

Help Services

Summary Service Report for 26th September 2012 to 19th November 2012

Exceptional Service Activities

Opening hours

- Main Library building is opening at 9am (not 12 noon) for 9 Sundays from 28th October.
- Library & Collections Division commenced a one year trial of opening the Centre for Research Collections Saturday mornings 9am to 1pm on Saturday 3rd November.
- Help Services is recording events which reduce (or increase) library opening hours as this could become a KPI. Evacuations of the Main Library are included.

Deviation from planned opening hours 2012-13

Service location	Day/date	Reduced by	Reason	Further comments
Main Library	Wednesday 1 August	1 hour	Evacuation	No access to ML between 5pm and 6pm
Main Library	Friday 31 August	To be confirmed	To be confirmed	Problem with a fire panel
Noreen and Kenneth Murray Library	Sunday 23 September	7 hours	Essential electrical works	See previous Section report
Moray House Library	Tuesday 25 September	5 hours	Overnight flood	See Site specific report below
Main Library	Thursday 27 September	30 mins	Evacuation	An existing fire alarm cable that Interserve think had been damaged at some point during works on site but had not failed until we were relocating the existing cables to a new cable tray. This movement severed the cable, or broke the link, causing the alarm to go off.
Main Library	Wednesday 10 October	1 hour	Evacuation	Faulty indicator on the 3rd floor
Main Library	Thursday 8 November	30 mins	Evacuation	Interserve advise activation caused by a break glass cover plate, out with the site, falling off when accidentally knocked. No screw holding the face plate on to the existing box so this could have activated at any point.

Enquiry contact points

- A review is underway of the IS Helpdesk email contact point with a view to assessing the benefits of promoting the IS Helpline as a single point of contact.

Section services

Card Services

- There are 208 pre-produced cards made available for collection at Adam House in Freshers' Week, and subsequently passed to the Main Library for future collection, still to be collected.
- There continues to be demand for replacement cards as continuing students find that they need to replace their old red cards with new blue cards.
- This is one factor reducing card stocks. A new order of 10,000 cards has been placed and the first 1,500 cards received.

Online Print Credit

- The usage data shows that, as expected, there is significant growth in Online Print Credit transactions and value as the Session progresses through the first quarter.
- The first quarter totals are 12,946 transactions and £101,525. This compares favourably with the first quarter of the previous Session (when OPC was a new service) as the figures then were 8,139 transactions and deposits of £64,885.
- Temporary withdrawal of the print credit kiosk service is a factor behind this increase.

Number and Value (£) of Online Print Credit transactions 2012

OPC	Transactions	Value (£)
August	1564	13165
September	4100	33830
October	7282	54530

- Significant errors where payment has been taken from the user but no print credit has been added to the user account continued on a manageable scale in October, with 18 recorded errors; a further 14 such errors have been recorded from 1st to 14th November.
- OPC activity in October was much reduced at the end of October due to the very poor performance of the channel immediately following the MyEd upgrade on Tuesday 30th October.
- The fault with the channel manifested as Time Out Errors when the user selected Add Amount and should be transferred to WorldPay, and was later diagnosed as the query to ERA being slow (up to 10 seconds). This fault affected activity all day on Tuesday 30th October (although evidently some transactions were possible); on Wednesday 31st the Time Out parameter was extended and this had a positive effect on performance but did not resolve the issue entirely. A more complete solution was effected on Monday 5th November when Applications Management applied an index and now the query runs in less than 1 sec.
- It is to be hoped that users' poor experience of OPC at the end of October does not turn them away from using the service in future.

SelectPrint

- There remain outstanding issues to do with service management which are being addressed with the Service Delivery team.

- The impact on Helpdesks is significant, as is the temporary withdrawal of the print credit kiosk service.

Disability Computing Support for Students

- Preparations have begun for this year's exam support for disabled students. DCS staff are working closely with Registry and the Student Disability Service towards compiling the exam timetable for December.

uCreate: software usage

Number of uses

Application	Sep 2011	Sep 2012	Oct 2011	Oct 2012
Photoshop CS5	484	380	238	446
Illustrator CS5	108	12	61	56
InDesign CS5	19	75	17	36
Premiere Pro CS6	14 (CS5)	n/a	1 (CS5)	16
Acrobat Pro 9	2343	321	1239	704
Datastream Advance 5	1	9	1	4

- InDesign and Datastream usage figures increased for both Sep/Oct 2012 compared with same period in 2011.

uCreate: poster printing ***NEW***

Number of posters printed

Month	uCreate ML	uCreate KB
Aug	Plain = n/a Glossy = 27	Plain = 7 Glossy = 5
Sep	Plain = n/a Glossy = 69	Plain = 10 Glossy = 2
Oct	Plain = n/a Glossy = 31	Plain = 30 Glossy = 14

- uCreate poster printing stats now being recorded. uCreate ML plain stats will be available from Nov onwards.

uCreate: Kaz touch typing tutor ***NEW***

Number of registered users

Month	2012 / 2013
Aug	n/a
Sep	92
Oct	98

- uCreate Kaz registration stats now being recorded. There were 6 new Kaz registrations in Oct (3 from staff and 3 from students).

uCreate: equipment loans

Number of loans

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

- There is no discernible pattern in the loan requests, but they are received from staff and students in all disciplines. The majority of borrowers, though not by a large margin, are undergraduates. Equipment is usually borrowed by undergraduates for projects and sometimes for Student Society events. A minority borrow for personal use. Staff and research post-grads tend to borrow equipment for conference events or to create web content.

uCreate: Box of Broadcasts (BoB)

Number of registered users

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	561	2889
Sep	241	1281	3069
Oct	256	1428	3528
Nov	292	1838	
Dec	314	1962	
Jan	336	2089	
Feb	370	2259	
Mar	404	2437	
Apr	447	2577	
May	518	2733	
Jun	547	2803	
Jul	554	2853	

Number of programmes requested

Month	2010/ 2011	2011 / 2012	2012 / 2013
Aug	n/a	422	663
Sep	106	422	913
Oct	174	442	1037
Nov	217	583	
Dec	249	643	
Jan	386	709	

Month	2010/ 2011	2011 / 2012	2012 / 2013
Feb	327	966	
Mar	324	1021	
Apr	381	1080	
May	510	1078	
Jun	427	895	
Jul	176	879	

- As expected, there was a big increase in subscriptions to Box of Broadcasts with the new semester. There was a short disruption in service due to further upgrades, but the service has been stable for the past month. An issue was reported by one user, which turned out to be a known issue when reported to BUFVC, who are working on resolving it and provided a temporary workaround.

uCreate: other

- uCreate KB officially opened in its new home in KB Library Study Centre (level 1) on the 4th October. The new location provides uCreate KB with more floorspace and a better layout for computers and peripherals.
- The uCreate ML plain A0 plotter is working again after HP replaced a faulty part.
- The uCreate ML large format scanner has been out of action since 26th September after it's hold down roller was damaged. A replacement part has been sourced and will be ordered shortly.
- The Cloud printing service and Xerox mfps were introduced on 31st October.

Helpdesk services: sites specific

Main Library

- Entry Control/Reception: Estates & Buildings staff started work alongside Messenger staff in place of contract staff from 1st November.

Law & Europa Library

- Law Library staff working with colleagues from Acquisitions continuing to sort Serials problems with subscriptions and Acquisitions records.
- Work is starting on doing batch changes to stock locations- involving scanning barcodes and then running Pick and Scan on Voyager. Stock will need to be re-labelled; when this work is complete we will have reunited areas of the collection making our stock reviews easy
- Book move and tidy of upper floor of the library.

ECA Library

- Re-opened Quiet Study Space on the 2nd floor of Evolution House on 15th October. Originally a library space, for several years prior to merger it was occupied by the ECA School of Design. Its reallocation to the library provides an additional 40 study spaces.
- Although Cloud Printing was launched before the start of Semester, it has really taken off at ECA since mid-October. It is popular with students and is a very welcome improvement to our services, but this popularity has highlighted some problems from the point of view of ECA students, e.g. delays when printing large files containing

images. We are using publicity and face-to-face support to manage user expectations and monitoring the situation. The ECA team, who have not been required to support printing in the library until now, are coping very well with a steep learning curve and increased workload.

New College Library

- Visit from Rev Funk, Friday 16th November.
- Extra shelving hours from both vacancy extra hours, and Funk money.

Moray House Library

- All heating / ventilation work has been completed.
- Work on the windows in conjunction with this has been completed
- Following a serious flood at the end of September, computers which were lost have been replaced, dehumidifiers have dried up the damp, and ceiling tiles have been replaced and paintwork restored
- All exceptional work at Moray House Library this month surrounds the moves within the library which have been prompted by the impending use of floors 3 and 4 by another section of IS, the subsequent necessity to concentrate all library materials on ground floor, floor 1 and floor 2, and the need to "seal off" the library from the rest of Dalhousie Land
- Transfer of all Children's books from Ground Floor Annexe to floor 2 - completed by Library staff.
- Work to install swipe access (for library staff only) between the back stair and floors 1 and 2 ongoing.
- Work on CCTV cameras in Dalhousie Land, both removal from non-Library spaces, and to install extra cameras within the library: set for Tuesday November 13th.

KB Libraries

- Helpdesk staff gave a tour for SRUC staff on 23rd and 26th October.
- Site Supervisor held liaison meetings with AECOM on seasonal issues/ventilation etc Murray Library on 1st November, and the Student Information Point team on 9th November.

Medical/VetMed Libraries

RIL:

- Additional e-Reserve work is being carried out at RIL.
- RIL staff are to start looking at their journal holdings with a view to de-duplication

WGH:

- Reference section weeded and withdrawals continuing.
- HGU books – organising disposal with Anybooks.biz, logistics still to sort out.
- Journal disposals still being considered.
- Site Supervisor assisted liaison librarians in Information Skills training for First Year medical undergraduates (6 hours Greenfield Suite), and undertook approximately 6 hours of literature search training, and had a meeting regarding a group training session for cancer chemotherapy nurses in January 2013.

Lady Smith of Kelvin Veterinary Library:

- Lending of bone boxes is working well, with the issue of boxes to current first years.

- Tours of the library carried out as part of the students' induction.
- Staff have been able to display leaflets and the school provided a noticeboard in the library for use by the new student experience officer.
- Working on missing journal lists, to make one comprehensive list. This will be useful when journals are offered by other libraries.

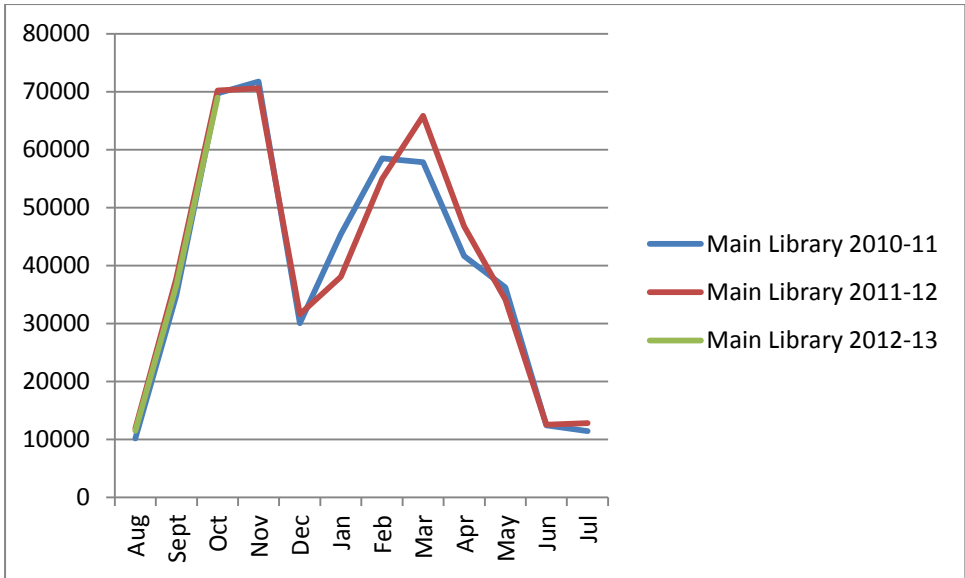
Performance Indicators

Unidesk Library Helpdesks operator group

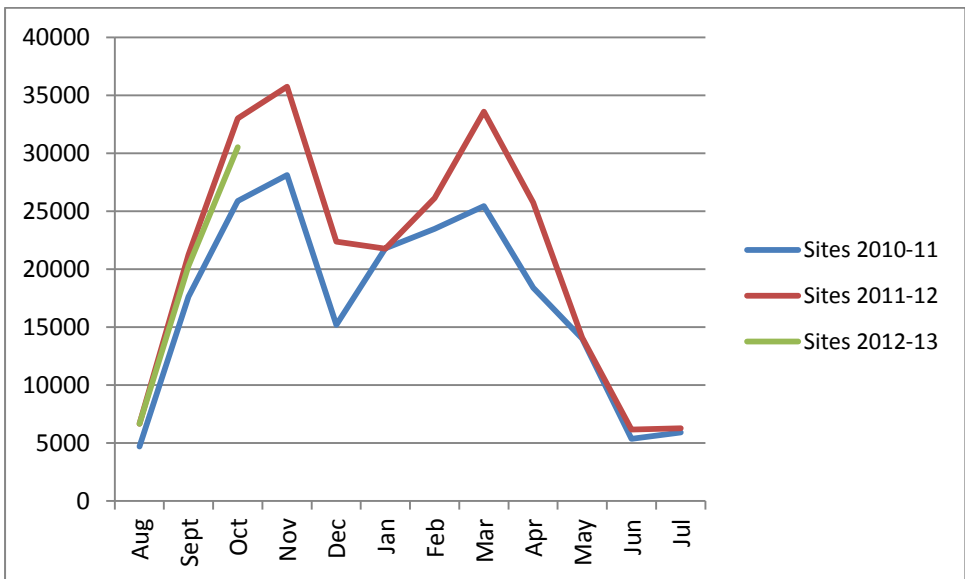
- Library Helpdesks' Unidesk activity is now combined with IS Helpline in monthly reports available here under the heading User Services Division: Help Services (Helpline and Library Helpdesks combined):
<https://www.wiki.ed.ac.uk/display/insite/Unidesk+Numbers>
- September 2012 Library Helpdesks had 931 logged incidents either assigned to or escalated by their operator group. Of these 59% were completed in 1 day, 77% were completed in 3 days and 86% completed in 7 days.
- October 2012 Library Helpdesks had 763 logged incidents either assigned to or escalated by their operator group. Of these 63% were completed in 1 day, 77% were completed in 3 days and 86% completed in 7 days.
- It is notable that in September there continued to be a high incidence of calls owned by Library Helpdesks and categorised as Help & Consultancy Services (51%) because of calls related to Card Services (94% of calls categorised as Help & Consultancy Services were sub-categorised as Card Services).
- As expected this trend weakened in October: 31% of calls owned by Library Helpdesks were categorised as Help & Consultancy Services and of these 88% were related to Card Services 88%.
- The relatively high incidence of calls owned by Library Helpdesks and categorised as from Unknown has been noted previously. The average over the first three quarters of 2012 for Library Helpdesks is 24%. 18% were categorised as Unknown in September and 21% in October. This may indicate a general reduction and could suggest that the best practice process is being followed more closely by operators.
- 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 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:



- 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:



- 2012-13 circulation figures are presented on the tables below. There has been a small decline in the total number of issues every month so far this Session.

Issues:

Number of Issues	2011-12	2012-13
Aug	18566	18161
Sep	59064	57635
Oct	103215	101498
Nov	106327	
Dec	53978	
Jan	59854	
Feb	81099	
Mar	99406	
Apr	72522	

Number of Issues	2011-12	2012-13
May	48220	
Jun	18705	
Jul	19133	

Returns:

Number of Returns	2011-12	2012-13
Aug	28950	31409
Sep	36971	35544
Oct	81001	81021
Nov	99139	
Dec	74768	
Jan	52649	
Feb	69627	
Mar	98267	
Apr	87115	
May	65997	
Jun	21422	
Jul	19338	

- USD KPI #7 for 2012-13 is for 85% of library material issued to be borrowed by self-service; KPI #8 is for 75% of library material issued to be returned by self-service. These KIPs are met in October:

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

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

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

- Note that Moray House Library has experienced technical difficulties with its self-issue units in October. New College Library only uses self-issue for Reserve items.
- Use of self-issue at ECA is increasing.

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

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

- Note that Law Library has experienced technical difficulties with its self-return unit in October.
- Self-return at NKML, new to KB in August, is showing good uptake.

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