiers, as the Library of Congress classification scheme for writers of fiction only provides us with individual shelfmarks for authors who have written adult fiction. Shelfmarks for writers of children's fiction have to be created by Library and Collections staff.

Special Collections display

- The Service Delivery Curator of the Centre for Research Collections invited Moray House Library to display some of our special collections items on floor 6 of the Main Library in the month of October. These are a number of our collection of Ladybird books which we have been accumulating over the years. Ladybird books are a famous series of children's books which have been published since approximately 1940 and which are now sought after by collectors. We were delighted to accept 34 more Ladybird books from a member of staff, who saw the exhibition and was reminded that she had some at home. Thanks to her generosity we now have around 315 Ladybirds. We accept all copies which we do not already have, or are different in some way from what we have already, by date, edition or cover style, or are better copies than those we already have.

Helpdesk services: other sites

Main Library

- The Main Library twitter account name was changed on 3 November so that it falls more in line with the use of "Ed" rather than "Edin" (which no one else seems to use): it is now called @EdUniMainLib.

ECA Library

- The library hosted a visit by The Friends of Edinburgh University Library on 7 October, which was very well received by the group. The Site and Services Supervisor provided a library tour and the Academic Support Librarian led a hands-on session with artists' books from our collection.
- Our new exhibition, which runs throughout November, is a selection of items from the library collection on the Art of Walking, curated by ECA Academic Support Librarian.

Law & Europa Library

- The start of Semester 1 saw students and staff returning to a re-organised library. Journals that are available electronically and those that have been cancelled are now available from the Library Annexe. The global location change is still to be done, however this has not caused any difficulties.
- A number of meetings have been held relating to the Library refurbishment, these include the Refurbishment Group, a meeting with the architects and discussions specifically about the Reserve collection.
- A number of activities relating to the refurbishment have taken place: there is a display in Room 274 of the architects 'visuals' of the library and Law School. The library has been used as a backdrop, as have other parts of the School, for a short film that is being made about the history of the Law School
- All library staff are working on either transferring the Library of Congress material from the Store and merging it with the main collection, checking that the journal information is correct and sorting out material for transfer to the Annexe.

Medical/VetMed Libraries

- The three MVM libraries are continuing their involvement with reviewing and creating Talis Aspire reading lists. Since the last report 22 lists have been reviewed and 4 lists created. This task provides interesting background work for Helpdesk staff.

Royal Infirmary Library:

- Both RIL and WGH have continued helping with Inter Library Loans from the Main Library queue, where the reader is in Medicine or NHS.
- A member of Helpdesk staff visited the Main Library Helpdesk to learn more about Unidesk and is now participating in the rota.

Western General Hospital Library:

- Staff members from ITI and WGH IT visited WGH library to look at improving the computer provision. The newly installed networking/power will need changes, but first we need to obtain suitable furniture which allows for cable management and better power supply. It is hoped that this will be available around May 2015, after which we can replace the current Café machines with Lab PCs.
- De-duplication of journals and withdrawal of older textbooks has resulted in a further 35 metres of shelf space cleared for journals and 1.5 metres for books.
- The Site and Services Supervisor has worked on a set of web pages in the Polopoly development area to combine opening hours and location pages, and attended the IS website editors meeting on 22 October.

Lady Smith of Kelvin Veterinary Library:

- A member of Helpdesk staff visited the Main Library Helpdesk to learn more about Unidesk and is now participating in the rota.

New College Library

- Double staffing Saturdays has worked well to date and has enabled the fetching on demand of Special Collections material.
- The Site and Services Supervisor attended a Centre for the Study of World Christianity Library project meeting on 1 October.
- Pre-1950 Theses were sent for ERA digitization 1921-1950 on 3 October, with the work to be completed by January 2015.
- Following installation on 6 October, New College Library now has in service a 3M V series selfcheck unit built into the Helpdesk service counter for use with the general collections. The returns function requires a small bin to collect blocked items: in the meantime, returned items are placed on a trolley for Helpdesk staff to check.
- Project work to integrate books and pamphlets from the Centre for the Study of World Christianity collection is ongoing but nearing completion.
- Helpdesk staff attended a celebration marking the return of the Centre for the Study of World Christianity Library collections to New College on 28 October. Originally presented to the University of Edinburgh by Professor Andrew Walls, this unique library collection has now been integrated into New College Library to support teaching and research into World Christianity. The staff were involved in retrieving the items for this visit and worked to integrate the collection into NCL. We received the final crate of material from the Library Annexe in the week of 3 November. The cataloguers are still working on the general pamphlets.

Scottish Studies Library

- A workshop convened by the School took place on 7 November to review architects' plans for 29 George Square.

Performance Indicators

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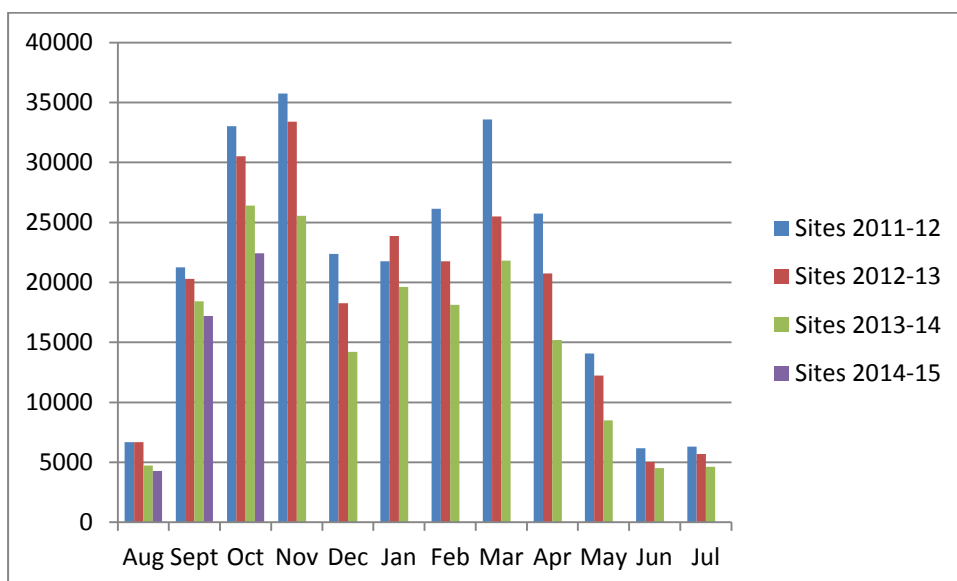
Circulation 2014/15

- The pattern of issues (staff-mediated and self-service) from the Main Library for the 2014-15 Session compared with the three previous Sessions is shown in Figure 1 below. Issues at the Main Library were down significantly in October compared with the same month in 2013.

Figure 1: Main Library issues 4 year comparison
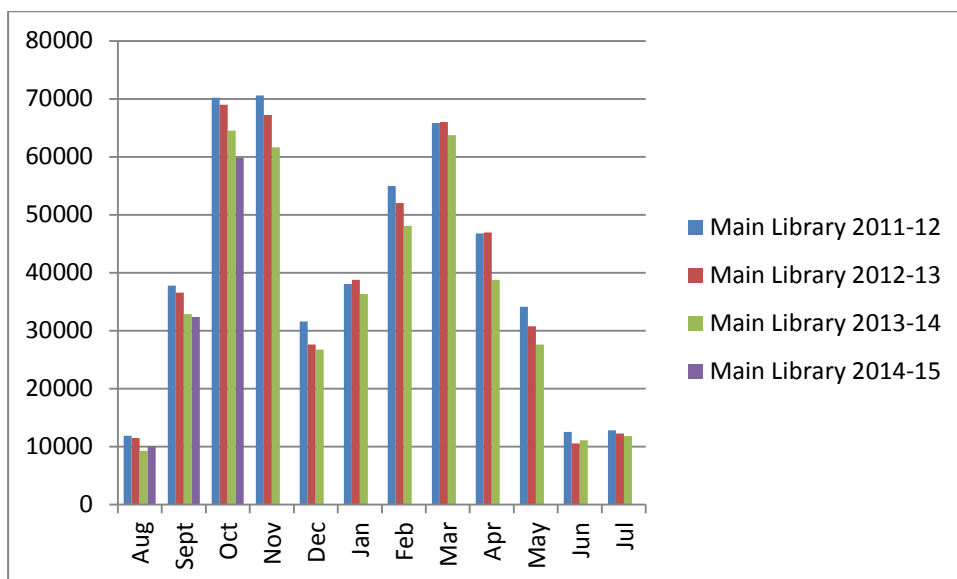
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2014-15 Session compared with the two previous Sessions is shown in Figure 2 below. Issues at Sites in September and October continued to fall year on year.

Figure 2: Site libraries issues 4 year comparison

- 2014-15 circulation figures (issues and returns) are presented in Tables 9 and 10 below.

Table 9: Number of issues and returns

Number of Issues	2011-12	2012-13	2013-14	2014-15
Aug	18566	18161	14036	14285
Sep	59064	57635	51325	49568
Oct	103215	101498	90899	82250
Nov	106327	100602	87182	
Dec	53978	45899	40952	
Jan	59854	62678	55947	
Feb	81099	73786	66216	
Mar	99406	91515*	85547	
Apr	72522	67711	53985	
May	48220	43032	36134	
Jun	18705	15573	15667	
Jul	19133	17954	16475	
Annual Total	740089	696044	614365	

Table 10: Number of returns

No. of Returns	2011-12	2012-13	2013-14	2014-15
Aug	28950	31409	26237	24615
Sep	36971	35544	31826	31073
Oct	81001	81021	71227	66900
Nov	99139	95936	84219	
Dec	74768	64341	56748	
Jan	52649	54200	48133	
Feb	69627	63721	57681	
Mar	98267	91474*	86317	
Apr	87115	81729	67279	
May	65997	60466	49224	
Jun	21422	17817	18367	
Jul	19338	18133	17298	
Annual Total	735244	696791	614556	

Self-issue and self-return 2014-15: All Help Services locations

- USD KPI #7 for 2014-15 is for 85% of library material issued to be borrowed by self-service (the stretch target for 2017 is 90%). The KPI **was met** in September and October.
- USD KPI #8 for 2014-15 is for 75% of library material to be returned by self-service (the stretch target for 2017 is 80%). The KPI **was met** in September and October.

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

	Issues	Self-issues	% Self-issues	KPI met Y/N		Returns	Self-returns	% Self-returns	KPI met Y/N
Aug	14285	11651	82% (67)	N		24615	20206	82% (62)	Y
Sept	49568	43019	87% (82)	Y		31073	26372	85% (76)	Y
Oct	82250	76514	93% (89)	Y		66900	60558	91% (84)	Y
Total	146103	131184	90% (88)	Y		122588	107136	87% (78)	Y

- The positive effect of Moray House Library and RIL having a self-return service, in addition to self-issue, since the beginning of June is being realised.
- The introduction of self-issue and self-return to support general collections at New College Library in October, coupled with the increased busyness of the new Semester, has also had a significant impact. In August self-issues totalled 31 and in September the total was 374; in October it was 2777. In August and September there were no self-returns: in October there were 1387 self-returns.

Self-issue and self-return 2014-15: Focus on Noreen and Kenneth Murray Library and Moray House Library

- This new section of the report looks in detail at selfcheck circulation at 2 featured site libraries using data extracted from 3M Command Centre software.

Murray Library and Moray House Library: self-service transactions 2013 and 2014

Figure 3 shows self-issue and self-return transactions combined together for a 10 week period between the third Monday in August and the last Sunday in October for the Murray Library and Moray House Library in 2013 and in 2014
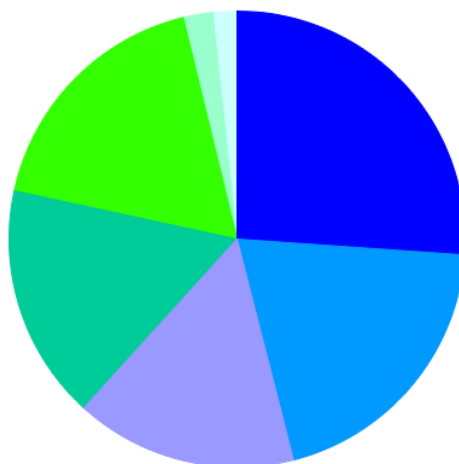
Figure 3: Self-service transactions mid-August to end October 2013 and 2014, Murray Library and Moray House Library
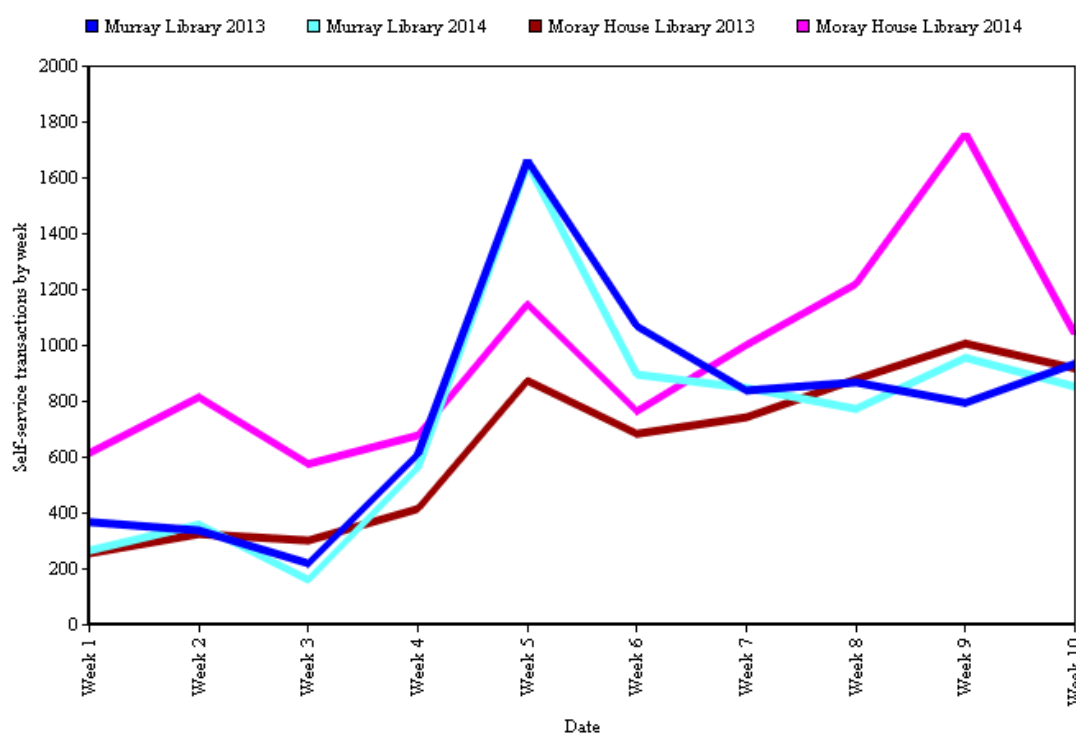
- The Murray Library shows increased transactions from week 3, peaking in week 5, and a steady level of usage from weeks 6-10; the patterns are very similar for both years.
- Moray House Library displays a steady increase overall in self-services transactions, with peaks in week 2, week 5 and week 9 of the period; the increase in 2014 is explained by the fact that the library did not have a self-returns service in 2013.

Figure 4: Self-service transactions by day of the week mid-August to end October 2013, Murray Library (chart 1) and Moray House Library (chart 2)
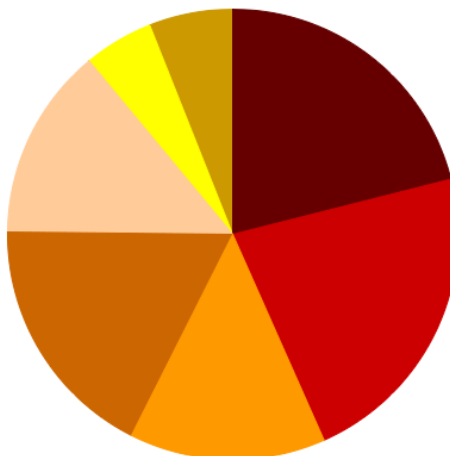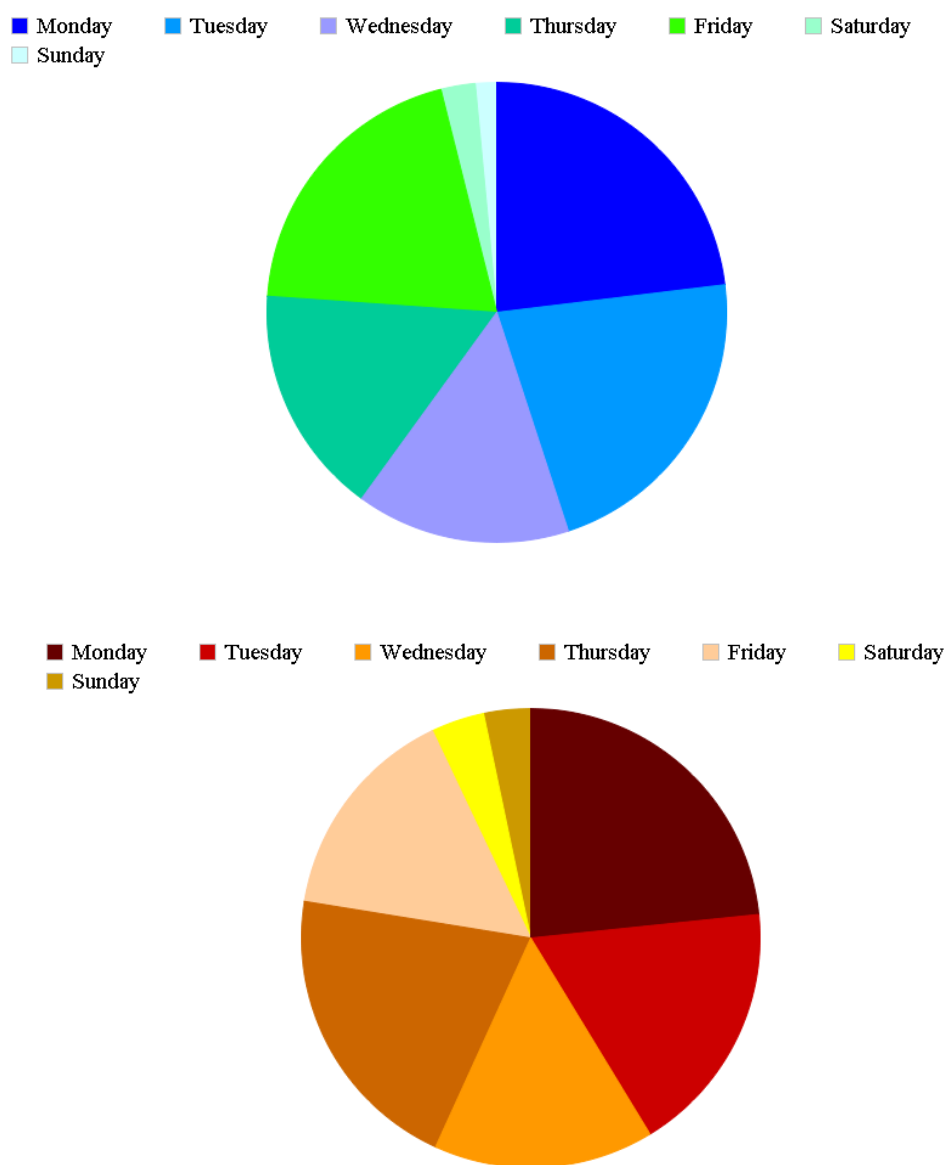
Figure 5: Self-service transactions by day of the week mid-August to end October 2014, Murray Library (chart 3) and Moray House Library (chart 4)

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

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

- For both Libraries, the daily distribution of the overall usage in the 10 week period is broadly consistent between 2013 and 2014. In both Libraries, Monday shows the highest use of self-service facilities accounting for nearly 25% in the Murray Library and 22% in Moray House Library.
- Moray House Library appears to show a consistent and higher usage of self-service facilities on Saturday and Sunday (over 4% of the weekly total on both days), but this figure is based on self-issues for 2013 and 2014, and self-return for 2014 only.

Figure 6: Self-issues mid-August to end October 2013 and 2014, Murray Library and Moray House Library (next page)
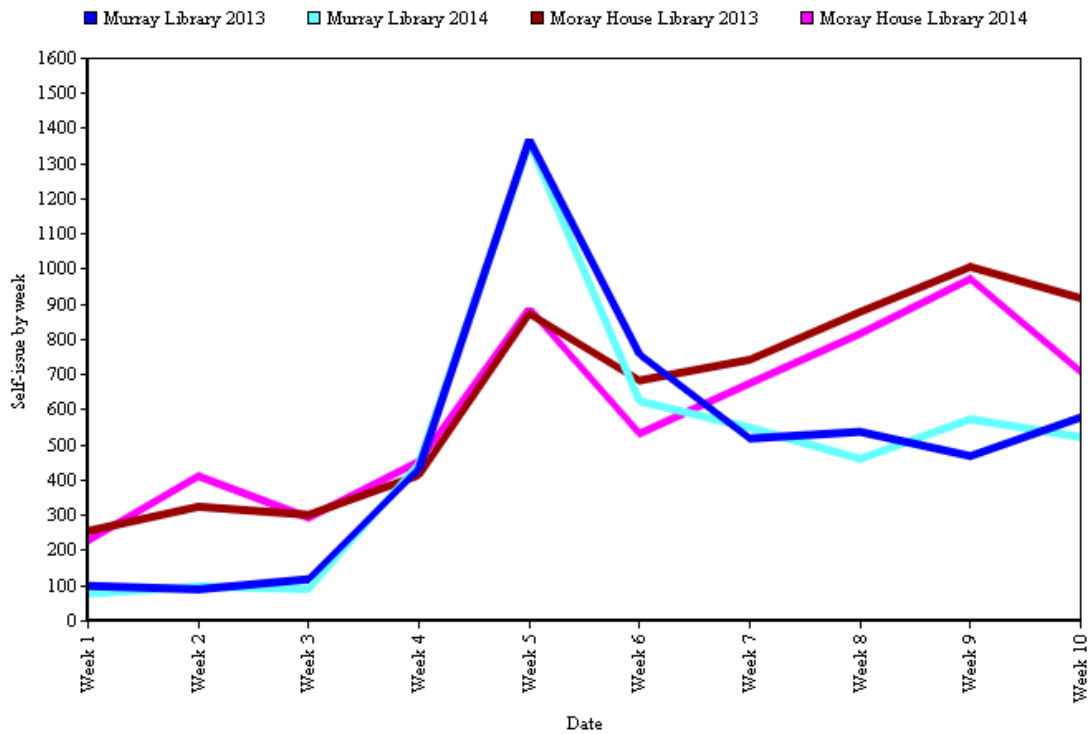
- The pattern of self-issues in both libraries is relatively consistent between 2013 and 2014. Self-issues in Moray House Library rise over the period, with peaks in week 2, week 5 and week 9 – this is particularly marked in 2014. Self-issue usage in the Murray Library peaks very markedly in week 5, and the pattern is consistent between 2013 and 2014.

Figure 7: Self-returns mid-August to end October 2013 and 2014, Murray Library and Moray House Library
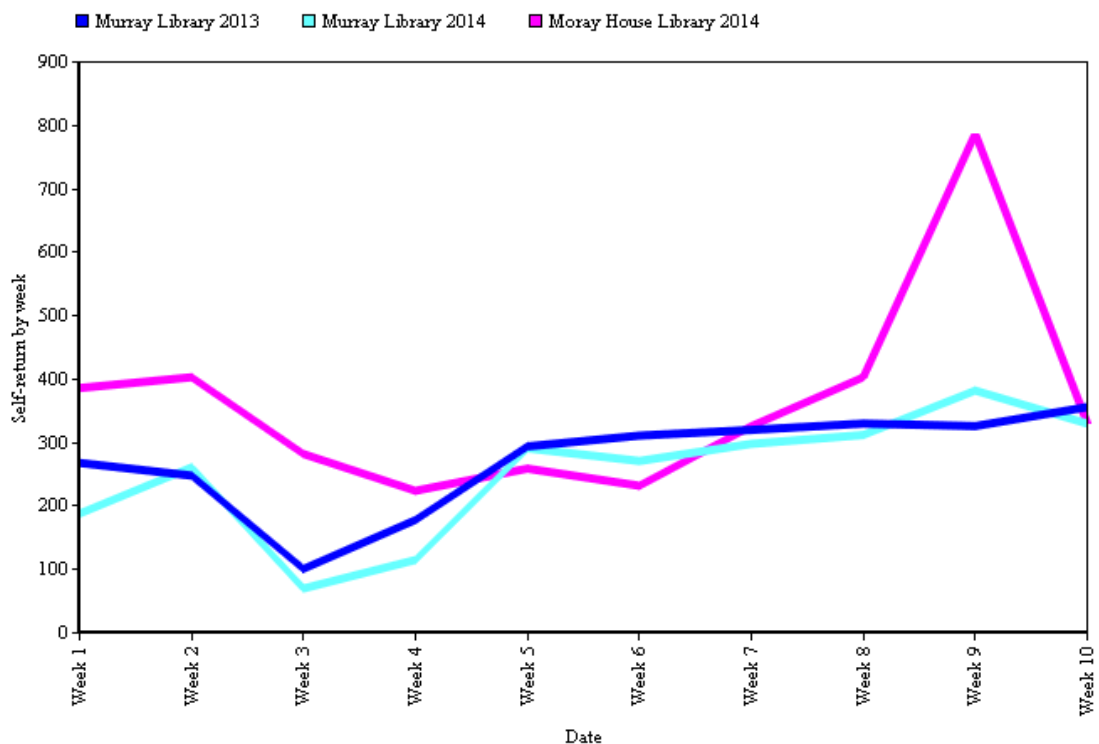
- Moray House Library did not have a self-return facility in the period for 2013.

- In week 1 of the period, both libraries show self-returns account for a higher proportion of the total self-service usage; self-returns fall in weeks 2 to 5 but rise thereafter, with Moray House Library showing a marked peak in week 9.

Online loan requests: all sites

- The total number of requests has grown steadily during the Semester, as would be expected when Short Loan and Standard Loan books used to support course work become in demand.
- The number of self-requests greatly exceeded the number placed by staff on behalf of users at Helpdesks in September and October, when nearly three quarters of all requests were by self-service. Please see Table 12 below.

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

Month	August	September	October	November	December	January	Total for 6 months
Online	258	1087	2364				
Staff	220	413	850				
Total	478	1500	3214				

Unidesk Library Helpdesks operator group: standard calls

- In September Library Helpdesks had 837 logged incidents either owned or passed on by their operator group, with 84% of these (703) being resolved by Library Helpdesks.
- This is comparable with August when Library Helpdesks had 801 logged incidents either owned or passed on by their operator group, with 86% of these (689) being resolved by Library Helpdesks.
- Calls completion rates have been fairly consistent over the first quarter of 2014/15.

Table 13: Library Helpdesks incident resolution 2014/15

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
July	77%	399 (of 518)	6%	65%	79%	88%
August	86%	689 (of 801)	3%	60%	81%	91%
September	84%	703 (of 837)	5%	65%	82%	89%

- The trend from Books to Card services as the main sub-category of enquiries seen in August was maintained in September: Card Services 53% (59% August), Books 11% (14%), Unspecified 8% (9%), Electronic Resources 7% (4%) and Printing, copying and scanning 5% (4%), Help & Consultancy services (unspecified) 3% (0%) and Inter Library Loans 2 % (1%), followed by the Rest 11% (9%).
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline. See: http://www.ed.ac.uk/schools-departments/information-services/services/help-consultancy/help-services/satisfaction-survey

Unidesk Quick Call

A total of 11674 Quick Calls were logged across all sites in October, with 33% of these in the Main Library (similar to August, 35%, but significantly less than September, 43%) and a further 27% in Law & Europa Library. Moray House and Noreen and Kenneth Murray libraries each logged 8% of the calls. See Figure 8.

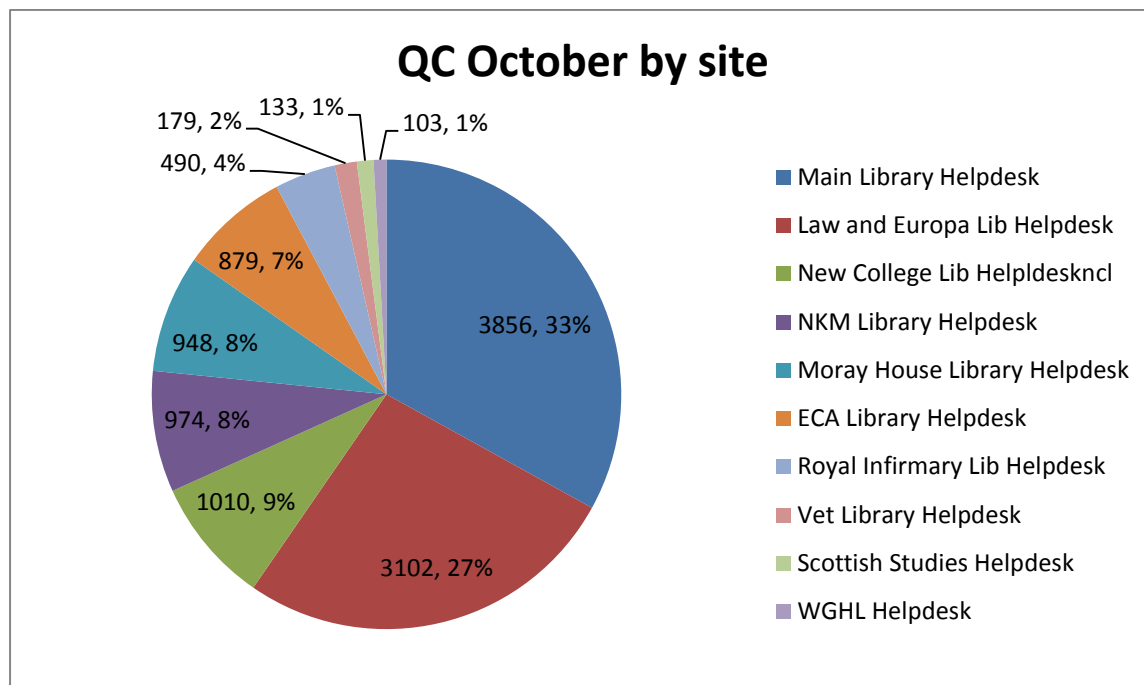*Figure 8: Quick Calls by site October 2014*

Figure 9: Quick Calls by Standard Solution by site October 2014

- Figure 9 on the next page gives a complete breakdown of Quick Calls by standard solution for all sites in October 2014.

Access: Day passes or ID check
Access: Membership information
Access: Registering new users
Accessible computers, software or study…
Behavioural use of facilities
Buildings and facilities
Card: Cashless catering
Card: First card
Card: Replacement card
Circulation: claim returns
Circulation: fines
Circulation: how do I…
Circulation: library record
Circulation: manual issue/return
Circulation: self-issue/self-return
Circulation: what can I…
CRC
Direction/information - other (not UofE)
Direction/information - UofE
Door access problems
E: Accessing E-resources
E: Databases
E: E-books
E: E-journals
E: NHS e-resources
E: E-Reserve
Finding material
Finding material: locating material on the…
Finding material: recommendations
Finding material: store/annexe/fetching
Finding material:web searching
ILLs
IT help: Helpdesk
IT help: Helpline
IT help: not IS
Lockers
Lost property
Meeting & Training Suite
My account
Opening hours
Passwords
Photocopying
PIN
Print credits
Printing
Refer to academic support librarian
Scanning
Special Collections Consultations
Special Collections Copying
Special Collections Information
Stationery (not sales)
Study spaces: Library
Study spaces: Other
Study spaces: Study rooms
uCreate: other
uCreate: printing
Wireless

0 200 400 600 800 1000 1200 1400 1600 1800

Legend:
- ECA
- L&EL
- MHL
- ML
- NCL
- NKM
- RIL
- SSL
- VET
- WGHL

Table 14: Top 10 Quick Call Standard solutions all sites October 2014

	Top 10 Standard solutions		
#	Standard solution	%	Comments
1	Finding material: locating material on shelf	14%	37% at L&EL and 18% at ML
2	Circulation: how do I…?	7%	46% ML, 20%L&EL, 12%NKM
3	Circulation: self-issue/return	7%	34% at L&EL
4	Printing	6%	26% ML, 24%L&EL, 13% NKM
5	Circulation: manual issue/return	5%	40% L&EL
6	Print credits	3%	25% L&EL, 15% MHL
7	Direction/information UofE	3%	All sites except WGHL
8	Lost Property	3%	244 of the 350 calls at ML
9	Circulation: fines	3%	13% at both L&EL and MHL
10	Stationery (not sales)	2%	19% at RIL

- It is noticeable that IT related enquires have reduced in October with both 'IT help: Helpdesk' and 'Wireless' dropping out of the top ten and 'Printing' going from second to fourth place (compared to September) with 6% of enquiries. The combined total for printing/copying/scanning and print credits was 1535, which amounts to 13% of the total.
- An analysis of standard solutions in the Main Library and all other sites shows lost property and card enquiries to be significant in the Main Library but not elsewhere.

Table 15: Top 5 Quick Call Standard solutions Main Library October 2014

Number	Standard solution	% of total
1	Circulation: how do I…?	10%
2	Finding material: locating material on shelf	8%
3	Lost property	6%
4	Card: replacement card	5%
5	Printing	5%

Table 16: Top 5 Quick Call Standard solutions all other sites October 2014

Number	Standard solution	% of total	Comment
1	Finding material: locating material on shelf	18%	46% at L&EL
2	Circulation: Self- issue/return	8%	40% at L&EL
3	Printing	7%	33% at L&EL, 18% at NKM
4	Circulation: Manual issue/return	6%	24% at L&EL and 22% at NKM
5	Circulation: how do I…?	5%	37% at L&EL and 23% at NKM

- An analysis of standard solutions in the Noreen & Kenneth Murray Library shows the number of calls recorded here was significantly lower in October (974) compared to September (1165), with the biggest drops occurring in the following areas:.

Table 17: Quick Call Standard solutions Murray Library September and October 2014

Standard solution	September	October
Finding material: locating material on shelf	186 (16%)	124 (13%)
Passwords	87	12
Wireless	45	9
Circulation: what can I…?	50	25

- Conversely enquiries around study spaces and study rooms more than doubled, and those concerning printing and circulation procedures also rose, although not in such great numbers:

Table 18: Quick Call Standard solutions Murray Library September and October 2014

Standard solution	September	October
Study spaces: study rooms	12	30
Study spaces: Library	5	10
Circulation: how do I…?	70 (6%)	100 (10%)
Printing	70 (7%)	100 (10%)

- An analysis of standard solutions in Moray House Library also shows the number of enquiries drop in October, but only by 48 – September saw 996 and October 948. The pattern of enquiries at MHL was very different to NKM. Here the biggest drops occurred in the following:

Table 19: Quick Call Standard solutions Moray House Library September and October 2014

Standard solution	September	October
Door Access problems	34	9
Printing	91 (9%)	65 (7%)
Passwords	35	10
IT help: Helpdesk	29	16

- The enquiries which increased were as follows:

Table 20: Quick Call Standard solutions Moray House Library September and October 2014

Standard solution	September	October
Circulation: manual issue/return	39	78
Circulation: fines	23	43
Circulation: what can I…?	10	20
Wireless	7	18

- 'Finding material: locating material on the shelf' was still the number 1 standard solution in both libraries, but while the number dropped considerably in Murray, it rose slightly in Moray House from 95 to 113.
- 'Wireless' enquiries bucked the trend for all sites by rising at Moray House Library in October.

Barry Croucher 06 November 2014