

Help Services

Service Report for 4th September to 29th October 2013

Exceptional Service Activities

Opening hours

- Main Library building opening and IS Helpdesk service hours operating full Semester pattern from Monday 9 September.
- Moray House Library is operating full Semester pattern from Monday 9 September.
- Other Site Libraries are operating full Semester hours from Monday 16 September (except The Lady Smith of Kelvin Veterinary Library which commenced Semester opening hours on 5 August).
- For current opening hours, see <http://www.ed.ac.uk/is/library-opening>

Open Day/Doors Open Days

- The Undergraduate Student Open Day which took place on 2 September saw 1550 visitors to the Main Library.
- An Undergraduate Student Open Day took place on 28 September. This coincided with Edinburgh Doors Open Days which took place on 28 and 29 September, with the Main Library an advertised venue.
- Attendance was very large on Saturday, when it was not possible to record Doors Open visitors separately from Open Day visitors. The total attending between 9am and 12 noon was 909, with another 1,094 attending between 12noon and 4.30pm (the advertised timing of the Doors Open). Attendance for Doors Open on Sunday was disappointing, totalling 60.
- Short tours of the Ground Floor of the Main Library for Doors Open visitors were offered on both days, and on Saturday were also open to Open Day visitors. 25 tours were run for 66 people.
- A special publication was produced in-house for the event.

Voyager Library Management System

- The main outstanding issue for Help Services with the Voyager upgrade has been resolved in that the automatic download of new student records has been restored. Moreover, the feed of staff records has also been enabled, although there are still some staff records which are not coming over into Voyager on the nightly load and are being added manually. The cause is being investigated by Library & University Collections Information Systems team (L&UC Info S).

Online requests and self-service collection

- Help Services is working closely with L&UC Info S on developing a facility to enable users to request via the Library Catalogue items on loan to other users. Further functional testing, review of terminology and load testing is planned. A recommendation about the number of concurrent requests will be put to USD Consultancy. Self-collection of requested items will be introduced simultaneously with the launch of online requests. This will involve moving requested items awaiting collection from behind Helpdesks to open shelves, eg in the Main Library HUB, which

would have the added benefit of providing users with access outwith Helpdesk opening hours.

3M Command Centre

- A meeting was held with L&UC Info S on 21 October to progress the implementation of this software, which will enhance remote monitoring of the status of 3M V series self-check units (eg print receipt roll levels), allow central distribution of changes to user-facing screens and provide improved reporting.

Unidesk Quick Call

- Enquiry types used to record face-to-face enquiries at Helpdesks at the start of Session have been used as the basis for devising a set of Standard Solutions for Quick Call. Pilot implementation is planned for Semester One in the Main Library and Lady Smith of Kelvin Vet Library, prior to use at all Helpdesks in Semester 2.

Student Helpers

- Student Helpers were again employed to help new students' orientation and assistance with resources at the Main Library from 9 to 29 September and the Murray Library in Week 1.
- Reports from the student helpers was that they felt they had an important role to play with helping new students find relevant resources: with online resources; with printing issues; assisting with the Library of Congress system; finding items on the OPAC machines, directing students to books in other libraries (or in one case, another country).
- For this year only, the ECA Library requested and was allocated one student helper post from 1-4pm in Weeks 1 and 2, primarily to help users with the new classification and promote use of the library catalogue as a finding aid, but also to demonstrate self-issue facilities, answer directional enquiries and provide basic information about other services, e.g. Cloud Printing. This reduced the enquiry workload at the Helpdesk and demonstrated to users that the library was taking steps to address a potential cause of disruption (the new classification).
- Card Services employed 7 Student Helpers to work at Adam House in Freshers Week to assist with card distribution, with a smaller number retained for Week 1.

Section services

Card Services

- The big task of producing cards ready for the arrival of the main body of Undergraduate students in Freshers Week and Postgraduate students in First Week resulted in 8422 cards being produced:

| Week beginning | Student cards produced |
|------------------|------------------------|
| 22 July | 721 |
| 29 July | 955 |
| 5 August | 693 |
| 12 August | 1373 |
| 19 August | 1455* |

| | |
|--------------------|------|
| 26 August | 2470 |
| 2 September | 755 |
| Total | 8422 |

*Includes the PGDE event.

- 4114 cards were delivered to Accommodation Services accommodation.
- The Adam House card distribution event was successful. But the addition of a fifth card services terminal and scanners at all of the terminals (rather than at two) would improve service on the busy days at the start of Freshers Week 2014.
- 2588 cards were produced on demand at Adam House between 9 and 19 September. The pattern reflects the relative busy-ness of the service over the nine days.

| Day (September) | Student cards produced |
|------------------------|-------------------------------|
| Monday 9 | 648 |
| Tuesday 10 | 566 |
| Wednesday 11 | 351 |
| Thursday 12 | 365 |
| Friday 13 | 172 |
| Monday 16 | 231 |
| Tuesday 17 | 108 |
| Wednesday 18 | 100 |
| Thursday 19 | 47 |
| Total | 2588 |

Online Print Credit

- The usage data shows an upward trend in the number of transactions and values of OPC credited in August and September compared with the previous Session, but usage seems likely to decline in October (figures are 4 days short of a complete month).
 - The relatively low number and value of OPC payments in October 2013 can probably be attributed to a system upgrade causing brief interruption to service and performance issues.
 - Following successful completion of User Acceptance Testing, on 2 October a significant upgrade of OPC went live in service. The change is mainly visible to the user in respect of the payment screens, which are now wholly branded as University of Edinburgh and are in keeping with the University payment screens eg student Finance and Office of Lifelong Learning fees.
 - Help Services has undertaken first line support for the new version of OPC, with updating sessions held for the functional team and routine monitoring of support emails sent by the payment gateway when errors occur. Overall, the service is functioning to an acceptable level and does not justify rolling back to the previous version.
 - The change is still in early life support under the auspices of the project manager.
 - A date for the project sign off meeting has not been set, as the project manager is seeking to progress diagnosis and resolution of the causes of the underlying issues with the upgrade.

Print/copy

- The PDF document printing identified with jobs sent from documents within Learn continues to cause concern. Help Services is assisting Operational Services as efforts continue to resolve this important issue, which is reported fully in the Operational Services Section report.

Software Services: SPSS distribution

- The Main Library Helpdesk has for several years distributed software to staff and students on behalf of Software Services.
- The software in most demand is SPSS. New charging arrangements have been introduced by Software Services in response to MVM and HSS Colleges acquiring a site license for SPSS, but to date no change of pattern of distribution through the Main Library Helpdesk has not been seen.
- From January to Freshers Week 29 copies of SPSS were given out. In September and October 25 copies were given out in each month. This is comparable with 2012.

Disability Computing Support for Students

Exam resits support

- Preparation and planning work has started for the December exams for disabled students. The exam diet will run from 9 to 20 December.
- DCS met with the Student Disability Service in October to discuss and collate the relevant student learning profiles.

Other

- There has been an increase in requests for help from disabled students for individual assistance with resources, e.g., online searching; Text Self Read and Write; screen filters; Jaws, etc. The 1-1 consultations between Helpdesk staff and the disabled student, which are taking approximately half-an-hour to an hour to provide is making a difference to these students who demonstrate their appreciation and relief on receiving this assistance.

Disability Computing Support for Staff

- Two enquiries were received about voice recognition software, one from an experienced user requiring information about obtaining specific software and one from a new user looking into VR software options. All calls are up to date and resolved.

uCreate: software usage

Number of uses 2013 / 2014

| Month | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Photoshop CS5 | 326 | 44 | n/a | | | | | | | | | |
| Illustrator CS5 | 32 | 20 | n/a | | | | | | | | | |
| InDesign CS5 | 31 | 10 | n/a | | | | | | | | | |
| Premiere Pro CS6 | 9 | 1 | 0 | | | | | | | | | |
| Acrobat Pro 9 | 277 | 48 | n/a | | | | | | | | | |
| Datastream Advance 5 | 9 | 0 | 0 | | | | | | | | | |

- The low usage figures in September for Photoshop, Illustrator, InDesign and Acrobat are due to the CS6 upgrade which took place on the 12 September. This upgrade involved installing CS6 versions of these applications and as a result, CS5 was removed from uCreate on the 11 September.
- The SCCM tool used to record usage stats was populated with the new CS6 rules on 2 October, however due to the way the tool works, stats won't be available until November.

uCreate: poster printing

Number of posters printed

| Month | 2012 / 2013 (ML) | 2012 / 2013 (KB) | 2013 / 2014 (ML) | 2013 / 2014 (KB) |
|-------------|--|----------------------------|---------------------------|-------------------------|
| Aug | Plain = n/a Glossy = 27 | Plain = 7 Glossy = 5 | Plain = 48 Glossy = 7 | Plain = 3 Glossy = 3 |
| Sep | Plain = n/a Glossy = 69 | Plain = 10 Glossy = 2 | Plain = 85 Glossy = 29 | Plain = 6 Glossy = 2 |
| Oct | Plain = n/a Glossy = 31 | Plain = 30 Glossy = 14 | Plain = 87 Glossy = 11 | Plain = 5 Glossy = 2 |
| Nov | Plain = 155 Glossy = 91 | Plain = 8 Glossy = 16 | | |
| 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 | | |
| May | Plain = 107 Glossy = 24 | Plain = 25 Glossy = 4 | | |
| June | Plain = 70 Glossy = count missed | Plain = 4 Glossy = 6 | | |
| Jul | Plain = 56 Glossy = 34 | Plain = 2 Glossy = 4 | | |

uCreate: Kaz touch typing tutor

Number of registered users

| Month | 2012 / 2013 | 2013 / 2014 |
|------------|-------------|-------------|
| Aug | n/a | 109 |
| Sep | 92 | 112 |
| Oct | 98 | 112 |
| Nov | 98 | |
| Dec | 98 | |
| Jan | 99 | |
| Feb | 100 | |
| Mar | 100 | |
| Apr | 102 | |

| | | |
|------------|-----|--|
| May | 106 | |
| Jun | 108 | |
| Jul | 109 | |

uCreate: equipment loans

Number of loans

| Month | 2010/ 2011 | 2011 / 2012 | 2012 / 2013 | 2013 / 2014 |
|--------------|-------------------|--------------------|--------------------|--------------------|
| Aug | 3 | 3 | 9 | 2 |
| Sep | 7 | 8 | 5 | 9 |
| Oct | 5 | 8 | 4 | 12 |
| Nov | 6 | 1 | 8 | |
| Dec | 4 | 2 | 4 | |
| Jan | 9 | 5 | 2 | |
| Feb | 7 | 14 | 7 | |
| Mar | 14 | 5 | 1 | |
| Apr | 8 | 2 | 8 | |
| May | 12 | 4 | 16 | |
| Jun | 7 | 7 | 10 | |
| Jul | 7 | 8 | 6 | |

The slight increase in loan requests may be due to more staff and students becoming aware of the service and possibly more use of multimedia in course-work.

Requests made which could not be fulfilled due to equipment unavailability numbered four.

uCreate: Box of Broadcasts (BoB)

Number of registered users

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

Number of programmes requested

| Month | 2010/ 2011 | 2011 / 2012 | 2012 / 2013 | 2013 / 2014 |
|--------------|-------------------|--------------------|--------------------|--------------------|
| Aug | n/a | 422 | 663 | 616 |
| Sep | 106 | 422 | 913 | 1062 |
| Oct | 174 | 442 | 1037 | 952 |
| Nov | 217 | 583 | 1206 | |

| | | | | |
|------------|-----|------|------|--|
| Dec | 249 | 643 | 1127 | |
| Jan | 386 | 709 | 1417 | |
| Feb | 327 | 966 | 1449 | |
| Mar | 324 | 1021 | 1811 | |
| Apr | 381 | 1080 | 1466 | |
| May | 510 | 1078 | 1493 | |
| Jun | 427 | 895 | 6929 | |
| Jul | 176 | 879 | 886 | |

- The new Semester saw a comparatively large number of new BoB subscribers, which would be expected. The figure for the number of unique programmes requested doesn't reflect the number of programmes actually watched which during September and October were 6497 and 6135 respectively.
- There is to be a major upgrade and improvement of the BoB Service in January 2014. Details and alerts will be published nearer the time and a member of staff will attend an administrators' taster session for the upgraded service in early December.

uCreate: other

- The uCreate computers were migrated over to the new SCCM server during September. This server is used for deploying software applications to managed University computers. The project involved rebuilding the uCreate computers, testing peripherals (scanner drivers, etc) and then reinstalling any additional non-managed software.

Helpdesk services: sites specific

Main Library

- **Talks for OLL credit students:** A session 'Making the most of the University Library and MyEd' was run by Helpdesk staff on 16 October.
- **Portable Hearing Loop:** We now hold 2 portable hearing loops transmitters and 4 receivers at the Main Library Helpdesk for use by hard of hearing users in a meeting room or in a study pod. It has been decided that these items will be issued via the Voyager system, rather than operating a paper form, and issued to Blue Card holders. However, other users requiring the service will have their details added to the venue information, so that we can track the user and recover the item if not returned promptly as required. The initial projection is that there will be a low use of these resources but the service has still to be advertised. Staff are currently being trained in their use of the service. It is also considered that the loops will only be effective in certain environments/locations in the Main Library but experience of using them will inform us more on this issue.
- **Lockers:** The day locker service is working well, most days at least four of the five lockers are being utilised.

ECA Library

- In addition to the usual preparations for Freshers' Week and the new Session, there was a particular focus on addressing any service issues caused by the reclassification of the library's book collection over the summer.
- A new colour-coded floor plan of the Library of Congress sequence was introduced and displayed prominently alongside posters highlighting the benefits of the new

classification and offering tips for returning students on how to navigate the new arrangement.

Law & Europa Library

- The start of Semester One went quite smoothly, and the students seem to be finding their way round the library quite well, hopefully some of this is due to improved signage and this year's Library Guide.
- There have been a couple of security incidents, as a result of this we have been raising students' awareness of keeping their property safe and being aware of security issues.
- Work on the Law Library pamphlets continues; extra hours have been allocated to this work, with colleagues from other sites also participating in checking holdings from the British Library and National Library.
- Flooding to the staff work room and tea room (and other rooms in the Law School) has caused some disruption, the rooms are now being painted and re-carpeted. We have used this as an opportunity for a good spring (autumn) clean of both rooms.

Moray House Library

- No exceptional activities.

Medical/VetMed Libraries

- The Director of L&UC visited the MVM (and other) sites along with the Helpdesk Manager, Sites.

RIL:

- Journal stock is being de-duplicated with the annexe, in order to create more space for study. So far, during September and October, 844 journal volumes and 1735 journal issues have been withdrawn from RIL stock.

Western General Hospital:

- The roof was replaced during September and October, including the replacement of external roof-lights, allowing more natural light into the library
- Work on weeding the book collection continues
- De-duplication of journal stock with the annexe continues. During September and October this has created a further 23 metres of shelf space.
- The Site and Services Supervisor is assisting with support for Online Print Credit, and with setting up standard solutions for Unidesk quick call
- The Site and Services Supervisor helped the MVM Consultant with Evidence Based Medicine sessions for Year One students.

Lady Smith of Kelvin Veterinary Library:

- A table in the Vet Library is being set up as part of 'What's new in the library' week. This will display fliers, free items and competition prizes. The library currently has a display of books on the theme of 'The Art of the Vet Student'. This is to coincide with the Vet School's 'Dick Vet Art Competition' and includes some art books, poetry and novel by vets as well as biographies and anecdotes.
- There was a new format to the Year One Library induction sessions this year. The MVM Consultant worked with colleagues in the Vet School and LTS and there were

four days of 12 induction 'rotations', with induction for Library, EEVeC and IT. There were groups of 10-12 students for each induction. For the Library induction the students were given a tour of the Vet Library. Quiz sheets were handed out, with questions on topics such as using the catalogue, using other libraries around the library and swipe access to the Vet Library..

- The airflow behind the desk has improved since the work was done on the ventilation.
- There were visits from colleagues in Acquisitions and Metadata services to New College Library
- An article on NCL was published on the Library Annexe blog see <http://libraryblogs.is.ed.ac.uk/blog/tag/annexe/>
- A visit from HRH, the Princess Royal, the University Principal and Mr Funk (benefactor) was held. HRH seemed interested and asked lots of questions.
- See <http://www.ed.ac.uk/schools-departments/divinity/news-events/news/chancellors-visit>
- The installation of Early Warning Leak Detection system is complete.
- A sale of duplicate material to Booksellers took place.

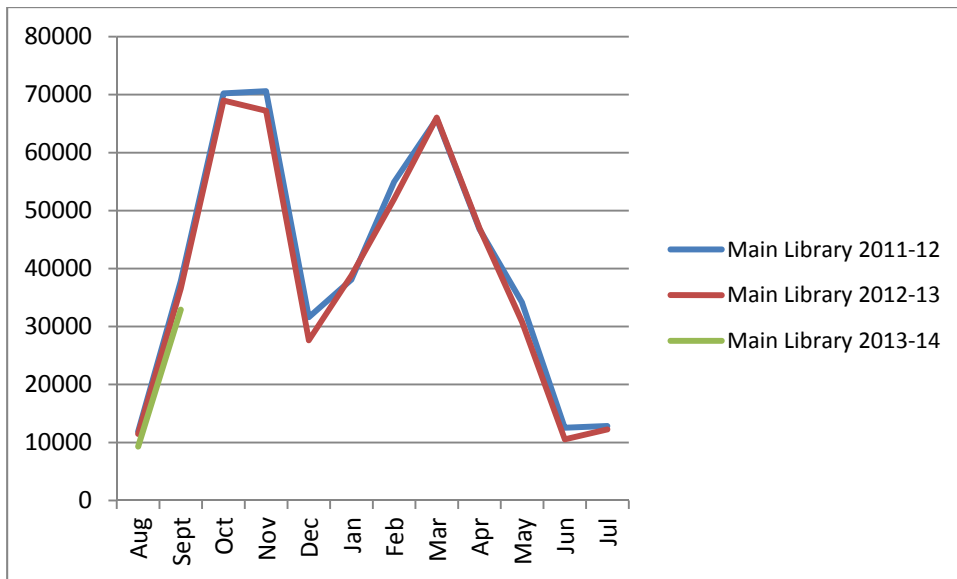
Noreen and Kenneth Murray Library.

- Work on weeding LC book collection continues.
- The Head of SCE Consultancy gave a catch up talk to Helpdesk staff on 3 September.
- Biology PGTs were given a tour of the library on 12 September.
- The first MOBUG for the Murray Library was attended by the Site and Services Supervisor on 13 September.
- Two short talks on the Murray Library were given to 80 plus Architecture students on 15 October.

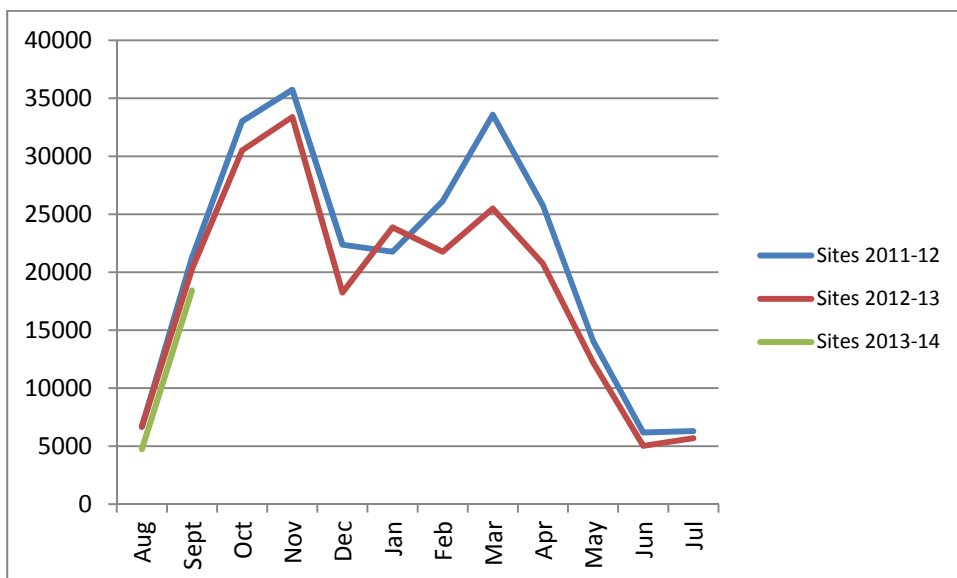
Performance Indicators

Circulation 2013/14

- Please note that in respect of the presentation of circulation statistics in Help Services Section reports for 2013/14 compared with last Session, only figures relating to circulation at Help Services service points will be included. This will give a more accurate picture of circulation of IS items to users by omitting the following: Library Annexe, L&UC ILLs, Confucius Institute and Art & Architecture Library.
- 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 pattern of decline in issues emerging this Session, notwithstanding the adjustment to source data noted above.
- 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 | |
| Nov | 106327 | 100602 | |
| Dec | 53978 | 45899 | |
| Jan | 59854 | 62678 | |
| Feb | 81099 | 73786 | |
| Mar | 99406 | 91515* | |
| Apr | 72522 | 67711 | |

| | | | |
|---------------------|--------|--------|--|
| May | 48220 | 43032 | |
| Jun | 18705 | 15573 | |
| Jul | 19133 | 17954 | |
| Annual Total | 740089 | 696044 | |

| No. of Returns | 2011-12 | 2012-13 | 2013-14 |
|-----------------------|----------------|----------------|----------------|
| Aug | 28950 | 31409 | 26237 |
| Sep | 36971 | 35544 | 31826 |
| Oct | 81001 | 81021 | |
| Nov | 99139 | 95936 | |
| Dec | 74768 | 64341 | |
| Jan | 52649 | 54200 | |
| Feb | 69627 | 63721 | |
| Mar | 98267 | 91474* | |
| Apr | 87115 | 81729 | |
| May | 65997 | 60466 | |
| Jun | 21422 | 17817 | |
| Jul | 19338 | 18133 | |
| Annual Total | 735244 | 696791 | |

- The fall in total number of issues and returns identified in previous reports continues (issues fell 44,045 or 6% in 2012-13 compared with 2011-12; returns fell 38,453 or 5% in 2012-13 compared with 2011-12).

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 **not met in August or September**; this is consistent with the same two months in 2012-13. USD KPI #8 for 2012-13 was for 75% of library material issued to be returned by self-service. Last Session's KPI was **not met in August** but was **met in September**.
- As volumes rise in October, selfcheck statistics are expected to improve.

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 |

Self-issue by location 2013-14 (plus 2012-13 figures):

| Number of Self-Issues | Main | ECA | Law | Murray | Vet | RIL | Moray | NCL | Total |
|------------------------------|-------------|------------|------------|---------------|------------|------------|--------------|------------|--------------|
| Aug | 7187 | 329 | 340 | 337 | 288 | 310 | 609 | 23 | 9423 |
| | 9535 | 361 | 511 | 610 | 278 | 599 | 921 | 36 | 12851 |
| Sep | 28956 | 2723 | 3955 | 2774 | 648 | 851 | 2063 | 335 | 42305 |
| | 32417 | 1895 | 3687 | 3283 | 790 | 1235 | 3090 | 391 | 46788 |

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 | 54.13 73.26 | 93.10 90.29 | 83.27 90.34 | 72.23 78.71 | 15.01 21.64 | 82.57 82.28 |

Self-returns by location 2013-14 (2012-13):

| Number of Self>Returns | Main | ECA | Law | Murray | Vet | Total |
|------------------------|----------------|------------|--------------|-------------|------------|----------------|
| Aug | 14173 18565 | 427 569 | 744 1013 | 644 1060 | 244 269 | 16232 21476 |
| Sep | 18155 20463 | 852 463 | 3708 3367 | 972 1120 | 465 552 | 24152 25965 |

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 |

- ECA Library has made real progress in increasing use of self-issue/return relative to staff-mediated issue/return.

Unidesk Library Helpdesks operator group

- Library Helpdesks' Unidesk activity is reported under the heading User Services Division: Library Helpdesks at: www.wiki.ed.ac.uk/display/insite/Unidesk+Numbers
- In August Library Helpdesks had 652 logged incidents either owned or passed on by their operator group, with 91% of these (592) being resolved by Library Helpdesks.
- In September Library Helpdesks had 661 logged incidents either owned or passed on by their operator group, with 86% of these (569) being resolved by Library Helpdesks.
- The table below shows Helpdesk performance in resolving these incidents this quarter:

| Helpdesk | % of total incidents | Number | % Open | Completed in 1 day | Completed in 3 days | Completed in 7 days |
|------------------|----------------------|--------------|--------|--------------------|---------------------|---------------------|
| July | 87% | 515 (of 593) | 4% | 65% | 80% | 87% |
| August | 91% | 592 (of 652) | 3% | 57% | 78% | 88% |
| September | 86% | 569 (of 661) | 6% | 54% | 73% | 87% |

- The completion rates show calls are taking longer to complete in the past two months, but the completion rate in 7 days is consistent with previous reports.

- Help & Consultancy Services was the most numerous category in both August and September, and were predominantly sub-categorised as Card Services (90% and 88% respectively). This is normal at this time of year.
- Library was the second most numerous category. The sub-categories Books and Electronic Resources were higher in September (49% and 20% respectively) than August (42% and 9%), as would be expected with the new intake of students.
- 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>

Enquiries received by the IS Helpdesks at start of Session

- All Helpdesks made a five-bar gate record of face-to-face enquiries received either in Freshers' Week and Week One (Main Library and Scottish Studies Library), or in Week One and Two (all other sites). Between 40 and 50 enquiry types were used.
- Headline figures arising from this survey are:
 - total enquiries recorded as part of the survey was 16,142;
 - total enquiries recorded at the Main Library Helpdesk in Freshers' Week was 4882 and in Week One was 4108;
 - total enquiries recorded by Site Libraries in Week One was 4110;
 - total enquiries recorded by Site Libraries over the two weeks was 7162.
- Figures are underestimates as not all enquiries were recorded. Transactions (eg issuing of books, return of books, taking fines) were not recorded at all.
- It is noteworthy that the enquiry count at Main Library and at Sites in Week One was almost identical.
- Enquiries about obtaining first card was the most numerous enquiry received at the Main Library in Freshers Week, and was the fifth most common enquiry in Week One, showing that more work is needed to communicate with arriving students and Schools about the arrangements at Adam House and distribution to University accommodation.
- Replacement card enquiries were numerous at the Main Library in Freshers Week and Week One.
- Print credit enquiries, often resulting in staff mediated print credit transactions, were numerous in Week One in the Main Library and Second Week in Sites; this reflects the difficulty in immediately getting students to use online print credit.
- Printing enquiries were numerous at the Main Library in Freshers Week and at Site locations in Week One and Two. This perhaps indicates that starting off with printing is not intuitive, as well as indicating the level of support Helpdesks give to students using the service.
- Finding and issuing/returning lending materials and/or use of OPAC were common enquiries at all Helpdesks throughout the period, as would be expected.

Chart 1: Five most common enquiries in the Main Library and in Site Libraries over the two weeks of the enquiry survey

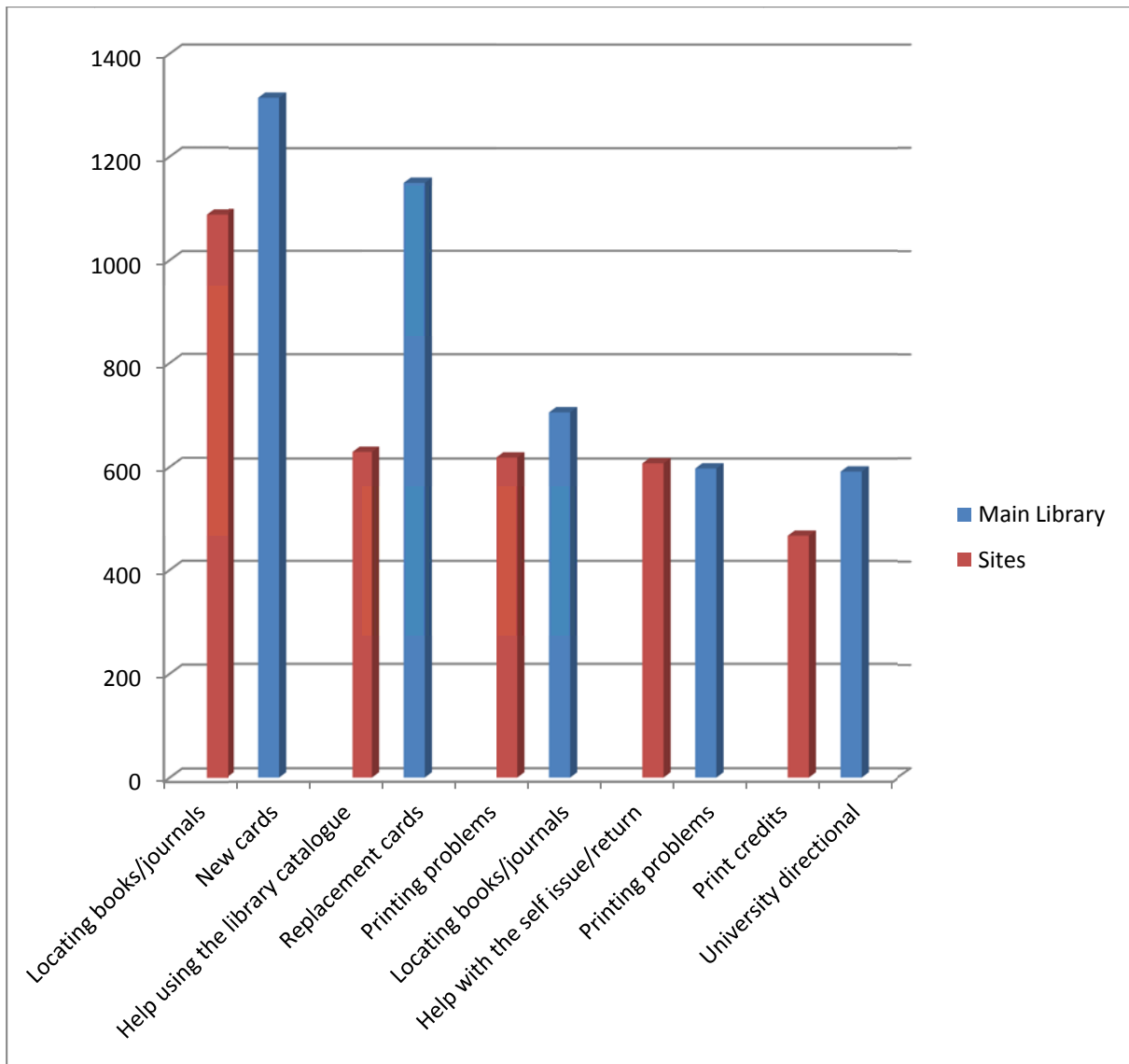
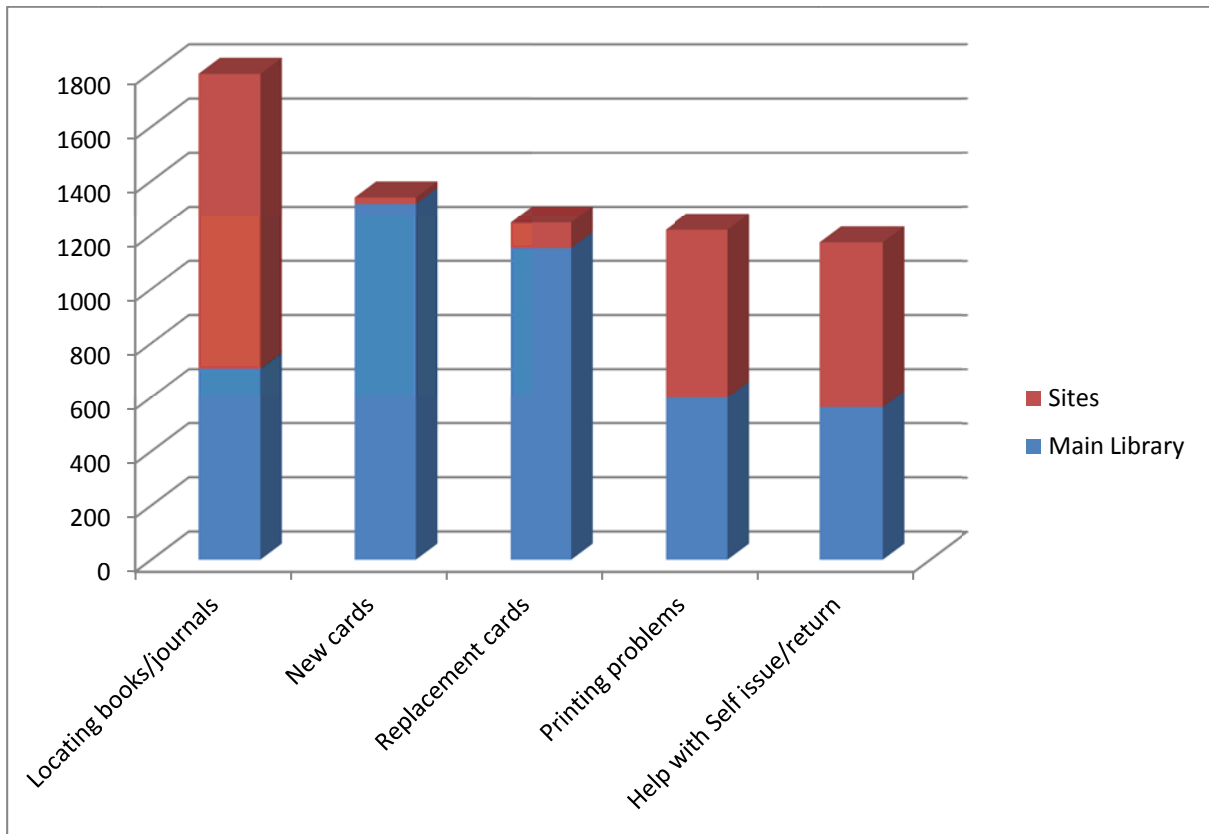


Chart 2: Five most common enquiries by combining totals across all libraries over the two weeks of the enquiry survey



Barry Croucher 29 October 2013