

## Help Services

Service Report for 1<sup>st</sup> August to 25<sup>th</sup> September 2012

### Exceptional Service Activities

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#### Opening hours

- Main Library building hours were extended throughout August to 12 midnight on Mondays, Tuesdays, Wednesdays and Thursdays, and the Library was open on Sundays 12 noon to 12 midnight.
- Main Library building was open overnight on Wednesday 15<sup>th</sup> August (such that the doors opened at 8.30am on Wednesday 15<sup>th</sup> and closed at 12 midnight on Thursday 16<sup>th</sup>) and the Library remained open until 12 midnight on Friday 17<sup>th</sup> August.
  - Entry/exit gate count data shows there were fewer accesses during the day (9am to midnight) on both Wednesday and Thursday compared with the two previous days.
  - From midnight on Wednesday to 9am on Thursday (ie the period of overnight opening) there were 129 accesses.
  - Headcounts 11:30-23:30 show a similar occupancy on Wednesday compared with the two previous days, but a decline on Thursday. In excess of 100 people were in the library from midnight on Wednesday through to about 02:30 on Thursday. There was then a decline, but still 67 people were in at 03:30 and 54 at 04:30.
- Main Library reverted to vacation hours Saturday 1<sup>st</sup> to Saturday 8<sup>th</sup> September.
- Main Library building was open 12 noon to 5pm on Sunday 9<sup>th</sup> because of arrivals of new students; Help Services employed two staff to meet and greet under the supervision of a manager but it was not busy at all and just one person on duty would have been enough.
- Main Library commenced Semester opening hours on Monday 10<sup>th</sup> September.
- Moray House Library opened Tuesday and Thursday evenings to 8pm in the three weeks Monday 20<sup>th</sup> August to Sunday 9<sup>th</sup> September.
- Moray House Library commenced Semester hours on Monday 10<sup>th</sup> September.
- The Lady Smith of Kelvin Veterinary Library opened evenings to 6pm Monday to Friday, from Monday 6<sup>th</sup> August.
- All other site libraries commenced Semester opening hours on Monday 17<sup>th</sup> September.
- The Noreen & Kenneth Murray Library was closed on Sunday 23<sup>rd</sup> September due to essential electrical works.

#### Open Days/Doors Open Days

- The Lady Smith of Kelvin Veterinary Library opened for Midlothian Doors Open Day on 8<sup>th</sup> September. The liaison librarian set up a display of books by Vet School staff and was available on the day to answer questions.
- Libraries were part of the University Open Day on 3<sup>rd</sup> September, when visitors to the Main Library totalled 1236, and the University Open Day on 22<sup>nd</sup> September.
- The Murray Library was one of the King's Buildings locations open to the public as part of the Cockburn Association Doors Open Day on 22<sup>nd</sup> September.
- The Main Library featured as part of the Doors Open Days on 22<sup>nd</sup> and 23<sup>rd</sup> September, where the *City of Words* exhibition was a major attraction.

- There were 810 visitors to the Main Library on 22<sup>nd</sup> with 50 receiving a tour of the Ground Floor; there were 80 visitors on 23<sup>rd</sup> with 15 receiving a tour. Tours were run in the afternoons and the groups shown round were all highly impressed with our book return system. The visitors were a diverse group who included alumni of the University curious to see the changes since the late sixties, a fan of Basil Spence's work who loved the polished concrete, and others interested in using the library. All were very appreciative of the tours.

## **SCONUL Access users**

- The reciprocal SCONUL Access scheme whereby members of participating institutions can join our libraries and borrow books (Bands A-C) is described here: <http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/using-library/join-the-library/sconul-access>
- Registrations for 2011-12 are up 18% at 1614 compared with last year, but issues and renewals of lending materials are down 2% at 7338.
- SCONUL Access reference only registrations total 189 for 2011-2012.

## **Enquiry contact points**

- The Ask a Librarian enquiry form and other contact information relating to the brand was removed on 6<sup>th</sup> September and users directed to IS Helpdesk.

## **Section services**

### ***Card Services***

- Pre-production of cards for new students dominated work in August and early September. The total number pre-produced was about 7,200.
- Card Services delivered 1,683 cards to Accommodation Services for distribution at Pollock Halls, and another 2,554 for distribution to residents of flats; total 4,237..
- Card Services then delivered its annual Event at Adam House in Freshers' Week and to Thursday of First Week.
- Of about 3,000 pre-produced cards made available for collection at Adam House, we estimate over 2,500 were handed out, with the remainder uncollected being passed as usual to the Main Library for future collection.
- As in previous years, there was very high attendance of students on Monday and Tuesday of Freshers' Week; this resulted in waiting times of over 30 minutes for cards to be produced on demand at peak periods despite full production capacity being maintained. Effective prior organisation of the spaces including queue management, together with staff conducting triage and queue busting, ensured there was no repeat of last year's queuing on staircases and a major objective was achieved.
- There was increased demand for replacement cards as continuing students returned with old red cards requiring updating to new blue cards.

### **Number of University Cards produced on demand at Adam House in September**

Day	Cards made	Day	Cards made
Monday 10 <sup>th</sup>	600	Monday 17 <sup>th</sup>	270
Tuesday 11 <sup>th</sup>	660	Tuesday 18 <sup>th</sup>	100
Wednesday 12 <sup>th</sup>	600	Wednesday 19 <sup>th</sup>	70
Thursday 13 <sup>th</sup>	220	Thursday 20 <sup>th</sup>	30
Friday 14 <sup>th</sup>	230	Closed	N/A
<b>Total</b>	<b>2310</b>	<b>Total</b>	<b>470</b>

### **Online Print Credit**

- The usage data shows that in July £5,085 was credited via the online print credit service in 708 transactions. These low figures are to be expected in July.
- Activity more than doubled in August when many dissertation hand-ins were due.
- The usage data for August is shown below. This table will be updated as each Section report is published to record the usage over the Session.

### **Number and Value (£) of Online Print Credit transactions**

OPC	Transactions	Value (£)
<b>August</b>	1564	13,165

- There were 28 instances of £50 being credited in one transaction in August, which would suggest that this value is a useful option for a minority of users.
- Significant errors where payment has been taken from the user but no print credit has been added to the user account continued on a small scale in August with 4 recorded errors.
- The number of such errors showing in the associated Staffmail account has greatly increased in September, with increased use of the service only part of the explanation. The main blips on 17<sup>th</sup> and 19<sup>th</sup> September were identified by IS Apps Application Management as coincident with performance issues with Coldfusion servers. As the Pcounter application and ERA use Coldfusion servers this meant that sometimes the call back from WorldPay timed out. Some changes have been made to those servers to improve performance. Further monitoring by Applications Management in September will observe whether OPC errors occur if/when these servers are not performing so that the pattern can be verified.

### **Free Print credit**

- A change of process earlier in 2012 means that the usual £4 free print credit amount for new starts has been added by ITI Architecture routinely for s12 entrants (credit is added when AD accounts have been created).
- This has reduced the number of new students who have erroneously not been given the free credit, but an exception has been identified whereby new students may arrive with previous 's' numbers (eg s11) because they were previously offered a place but have never studied here: in this case £4 is added on request by Helpdesk staff.

### **SelectPrint**

- All libraries have received public service Xerox multi-function printers during the period, with the exception of Scottish Studies Library which is in hand.

- Notices and procedures have been updated but will be revised as necessary as the service beds in.
- uCreate Main Library has moved onto the Cloud Printing/Xerox service, and the existing HP printers (excluding the A0 plotters) have now been removed.
- Cloud printing is proving popular with students according to anecdotal reports.
- Service interruptions, particularly in First Week, caused significant inconvenience to users and Helpdesk staff.
- There are outstanding issues to do with service management which are being addressed with the Service Delivery team.

### ***Photocopying by visitors***

- Self-service photocopying by non-University members using pre-paid copy cards has been withdrawn from service. This is a consequence of SelectPrint.
- A new service has been set up involving staff-mediated sale of print credits on returnable Photocopying payment cards.
- Refunds on pre-paid copy cards are being offered via the Main Library until 31<sup>st</sup> December. Schools and units which bought quantities of pre-paid copy cards can be refunded by EIT.

### ***Disability Computing Support for Students***

- The existing OCR software (Omnipage) has been replaced with the latest version of ABBYY on all the Accessible PCs. The newer version of ABBYY should provide users with an easier to use interface and also works better technically with the University's Managed Desktop.
- JAWs screen reading software has been installed on the 2 Accessible PCs at the KB library however requires further testing. The Student Disability Service (SDS) are helping with this testing.
- Adobe Photoshop CS6 has been installed on all Accessible PCs, with ZoomText also due to be installed here once the software packaging process is complete.

### ***Disability Computing Support for Staff***

- A report has been passed to the Director USD, on the operation and use of the Disability Computing Support for Staff service since its creation in September 2011.

### ***uCreate: software usage***

#### ***Number of uses***

<b>Application</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>
<b>Photoshop CS5</b>	484	238	0*	207	375	878	628	621	545	374	289	297
<b>Illustrator CS5</b>	108	61	0*	15	54	133	20	28	56	52	97	82
<b>InDesign CS5</b>	19	17	0*	26	60	321	92	167	90	17	18	84
<b>Premiere Pro CS5</b>	14	1	0*	0	27	24	23	12	29	17	11	8
<b>Acrobat Pro 9</b>	2343	1239	0*	112	347	761	698	499	551	360	419	513
<b>Datastream Advance 5</b>	1	1	0*	2	33	20	10	1	3	13	21	12
<b>Mind Genius 4</b>	0	0	0*	0	1	0	1	0	0	0	0	0
<b>Inspiration 9</b>	2	2	0*	0	1	0	1	1	0	0	0	0

\*Stats unavailable this month

- As expected, usage figures were lower than normal for most software applications during this summer period. Illustrator was heavily used however, and this could in part be a result of ECA students utilising study space beyond Art College premises.

### ***uCreate: equipment loans***

- There were 14 fewer loans last year (65) compared to the previous year (89). There has been a slight increase in demand for longer term loans (i.e. longer than a week), so arrangements have been made to try and accommodate such requests without compromising availability of equipment to all potential borrowers.

### ***uCreate: Box of Broadcasts (BoB)***

Number of Users	2010-11	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	2853
Aug	561	2889

- Number of users registered up to end August: 2889 (increase of 36 since end July).
- The number of registrations continues to increase. It slowed down over the summer months, as occurred last year, but a surge of new registrations will be expected with the new semester.
- There have been a few interruptions in service due to upgrades and post-upgrade snags, but the service is now stable.

Number of Programmes Requested	2010-11	2011-12
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	879
Aug	422	663

### ***uCreate: other***

- After the successful pilot of Mac OS X 10.7 in the Open Access Labs, the uCreate Macs have now moved onto this operating system.

- The uCreate ML plain A0 plotter has been out of action since 4<sup>th</sup> September after a fault was identified. uCreate and IS Helpdesk staff are currently working with HP to resolve this, with replacement parts on order.

### ***Freshers' Week Highlights***

- The first 'Get Connected' event took place Wednesday 12<sup>th</sup> to Friday 14<sup>th</sup> in the Mezzanine of the 1<sup>st</sup> Floor, Main Library, and proved successful, with 200 Freshers assisted. Students requiring further support were referred to the Helpline, Laptop Clinics and 'Making the Most of IT' presentations in First Week. This event should be expanded for next September.
- 91 entries have been received for the Treasure Hunt.
- Streamed video demonstrations relating to library use are available here: <http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/finding-resources/library-catalogues/search-library-catalogue> and here: <http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/using-library/borrowing-a-book/books>
- Streamed video demonstrations relating to IT use are available here: <http://www.ed.ac.uk/schools-departments/information-services/services/computing/desktop-personal/vpn/network-access-home-and-mobile>
- A 'Help for Freshers' help point has been set up to run in First and Second Week Monday-Friday 10am-4pm on the Second Floor landing of the Main Library.

### ***Circulation***

- Voyager including Circulation module was disabled on Wednesday 12<sup>th</sup> September from 17:30 in order to regenerate the catalogue indexes to resolve issues mainly visible when searching OPAC and when using the Acquisitions and Cataloguing modules. This remedial action has been successful. See [http://reports.is.ed.ac.uk/alerts/index.cfm?fuseaction=view\\_alert&alert\\_id=2240](http://reports.is.ed.ac.uk/alerts/index.cfm?fuseaction=view_alert&alert_id=2240)

### ***Children in the Library Policy***

- This policy was revised and approved by the main Library Building User Group in September 2012. See <http://www.ed.ac.uk/schools-departments/information-services/services/library-museum-gallery/using-library/join-the-library/policy-child-access>

## **Helpdesk services: sites specific**

### ***Main Library***

- From Monday 10<sup>th</sup> September staffing at the Reception Point in the Main Library changed. Access by users and visitors into the Main Library building via Reception is now being facilitated Monday to Friday 8.30am to 5.30pm by the Helpdesk Team, primarily the 4 new Helpdesk Assistants (Reception). Outside these hours access is facilitated by Messenger and contract staff. Messenger and contract staff retain their security role throughout the day, eg: barrier offences at entry control, checking for appropriate behaviours in the Main Library, dealing with 3M book security alarms on exit.
- The 14 Student Helpers have been a particularly proactive group and have been a great asset to the Helpdesk Team. The main focus of the enquiries they received was about 'where/how can I print', so organised themselves such that one was in the printing area and the other directed users to that location. There has been an issue

about 'Here to Help' purple teeshirts, so we may need to consider purchasing more for the next recruitment simply in terms of the turn-over for laundry purposes!

- After the successful pilot of Mac OS X 10.7 in the Open Access Labs, all Macs have now moved onto this operating system.
- Student Information Points: a SIP, run by SASG rather than IS, commenced service on 10<sup>th</sup> September at the Main Library entrance (located between the doors and the secure line).

### ***Law & Europa Library***

- Staff have assessed the role of the European Documentation Centre, implemented a weeding policy for material from the European Commission and re-established a section of the library in R.271 that holds the core material of the EDC. We now have a much better working knowledge of what should comprise an EDC and its role in supporting research, and can look more objectively at the content of the Europa Library which is distinct from the EDC.
- The final move of the Europa books from R.271 has taken place and the Europa Library is now re-integrated on the Upper Floor of the library.
- Serials work: The summer has been spent tidying up problematic records and sorting out Claims for parts that had not been fulfilled.
- Binding work: Due to some spare capacity we were able to send off some important items of stock that were rather the worse for wear and as a result have rescued and repaired the English Reports, Session Cases, Scottish Jurist and a set of Registrum magni sigilli regum Scotorum.

### ***ECA Library***

- ECA Course Reserve is now up and running, with self-issue of heavy-demand books and course texts from a secure enclosure near the Helpdesk.
- ECA Library laptop lending service changed to 3-day loan in line with the other libraries.
- Self-return is now available in addition to self-issue. Service is being promoted to users and used with no significant problems so far. An additional self-issue unit among the ground floor book stacks offers increased convenience to users.

### ***New College Library***

- Installation of early warning flood detection system in all 3 stacks has not yet happened as E&B didn't have time to do the work before the start of semester, but will complete sometime this year.
- Book move in Stack 2 is now complete, Stack 1 book move on-going.
- Weeding of stock from old reference collection, on-going.
- Book sale during Fresher's Week raised in excess of £1200, unsold stock to be recycled or given away during this semester.
- Meeting of the Festival Committee to discuss Assembly venue this year.

### ***Moray House Library***

- Heating / ventilation work: This is now due to be completed during week beginning September 27<sup>th</sup>. Heating may be available by the end of week commencing 17<sup>th</sup> September.
- Study rooms:- Booking for the two study rooms is now online.

### ***Noreen & Kenneth Murray Library***

- Murray Library opened 31<sup>st</sup> July 2012.
- Started to run full Helpdesk services from Murray Library.
- Started housekeeping service at KB Library Store 9-11am Monday-Friday, including fetching service each day to satisfy ILLs/intrals etc.
- Sorted Helpdesk, workrooms, store cupboards
- A member of staff gave a tour of Murray Library on 13<sup>th</sup> September for 12 MSc students.
- Student Information Points: a SIP, run by SASG rather than IS, commenced service on 10<sup>th</sup> September at the Murray Library Ground Level and at the James Clerk Maxwell Building Level 2 Lounge.

### ***Medical Libraries***

- Both the Royal Infirmary (RIL) and Western General Hospital (WGH) libraries have seen a fair amount of students over the summer:-
  - Current 4<sup>th</sup> years started back on 18<sup>th</sup> June
  - Current 5<sup>th</sup> years started back on 25<sup>th</sup> June
  - Current 3<sup>rd</sup> years started back on 20<sup>th</sup> August.
- RIL has been dealing with a lot of Inter-library loans (190 during August). Stock maintenance – withdrawals and changing loan periods is being carried out.
- A member of staff has been providing help to e-Reserve over a number of days working from RIL and from WGH, to enable documents to be ready for the start of term.
- WGH provided support for the ILLs received at RIL. Continuing stock maintenance, withdrawals and finishing with HGU books.

### ***The Lady Smith of Kelvin Veterinary Library***

- The Vet library also saw students from early August:-
- The GEPs (Graduate Entry Programme) students started on 6<sup>th</sup> August .
- Final year students started back on 27<sup>th</sup> August.
- Lending of bone boxes has been set up, the first time this has been organised from the library. Students borrow three boxes of bones, contained in a polythene bag. When these are returned the school will check to see that boxes are complete before re-issue. Currently these have gone out to all GEPs until 18<sup>th</sup> September. After that the first years will borrow them. A system using an Excel sheet has been set up to keep track of this. There are 60 sets of bone boxes in total.
- E-reserve scanning for Vet courses has been carried out, along with continuing collections work.

## **Performance Indicators**

### ***Unidesk Library Helpdesks operator group***

- July 2012 Library Helpdesks had 628 logged incidents either assigned to or escalated by their Unidesk queues. Of these 90.4% [at 7 August] have been resolved. Incidents passed to other areas as first line incidents for resolution are excluded. This compares with June when Library helpdesks had 645 logged incidents either assigned to or escalated by their Unidesk queue.
- August 2012 Library Helpdesks had 1021 logged incidents either assigned to or escalated by their Unidesk queues. Of these 93.6% [at 4 September] have been resolved. Incidents passed to other areas as first line incidents for resolution are

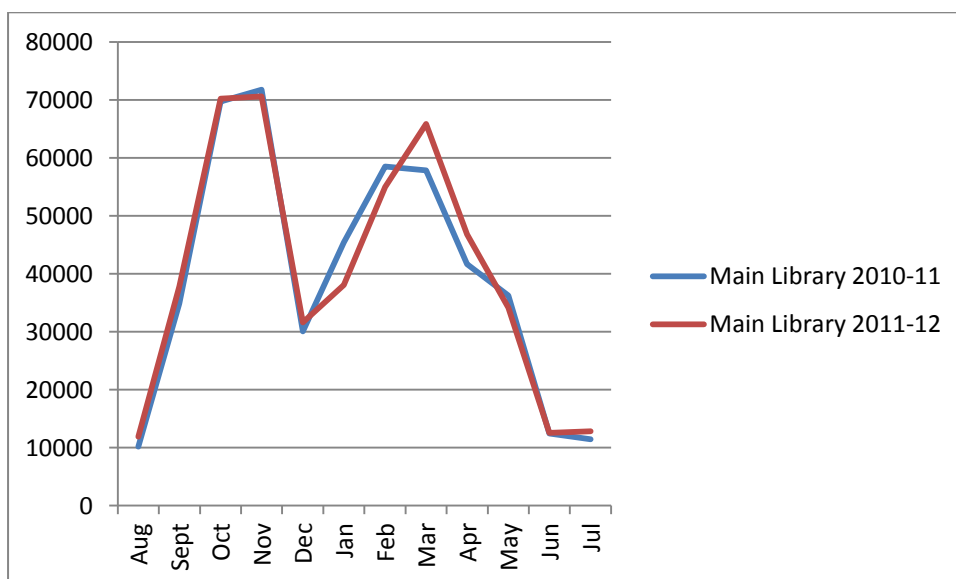


excluded. This shows the rising demand for help compared with previous months in vacation.

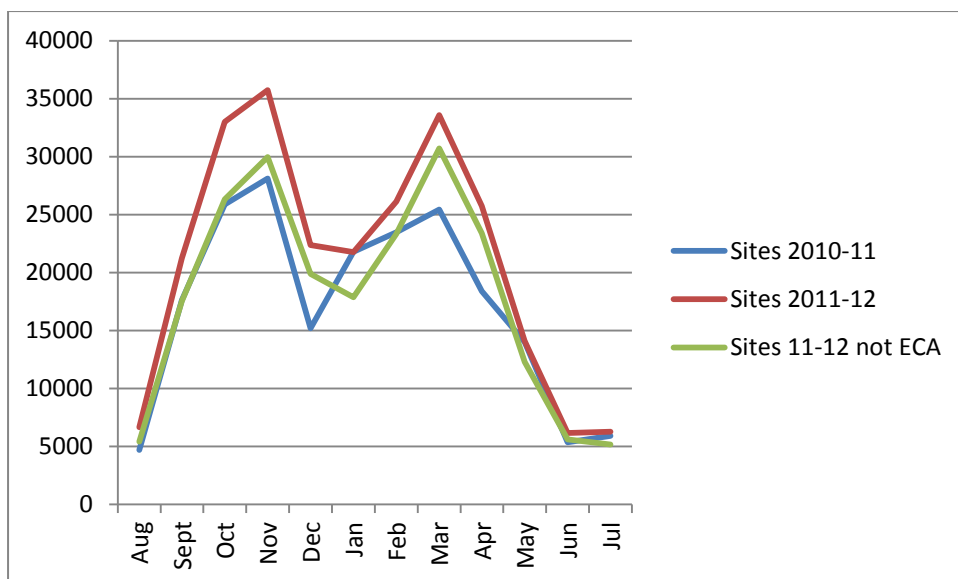
- It is notable that whereas in July 63% of incidents were categorised as Library and 31% as Help & Consultancy Services, in August this reversed such that in August 29% were categorised as Library and 64% as Help & Consultancy Services. This is because of the high incidence of calls to Card Services (95% of calls categorised as Help & Consultancy were for Card Services).
- The relatively high incidence of calls from Unknown users continues. To some extent this is understandable because a lot of calls are from SCONUL Access users (eg wanting to renew books) and enquiries from the public about access and collections who are not University members and are genuinely Unknown.
- Operators are advised that if enough information is given by the caller to identify them, then the call is updated to the University known Caller Card but the email address on the Call is changed to match the personal email address used in order that the email reply goes to the senders chosen account. This best practice has been especially encouraged in relation to Card Services calls because it identifies Online Distance Learners. However, the high incidence suggest we could do better and a reminder about the best practice process has been issued recently to key operators. Monitoring later in the semester will reveal whether there has been improvement.
- 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 returns in July was 19,338 (12,747 Main Library; 6,591 Sites).
- The total number of issues in July was 19,133 (12,841 Main Library; 6,292 Sites). These are very similar to June's figures.
- The number of issues (staff-mediated and self-service) August 2011 to July 2012 for the Main Library in comparison with last session are shown below:



- The number of issues for all the Sites Library in comparison with last session are shown below.



- The agreed 2011-12 Service Target for the percentage of issues by self-issue was 85% (up from 80%). The actual percentage in 2011-12 was 80.7%. (Total issues 740,026; issues by self-issue 597,472.) This means we have failed to achieve the stretch target for 2011-12. But it is actually a good achievement given that the impact of introducing self-issue at the Lady Smith of Kelvin Library, with its small volumes, and improving performance at other libraries with self-issue, has been offset by the relatively high volumes in the ECA Library, which has been operating at about 31-38% self-issue. Investment in additional self-issue units at ECA and the Murray Library in July 2012 can be expected to realise a result much closer to the stretch target in 2012-13.
- The agreed 2011-12 Service Target for the percentage of returns by self-return was 75% (up from 70%). The actual percentage in 2011-12 was 69.5%. (Total returns 735,244; returns by self-return 510,880.) This means we have failed to achieve the stretch target for 2011-12. The impact of introducing self-return at the Lady Smith of Kelvin Library, with its relatively small volumes, has not realised a growth in self-returns overall. Investment in self-check units that can operate as dual self-return and self-issue units at ECA and the Murray Library in July 2012 can be expected to realise a result much closer to the stretch target in 2012-13.
- For 2012-13 circulation figures will be presented differently. See the tables below:

Issues:

Number of Issues	2011-12	2012-13
<b>Aug</b>	18566	18161
<b>Sep</b>	59064	
<b>Oct</b>	103215	
<b>Nov</b>	106327	
<b>Dec</b>	53978	
<b>Jan</b>	59854	
<b>Feb</b>	81099	
<b>Mar</b>	99406	
<b>Apr</b>	72522	
<b>May</b>	48220	
<b>Jun</b>	18705	
<b>Jul</b>	19133	

Returns:

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

Self-issue by location 2012-13:

Number of Self-Issues	Main	ECA	Law	Murray	Vet	RIL	Moray	NCL	Total
<b>Aug</b>	9535	361	511	610	278	599	921	36	12851

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
<b>Aug</b>	83.01	28.97	47.10	63.08	75.96	83.66	73.98	4.55	70.76

- Note that the service at ECA was disrupted during August as new equipment was installed. New College Library only uses self-issue for Reserve items.

Self-returns by location 2012-13:

Number of Self>Returns	Main	ECA	Law	Murray	Vet	Total
<b>Aug</b>	18565	569	1013	1060	269	21476

Self-returns by location 2012-13 as percentage of all returns at the location:

Percentage of Self>Returns	Main	ECA	Law	Murray	Vet	Total
<b>Aug</b>	86.64	29.41	63.47	70.48	83.28	68.38

- Note that the service at ECA is new and was installed during August. The service at the Murray Library was available all month but is a new service.

**Barry Croucher 21<sup>st</sup> September 2012 (revised 24<sup>th</sup> September)**