Help Services

Service Report for 10th July 2013 to 3rd September 2013

Exceptional Service Activities

Opening hours

Opening

- The Lady Smith of Kelvin Veterinary Library commenced Semester opening hours on 5 August, with opening to 6pm, as the Graduate Entry Programme Veterinary students arrived.
- Moray House Library operated a new extended Summer pattern from 19 August with evenings open to 8pm Monday to Thursday (ie 4 days not 2). See the Moray House Library report below for comment on initial usage.
- Main Library building opening for the period 1 August to 1 September inclusive, with opening to 12 midnight Monday to Thursday, to 8pm Saturday and to 12 midnight Sunday (no change to Fridays).
- Within the above period, Main Library building opened overnight on Wednesday 14 through to Thursday 15 August, a date chosen with EUSA agreement, to facilitate dissertation hand-ins. The table below compares usage after midnight with the equivalent opening from 2012, and shows take up was lower this year.

Headcount times	Thursday 15 August 2013	Thursday 16 August 2012	Change 2013 from 2012
00:30	94	137	- 44
01:30	69	120	- 51
02:30	61	94	- 33
03:30	36	67	- 31
04:30	31	54	- 23
05:30	21	37	- 16
06:30	23	27	- 4

- The Opening Hours Group has concluded, based on these statistics, that next year we should offer extended opening to 02:30 rather than full overnight opening for the equivalent date in August 2014.
- On 2 September Main Library building opening reverts for one week to the standard Summer pattern, providing opening hours to 8pm Fridays, 10am to 5pm Saturdays and 12noon to 5pm Sundays.
- For current opening hours, see www.ed.ac.uk/is/library-opening

Closing

- There was an evacuation of the Main Library on 20 August due to workmen on Floor 4 not isolating a sensor. There was a 30 minute interruption to service as a result.

Open Day

- The Undergraduate Student Open Day took place on 2 September. Statistics will be reported in the next period.

Access

- New guidelines have been issued to Main Library Reception staff to assist with mediating unannounced visitors requesting same day single visit library access. The relevant Equality Impact Assessment is available under the heading Library Access for visitors at: http://www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment/a-z-assessments
- Since the guidelines came into effect on 12 August, there have been 147 accesses enabled and 10 requests rejected.
- The first milestone report is due later in September for presentation to Library Committee on 9 October.

Voyager Library Management System

- A second attempt at reauthorisation of subject headings for 1.6 million records led to a planned period of interruption to online circulation services from 19 July pm to 22 July pm. Helpdesk staff provided a mediated issue/return service. The reauthorisation was successful.
- After testing, which involved Help Services staff, the Voyager 8.2.1 software upgrade and transfer of servers was carried out 12 to 15 August. The work was completed within 3 days (15:45 Monday to "launching" at 14:00 Thursday), slightly ahead of schedule and the advertised outage announcement. Helpdesk staff provided a mediated issue/return service.
- The main outstanding issue for Help Services with the Voyager upgrade is to see the automatic download of new student records restored, although there is a workaround currently in place whereby Information Systems manually import the records. Library & University Collections (L&C) Information Systems is tasked with restoring the feed by working with IS Applications Division.
- The new version offers small improvements for staff and allows External/SCONUL users to renew their items online, even when at their maximum borrowing limit.
- It also provides a platform for L&UC Information Systems to develop a program to deliver self-requests. Help Services is working with Information Systems to assist in this development by testing and seeking solutions to issues.

Unidesk Quick Call

- Quick Call User Acceptance Testing was carried out successfully on 20 August. The ability to record quickly face to face enquiries by creating completed Unidesk Calls is facilitated through the Quick Call process. 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.

Public service email account

- IS.Helpdesk@ed.ac.uk was replaced by IS.Helpline@ed.ac.uk on public facing web pages on 6 August, email redirects applied and Unidesk updated.   Minor issues

arising in the first weeks of operation identified as a result of monitoring of the change are being addressed.

Complaint Handling Procedure

- Complaints handled as Frontline Resolution recorded by Help Services in the period June to August total 7, all from Postgraduates and relate to the Main Library.
- Three complaints were about Summer opening hours, one was about noise and one about customer service. Two complaints were not upheld as they were resolved by giving information about circulation services.

Section services

Laptop Loans Service

- A review meeting of the laptop loans service was held with Desktop Services on 16 July.
- Statistics for 2012/13 show an increase of over 25% from last year in the use of this service, with supply not meeting demand in the Main Library at several points in the year. Across the 4 sites involved (ECA, Main, Moray House, NKML) 3556 laptop loans were issued to 657 unique students over the academic year 2456 of these in the Main Library.
- To improve issue per machine to reach maximum users, we are re-distributing some of the laptops to the Main Library and will monitor the effects of this on demand and supply as the year progresses.
- The laptops are due for renewal in two years and Help Services and Desktop Services will review future requirements within this timeframe.
- A fuller report on the service is appended (Appendix 1).

Card Services

- The TEL005 project to enable Online Distance Learners to submit a digital image through MyEd for use with first card production has completed and the service went live on 6 August. Minor teething issues with communications to/from a small number of email accounts and images saved as awaiting record not copying to the server when they appear have not prevented a successful launch of the service.
- 270 ODLs were contacted and invited to submit a digital image. 185 digital images have been received and 166 cards have been produced as a result, to 27 August. The discrepancy is as expected, and represents either digital images that do not meet the recommended criteria (leading to resubmission) or cases where student records are pending. The relevant Equality Impact Assessment is available under the heading Digital Images Online Distance Learners at: http://www.ed.ac.uk/schools-departments/equality-diversity/impact-assessment/a-z-assessments
- On 19 August Card Services ran a roadshow at Dalhousie Land in order to distribute new cards to arriving PGDE School of Education students. 261 pre-made cards were handed out and 37 cards were made at the event, a total of 298 cards.
- 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 is well underway. Production statistics to 26 August are shown below:

Week beginning	Student cards produced
22 July	721
29 July	955
5 August	693
12 August	1373
19 August	1455*
26 August (to 28)	998
Total to 28 August	6195

- *Includes the PGDE event.

Online Print Credit

- The usage data shows that the number of transactions and values of OPC credited in July were consistent with the low level of activity in June, and follow the academic cycle. The PGTs dissertation hand-ins may have been expected to increase demand in July, but this effect is probably seen best in August when deadlines were due and indeed nearly twice as much money was credited with transactions increasing by nearly 800 (to 27th August).
- In July there was only one significant error where payment has been taken from the user but no print credit has been added to the user account: this was related to the service outage on 16 July (see below); 3 such errors have occurred in the following month to 28 August.
- There have been problems with the Account History feature of OPC not working: this was not immediately known to the service owner but has since been resolved (see I130712-0468). This indicates a need for more regular monitoring of the service.
- There was poor performance of the OPC service on 15 July and was resolved as part of Coldfusion component restarts (see I130715-0292).
- The core database outage of 16 July meant that the OPC service was offline for a short time as planned.
- An attempt was made prior to the 16 July to alert users to the impending outage using the Twitter feed that allows display of a short message within the channel. However, it was discovered that a change by Twitter of the APIs had caused the link to break. This has since been restored and tested (see I130715-0293).
- FIN088 project to change the payment gateway failed to complete UAT in time to upgrade the infrastructure on 28 August as was planned. This work will be rescheduled.
- A new print credit widget for staff mediated credit is in use at the Helpdesks, and will improve accountability for auditing purposes.

Print/copy

- One MFD at each library site is enabled for scanning and teams are looking out for any impact on user behaviour to feedback to SelectPrint, for example ease of use, satisfaction with quality and availability of printing at sites with one machine.

Disability Computing Support for Students

Exam resits support

- The exam resit period ran from 12 – 23 August.
- DCS supported 3 students and a total of 9 exams. This is an increase from the 2012 resits, where DCS supported 2 students and 5 exams.
- Exam support was provided by 2 members of the DCS exam team.
- The exams took place during normal core hours, with the exception of one, which was outwith these hours.

Other

- IS has purchased additional equipment to add to the DCS exam support pool. These include 3 new high spec laptops (2 Win and 1 Mac).
- 3 additional licenses for Dragon Naturally Speaking 12 have also been purchased in order to supplement those already installed on the Accessible PCs in the Main Library. These licenses will be installed on 3 other Accessible PCs across campus in due course.

Disability Computing Support for Staff

- Requests for information and support were received for:
    - Voice activation software (4)
    - Accessible Laptop Loan with Dragon voice activation software (1 – this has been a long term service request which is now concluded)
    - Specialised Mice and Keyboard Loans (3)
- Two service awareness sessions were held during August; the first at the James Clerk Maxwell Building, King's Buildings on the 15th and the second at the Main Library on the 22nd. The KB session did not attract many visitors, unfortunately. The Main Library session was better attended and some loan requests resulted from it. Another session will be held at KB at a different location (to be confirmed) early next year.
- A report for the service for the period March to August is appended (Appendix 2).

uCreate: software usage

Number of uses 2012 / 2013

Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Photoshop CS5	297	380	446	562	444	527	631	469	645	763	261	435
Illustrator CS5	82	12	56	50	27	38	41	58	125	66	32	46
InDesign CS5	84	75	36	87	76	143	73	60	35	222	64	19
Premiere Pro CS6	n/a	n/a	16	26	2	53	24	52	3	23	40	63
Acrobat Pro 9	513	321	704	553	284	645	790	538	466	456	364	403
Datastream Advance 5	12	9	4	8	3	14	14	12	7	3	23	50

Number of uses 2013 / 2014

Month	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Photoshop CS5	326											
Illustrator CS5	32											
InDesign CS5	31											
Premiere Pro CS6	9											
Acrobat Pro 9	277											
Datastream Advance 5	9											

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		
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		
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	
Oct	98	
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	
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	16	
Jun	7	7	10	
Jul	7	8	6	

The number of loan requests was again slightly higher than loans issued, usually because a specific item was already out on loan when required. One request could not be fulfilled due to the length of time the user wanted to keep it for.

One of two specialised audio recorders has failed and is too expensive to repair. Audio recording equipment is one of the most popular loan requests made.

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	
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	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	
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	1493	
Jun	427	895	6929	
Jul	176	879	886	

uCreate: other

- The Desktop and Service Delivery teams are currently in the process of packaging Adobe Creative Suite 6 in preparation for rollout to the uCreate Win and Mac machines respectively. This will replace the existing version of Adobe Creative Suite (5.5) on these machines.

Helpdesk services: sites specific

Main Library

- A network outage on the evening of 15 August caused widespread disruption to services and this was especially felt in the Main Library; Helpdesk staff did their best to support users and keep them informed, but failure to restore MFD printing meant users were not able to output work until the following morning.
- Work is progressing on DSpace (database for storage of photos and images) to adapt it to suit Help Services requirements. We are now gathering images for use in future publicity material, with a member of Helpdesk staff taking photographs for this collection.
- The new 2013/2014 Library guides and IS Booklet have been printed and distributed to Site Libraries ahead of Freshers week.
- Training sessions have been run for IS Facilities and Estates and Buildings staff updating them on admissions policies and practices.

ECA Library

- The project team from L&UC Collections Management completed the relabeling and re-sequencing of the general lending book collection into Library of Congress classification ahead of schedule, on 9 August.
- 15 bays of special 35cm-deep shelving for the library's Folio books, purchased from Forster Ecospace using ECA project funds, was installed on 21 August. The plan is to move Folio stock from storage on to the new shelves on 29 August – staff to be provided from Collections Management. This shelving will present the Folio collection together in a single location for the first time and will better support the very large books in the collection than the standard 25cm-deep shelves.
- Shelfmark signage throughout the book collection has been updated to reflect the new arrangement.

Law & Europa Library

- Serials: A review of serials is continuing to take place over the summer, looking at all the print and electronic availability of all titles
- Reclassification: Further discussions are taking place
- Stock: Work on the Europa Documentation pamphlets has progressed at great speed thanks to 4 student helpers who came to Law & Europa for a week. They had been working on a departmental project, so came fully trained. Their work and efficiency has to be praised and we are most grateful for their contribution to the stock assessment.

- A graduate trainee from Germany, who was to have been working in Law & Europa during the summer but was unable to arrange insurance, came to Edinburgh for two weeks for a holiday instead. However, we did manage to compensate with tours of the Main Library, Law & Europa Library and had some very useful discussions comparing the University of Saarbrucken Library system with Edinburgh's. There were many similarities, such as de-duplication projects, but most interesting were the differences. The university library there serves as a regional library, and across Germany each library specialises in one particular subject, acting as the central ILL service for the entire country.

Moray House Library

- The PGDEs started on 19 August and a very successful induction day for Primary students took place that day with CHSS Consultancy staff providing several talks during the day and having students sitting down at computers to sort out issues like passwords. University Security had a "stall" on Floor 1 giving out good advice together with panic alarms, pens, etc.
- The extended evening opening hours (see Opening Hours above) have produced disappointing results so far in terms of usage. There are about 300-320 PGDE students, for whom the extension was mainly intended to serve. Average headcounts are: 17:30 15; 18:30 7; 19:30 5; average gatecount is 30. The last date of the evening opening (prior to full Semester hours) is 5 September when further thought can be given to the success or otherwise of the extension.

Medical/VetMed Libraries

- All sites experienced some problems following the Voyager upgrade, when ILLiad had to be updated unexpectedly, resulting in Helpline needing to provide remote assistance on most of the computers with ILLiad.

RIL:

- A member of staff assisted L&UC ILL team with Inter-library loans over a two week period when they were short of staff
- Senior Helpdesk staff have assisted with web page changes due to Voyager downtime.
- Work on weeding the book and journal collection continues.

Western General Hospital:

- The IS Facilities Building and Service manager has visited the site and discussed the building problems with Estates.
- Work on weeding the book collection continues
- De-duplication of journal stock with the annexe is now underway, and by end of July around 25 metres of journals had been disposed of.

Lady Smith of Kelvin Veterinary Library:

- The Vet School will host a 'Recognising Excellence' Staff Award ceremony on Wednesday 4 September 2013. The Vet Library has been nominated for a Staff Excellence Award under the category of Outstanding Operational/Support Service.
- Contractors installed a ceiling vent and four extractor vents in the Helpdesk area, to improve ventilation.

- L&UC ILL team visited Vet library to update staff on ILLiad, Article Exchange and OCLC, are were given a library tour.
- The MVM senior library assistants met at Vet library to follow up and exchange experience on rationalising our procedures across sites.
- Helpdesk staff provided tours of the library for the new GEP students
- Bone box lending started again for the session. The School is happy that it worked well last Academic year.

New College Library

- There have been discussions about the transfer of material from the CSWC.
- Special Collections material has been sent for conservation.
- A sale of duplicate material has been made to Bookseller.
- The refurbishment of the Strong Room and associated collections work has been completed.
- 18 Library School students from the USA visited.
- Edinburgh Festival Fringe meetings have taken place and the events themselves have caused disruption, eg from noise.

Noreen and Kenneth Murray Library.

- Weeding project is continuing in Murray Library: a further 41 items deleted from catalogue, boxed up a total of 18 boxes collected by AnyBooks.
- Weeding project is continuing in KB Library Store: a further 901 journal volumes removed from shelves, bagged up and collected by the Waste Department.
- 400 short loan books have been changed to standard loan, catalogue records sorted.
- End of Bay signage for book collection in Murray Library completed.
- Reserve collection has been updated.
- Various issues have been discussed with the IS Facilities Building and Service Manager, including Darwin LTC/Library Store alarms.

Performance Indicators

Circulation 2012/13

- Note*: all figures and tables below are adjusted in relation to March 2013 statistics (staff mediated issue and return) and reduced by 8223 (see previous Section report).
- 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. July issue figures are lower than for the same month last year by 4.5%.
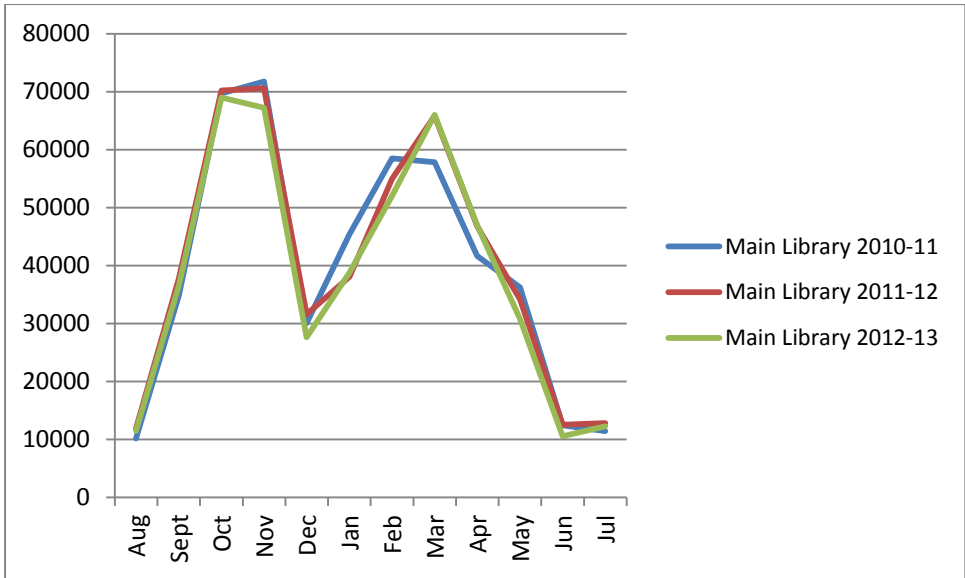
- The pattern of issues (staff-mediated and self-service) from the Site Libraries for the 2012-13 Session compared with the two previous Sessions is shown below. Note the pattern continues to show reduced borrowing of loan items from site libraries:July issue figures are lower than the same month last year by 9.5%.
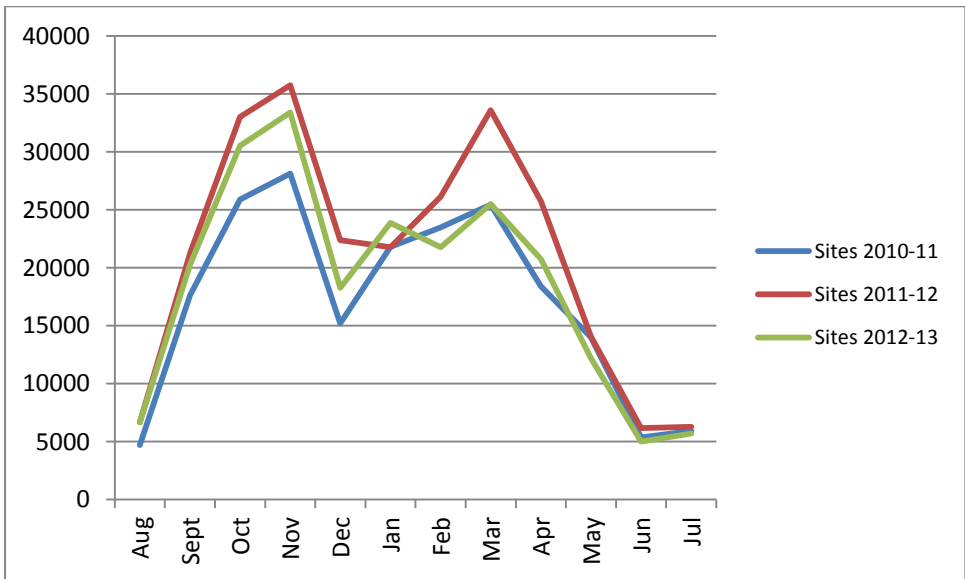
- 2012-13 circulation figures (issues and returns) are presented on the tables below.

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	91515*
Apr	72522	67711
May	48220	43032
Jun	18705	15573
Jul	19133	17954
Annual Total	740089	696044

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	91474*
Apr	87115	81729
May	65997	60466
Jun	21422	17817
Jul	19338	18133
Annual Total	735244	696791

- The annual total number of issues fell by 44,045 or 6% compared with 2011-12.
- The annual total number of returns fell by 38,453 or 5% compared with 2011-12.
- It is very difficult to offer tangible explanation for falling circulation: it could be related to collection development of print materials and use of electronic resources (eg e-books), to physical collections changes (eg merger of Science libraries at KB), or to circulation policies and stock arrangement (eg transfer of holdings from Reserve to short loan at Royal Infirmary Library).

Self-issue and self-return

- USD KPI #7 for 2012-13 is for 85% of library material issued to be borrowed by self-service. This KPI was **not met in 2012-13**. USD KPI #8 is for 75% of library material issued to be returned by self-service. This KPI was **met in 2012-13**.

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*	91515	79045	86%	Y		91474	70945	78%	Y
Apr	67711	59090	87%	Y		81729	61271	75%	Y
May	43032	36754	85%	Y		60466	47840	79%	Y
Jun	15573	11094	71%	N		17817	11077	62%	N
Jul	17954	12193	68%	N		18133	10899	60%	N
Year	696044	580872	83%	N		696791	520800	75%	Y

- In June and July the low volume of activity has resulted in a lower proportion of self-issues/returns relative to staff mediated issues/returns, with users more likely to seek staff assistance with issuing and returning materials when the Helpdesks are quieter than usual.
- In addition, selfcheck statistics will have been adversely affected by 4 significant interruptions to service in June and July related to essential Voyager work which meant issue and return was conducted through a staff-mediated service across all sites during the affected days. The affected dates were: 7-10 June; 28 June-1 July; 19-22 July; 12-15 August.
- The level of investment by IS in selfcheck units in 2013-14 will have a bearing on the KPIs and performance in the year ahead. Replacement of the remaining 2 outdated selfcheck units at RIL and New College Library, as identified in the IS Plan (business cases) for 2013-14, is important to maintaining service quality.

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
May	28182	857	3423	1118	860	854	1218	242	36754
Jun	8547	277	733	585	169	153	615	15	11094
Jul	9433	418	733	480	186	361	576	6	12193

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*	93.40	62.75	89.50	87.87	91.47	90.08	70.03	32.15	87.82
Apr	92.90	59.30	91.05	91.43	92.56	89.78	73.88	16.55	88.48
May	91.48	53.36	88.04	90.02	95.34	84.89	69.80	18.06	86.41
Jun	81.14	39.86	69.22	84.91	87.11	70.18	60.90	1.06	73.06
Jul	76.93	45.48	58.88	77.17	78.48	76.81	50.70	0.92	67.91

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
May	39298	1511	3626	2412	993	47840
Jun	8892	453	760	568	405	11077
Jul	9065	350	836	487	161	10899

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*	94.70	51.44	89.87	87.61	91.34	91.48
Apr	92.64	53.22	92.10	70.84	93.56	89.46
May	93.80	52.32	87.73	87.17	94.03	84.45
Jun	79.72	39.77	75.02	77.07	84.70	68.58
Jul	77.60	38.89	69.26	74.12	75.23	60.11

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 June Library Helpdesks had 552 logged incidents either owned or passed on by their operator group, with 87% of these (480) being resolved by Library Helpdesks.
- In July Library Helpdesks had 593 logged incidents either owned or passed on by their operator group, with 87% of these (515) being resolved by Library Helpdesks.
- The table below shows Helpdesk performance in resolving these incidents so far this quarter:

Helpdesk	% of total incidents	Number	% Open	Completed in 1 day	Completed in 3 days	Completed in 7 days
May	89%	425 (of 475)	7%	64%	77%	84%
June	87%	480 (of 552)	4%	64%	81%	90%
July	87%	515 (of 593)	4%	65%	80%	87%

- The completion rates are remarkably consistent through the quarter, and indeed throughout 2013, as shown in previous Section reports.
- Analysis of the origin of user shows that calls are generated mainly by CHSS users, with CMVM slightly ahead of CSE. Most users who are 'unknown' are applicants and often have enquiries about Card Services in this period.
- The sample customer satisfaction survey continues to give a good impression of the service, alongside IS Helpline, although two negative comments were received in July. One negative comment received in June related to a SCONUL borrower who could not renew books online as the borrowing limit had been reached: this has been resolved with the new Voyager software (see Voyager LMS above).
- See: http://www.ed.ac.uk/schools-departments/information-services/services/help-consultancy/help-services/satisfaction-survey

Barry Croucher 29th August 2013

Appendix 1: Library Student Laptop 3-day Loan Service Report 2012-13

25 July 2013

Stats for 2012/13 show an increase of over 25% from last year in the use of this service, with supply not meeting demand in the Main Library at several points in the year. Across the 4 sites involved (ECA, Main, Moray House, NKML) 3556 laptop loans were issued to 657 unique students over the academic year 2456 of these in the Main Library.

The new easier re-build on return has proved popular with the helpdesk staff and improved turn-around as machines no longer have to be kept overnight between users with build progress now checkable for all sites. This has been a big improvement.

To improve issue per machine to reach maximum users, we are re-distributing some of the laptops to the Main Library and will monitor the effects of this on demand and supply as the year progresses.

This has continued to be a popular service with a growing user base. Postgraduates using this service have mentioned how important this service is when things go wrong with their own laptop.

Reference Laptop Trial Service:

The 6 pilot laptops put on desks on the 3rd floor of the Main Library have recorded 822 log-ins since January 2013, however the 3 laptops on the 2nd floor have only managed 43 since April (compared to 341 on 3rd floor for this period).

Feedback for the service was good, with 3 students emailing to praise the ability to spread their books around without having to carry/own their own laptop.

 The service is now aiming at getting 18 laptops ready for 2013/14, 6 on 3 floors in the Main Library situated in similar positions. Advertising will be implemented once this is in place and the service reviewed throughout.

Appendix 2: IS USD Disability Computing Support for University Staff Report March – August 2013

14 August 2013

This is the third report since the setting up of Disability Computing Support services for University staff in September 2011.

Support requests:

Support calls have increased from previous period, between August 2012 and February 2013 we had 6 calls. In the last five months (March – July 2013) this has increased to 9 calls. It is unclear whether that is due to staff awareness of service or just more people needing assistance.

Requests submitted to UniDesk since February 2013:

iPad Accessibility (1)

Software (4)

Accessible Study Room (1)

Accessible Laptop Loan with Dragon software (1)

Mice/Keyboard Loans (2)

Promotion of the service in August:

Staff Disability Roadshows are being run to show staff what assistive equipment/Software is available on Loan:-

Thursday 15 August, Level 3 Concourse, James Clerk Maxwell Building, Kings Buildings.

Thursday 22 August, Ground Floor Concourse, Main Library, George Square.

An email was sent out to all IS Staff on 9 August to advertise the above Roadshows.

The roadshow at KB did not go very well. We had lots of interest from students but none from staff.

The one in ML went better, with staff coming to have a look at the equipment, which in turn led to a couple of calls for mice loans.

DCS Meeting

At a service review meeting held on 16 July it was agreed that calls could be assigned to a designated Helpdesk Supervisor (or could take action if approached directly) if it is appropriate to demonstrate assistive technology to a member of staff, who perhaps may be unsure of what is available, by using the Accessible Study Rooms for the purpose when available. This information has been added to the Support Role document