Help Services

*Service Report for 3 June to 31 July 2012*

Service activities

Opening hours

- Main Library and five site libraries (Moray House, The Lady Smith of Kelvin Veterinary, Western General Hospital, Law & Europa, Edinburgh College of Art) remained open on Tuesday 5 June during the Diamond Jubilee. There was a problem at LSKV Library, as the front and rear doors of the library locked automatically around 10am along with other doors which are normally locked at the weekend and after 6pm. This was due to errors in settings made in the central University door management system; swipe access was maintained.
- Libraries were part of the University Open Day on 15 June: there were 941 visitors to the Main Library despite the bad weather and a problem affecting the mains water supply to the Library.
- Main Library opening hours changed to the Summer pattern on Friday 15 June and apply until 31 July.
- The unstaffed JCM Library and the Robertson Library in JCM both closed permanently on Friday 6 July. The Darwin Library Helpdesk will maintain services until Monday 30 July, then transfer to the Noreen & Kenneth Murray Library for its opening at 9am on 31 July. The Darwin upper floor becomes the Darwin Learning & Teaching Cluster; the lower floor becomes the KB Library Store.
- The Murray Library building vacation opening hours from 31 July are: Monday to Thursday 8.30am to 7.00pm; Friday 8.30am to 5.00pm, Saturday 10.00am to 1.00pm. The Reception Desk will be staffed by Estates & Buildings staff for all of the hours the Library is open. The IS Helpdesk is staffed in vacation Monday to Friday 9.00am to 5.00pm. See: http://www.ed.ac.uk/is/murray-library-opening

Section services

Online print credit: usage

- The usage data shows that in May £27,165 was credited via the online print credit service in 3,580 transactions; in June the figures were £5,370 in 711 transactions (April £28,795; 3,716). Given that May included the main examination period, and final year students were graduating soon after, the use of OPC was remarkably high, the sharp drop in usage only being experienced in June.
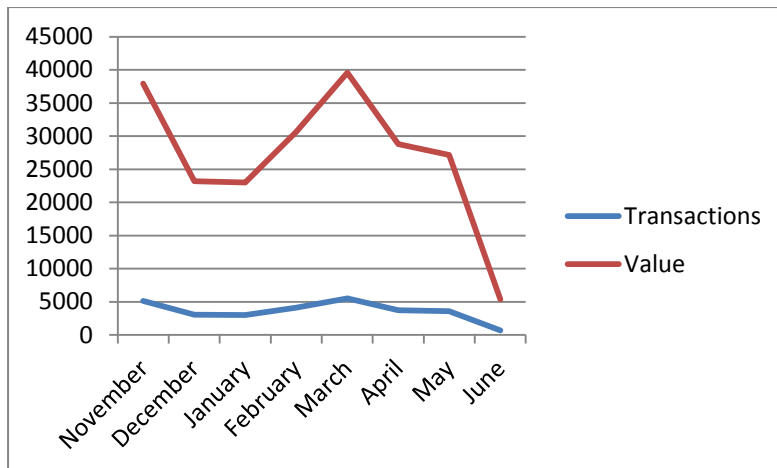
- Significant errors where payment has been taken from the user but no print credit has been added to the user account continue to occur on a small scale: 3 in June and 5 in July (down from 12 in May).

Card services/smart card distribution

- Work has commenced in preparation for the annual task to produce cards for new starts.
- Webcams and flatbed scanners have been acquired to replace the old photographic camera equipment.
- As a result of the DEI006 project, Front Office now displays whether a student is an ODL student. This information will come in useful if a student reports that they need a card replacement but would like it sent out to their home address. The ODL 'flag' also enables an improved process of initial card distribution to ODLs.

SelectPrint

- Main Library and KB staff have attended demonstrations of the new Xerox MFDs, now deployed in the Main Library and Noreen & Kenneth Murray Library.
- Preparations are in hand to facilitate self-service photocopying to non-University members as a consequence of the removal of the pre-paid copy card service.

Disability computing support for students

- Upgrading of existing and setting up of new accessible PCs around the University is almost complete. Evolution House and the Law Library now have accessible PC kits in place. The accessible PC from the Darwin Library has been set up at the Law Library and equipping the two Accessible Study Rooms in the Noreen and Kenneth Murray Library is underway.
- Updated user documentation is being prepared for the upgraded Accessible PCs.

Disability computing support for staff

- The document describing the process relating to the operation of the service has been reviewed with OHU and HR and is ready for publication.
- The three laptops for short term loan to staff have now been upgraded and each has a different licensed assistive technology application installed (ZoomText 10 Magnifier & Reader, JAWS Screen Reader and Dragon Naturally Speaking speech recognition), as well as MS Office 2010 and Kaspersky Anti-Virus. All the software has been tested, though some of it runs a little slowly owing to the age of the laptops; one is being replaced via cascade from the Laptop Loans scheme.

uCreate: software usage

Number of uses

Application	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June
Photoshop CS5	484	238	0*	207	375	878	628	621	545	374
Illustrator CS5	108	61	0*	15	54	133	20	28	56	52
InDesign CS5	19	17	0*	26	60	321	92	167	90	17
Premiere Pro CS5	14	1	0*	0	27	24	23	12	29	17
Acrobat Pro 9	2343	1239	0*	112	347	761	698	499	551	360
Datastream Advance 5	1	1	0*	2	33	20	10	1	3	13
Mind Genius 4	0	0	0*	0	1	0	1	0	0	0
Inspiration 9	2	2	0*	0	1	0	1	1	0	0

*Stats unavailable this month

As expected there has been a drop in user numbers across the board post semester, except for Datastream, accessed for dissertation research during June.

uCreate: equipment loans

- August 2011 – 23 July 2012: 66 individual loans.
  This compares with August 2010 - July 2011: 89 individual loans.
- Loans are slower overall than last year but remain steady; average 2-3 loans per week during semester, 1-2 loans per week during summer vacation.
- Borrowers frequently mention their appreciation of the service and undergraduates are especially pleased that they are not required to obtain permission from Schools and that the equipment can be borrowed for personal use, not just for course work.

uCreate: Box of Broadcasts (BoB)

Number of Users	2010/2011	2011/12
Sep	241	1281
Oct	256	1428
Nov	292	1839
Dec	314	1962
Jan	336	2089
Feb	370	2259
Mar	404	2437
Apr	447	2577
May	518	2733
Jun	547	2803
Jul	554	
Aug	561	

Number of Programmes Requested	2010/11	2012/12
Sep	106	422
Oct	174	442
Nov	217	583
Dec	249	643
Jan	386	709
Feb	327	966
Mar	324	1021
Apr	381	1080
May	510	1078
Jun	427	895
Jul	176	
Aug	422	

The number of users subscribing to BoB each month continues to grow steadily. A drop in the number of unique programmes requested in June may be due to some subscribers leaving the UK for the summer, access to BoB being limited to within UK territory.

Freshers' week

- The USD Freshers' Week Group is now meeting twice monthly. 8 library guides are with the Printers; the IS 'snapfax' and Treasure Hunt flyer are being finalised. The New Students web pages are being refreshed and made easier to navigate. New innovations for guiding users are being explored, including a streamed video demonstration of the use of the catalogue and self-check in the Main Library.

Laptop loans to students

- Replacement of 16 older type laptops loaned from the Main Library is underway.

HelpDesk services: sites specific

Main Library

- Staff gave an information skills presentation to 170 LEAPS students and 20 tutors, followed by an orientation tour of the Main Library.
- Work has been ongoing on updating various Help Services web pages.
- Desktop Services have upgraded the first ten Apple iMacs on the second floor of the Main Library to the new Mac OS X 10.7 lab build. There is information for users displayed locally. These are acting as a pilot over the summer holiday period, with the intention to upgrade the remaining thirty computers at the end of August/beginning of September. See: https://www.wiki.ed.ac.uk/x/3IyOCQ
- The 4 remaining speedlanes with swipe card access were converted (Main Library entrance and Hub entrance Monday 25 June; Library café entry and exit on Tuesday 26 June), meaning all users of the Main Library must use a smartcard for access.
- As part of the final phase of the Main Library Redevelopment Project all three sets of stairs within the Main Library are undergoing a major refurbishment and all three lifts will be replaced. Interserve has been working on the east stairs at weekends causing floors 3 - 6 to be closed to users. Helpdesk has been running a book fetching service Saturdays 10am-1pm.

Law & Europa Library

- Summer moves are underway to re-establish a dedicated EDC area and the re-uniting of Europa material on the upper floor of the library which had not been completed last summer due to lack of space. The rationalisation of space with the EDC has now made space available.
- A large donation of Roman Law books from the estate of Lord Rodger of Earlsferry has been received and these are being processed and sent to be catalogued.

ECA Library

- ECA library team completed extensive rearrangement of journals sequence to accommodate titles displaced by new Reserve collection area.
- Secure Reserve collection enclosure was installed by Gardiner Window Services between 27 and 29 June.
- 2 new PCs with A3 scanners installed and in regular use. The scanners' specifications are significantly superior to those previously at ECA, so should be popular with users.
- Transferred approximately 4000 low-use Standard Loan items from ECA book collection to on-site store at Evolution House. A local request service will be offered to users until these items can be moved to the Library Annexe in 2013. This was done as part of the preparations for the reclassification of ECA Library collection to Library of Congress and the resulting rearrangement of the classified sequence in Summer 2013.

New College Library

- Redecoration of Stack Room 1, which was closed to the public from 14th June until 16th July inclusive, involved decanting and reshelving all books and shelving from the end stacks, the bays around the supporting pillars and the top shelves of each bay. A book fetching service operated and Helpdesk staff collected 539 books requested by readers during this time.
- A donation of 28 boxes of books from the Dominicans Library has been received either for addition to stock or sale.

Moray House Library

- Ventilation/heating works have continued resulting in the following changes:
  - Facilitating works to install new windows, and replace heating and ventilation
  - Organised full clearance from basement area through Waste Department to make space for pipework etc.
  - Organised removal of old PCs (through LTSTS) from the 2nd Floor (Balcony Level) and from 1st Floor
  - Workstation desks, tables and stock have been moved and shelving dismantled to provide works access
  - Shelving re-assembled to increase capacity and provide extra individual study spaces (near power points)
  - Stock has been condensed and shunted to suit new shelving arrangement
  - 2nd Floor (Balcony) closed to library users throughout this time – staff collecting items on request from this area.
- Other work includes:
  - Condensed Current Journals run (space created by e-titles), and removed some shelves to create potential study space.
  - Deletion of Dewey items from catalogue, as highlighted in Voyager report (apart from Children's and Reference, all Dewey has been reclassified as Library of Congress)

o   Creation of a dedicated Reserve book drop – to help manage Reserve self-returns.

KB Libraries

- The focus of activity has been on the move to the new Murray Library.
- Packed up offices/workspaces in Darwin ready for move.
- Cleared offices/workspaces in JCM and Robertson and packed items for Murray Library.
- JCM and Robertson libraries closed Fri 6 July.
- Week beg. 9 July – sorted lower floor workroom, and more packing, plus integrated all reserve books from Robertson Lib into Darwin reserve collection, ready to move to Murray Library on Fri 27 July
- Week beg. 16 July – book integration in Murray Library, plus providing a collection service all week
- Week beg 23 July – unpacking in Murray Library and organising Helpdesk, offices and staff room.

Medical/VetMed Libraries

- Work activities have focused on the collections, including stock checks, weeding, purchasing and processing.

# Performance indicators

Incidents in UniDesk

- In summary, in June had 645 logged incidents either assigned to or escalated by their Unidesk queues. Of these 93.3% [at 11 July] have been resolved. Incidents passed to other areas as first line incidents for resolution are excluded. This compares with May when Library Helpdesks had 586 logged incidents either assigned to or escalated by their Unidesk queues.

  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
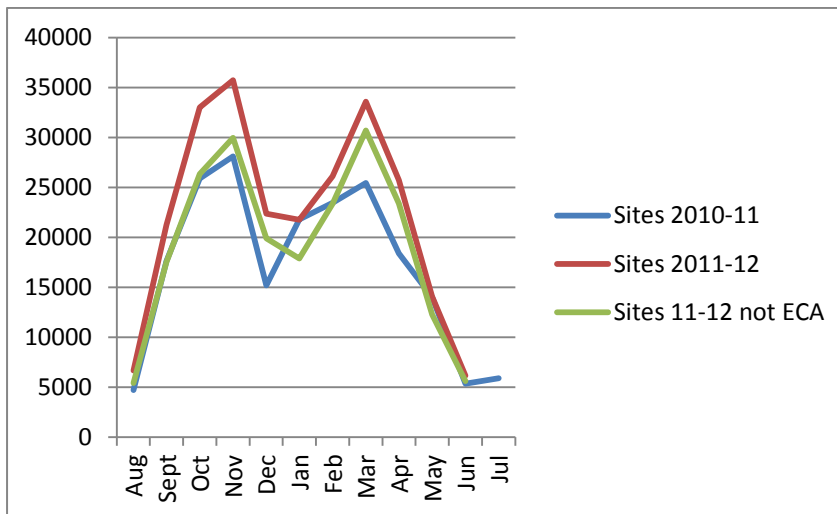
Circulation

- The total number of issues in June 2012 was 18,705 (12,533 Main Library; 6,172 Sites).
- 84% of issues in the Main Library in June were by **self-issue** and 49% in Sites: this is well below standard but is probably due to the library being less busy generally.
- The total number of returns in June was 21,422 (13,985 Main Library; 7,437 Sites).
- 81% of returns in the Main Library were by **self-return** in June which is well below standard.
- There are 2 Site Libraries with self-return: Law & Europa, LSKVL. 19% of returns across all Sites were by self-return in June. 73% of returns at Law & Europa were self-return. 88% of returns at LSKVL were self-return.

- The number of **issues** (staff-mediated and self-service) August to June for the Main Library in comparison with last session are shown below:
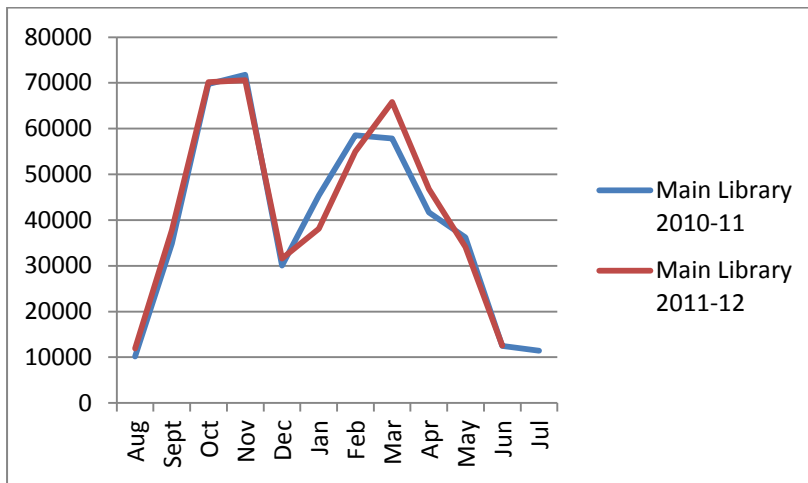
- The steep decline in issues in June is to be expected and repeats the pattern for last year, the totals for the month across the two years being very similar (up by 73 in 2012).
- The number of issues for all the Sites Library in comparison with last session are shown below. There was a continuation of the relative increase in issues compared with the previous year largely due to the addition of ECA: the increase including the ECA was 797 and excluding ECA was 242.

Barry Croucher 27.07.12