

16 Things we did in 2016 for you

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In November we were able to **lower our print costs** following the successful rollout of our new, more efficient Multi-Function Devices. Costs were reduced by up to 83% in some cases!



We developed a new **Research Cycle** – an online hub to bring together our information, support and training for researchers through all the stages of their research: www.napier.ac.uk/is-research-cycle

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We launched our **askNapier Knowledge Base** where you can find IT and Library FAQs. The most popular article has had over 5000 views! <https://ask.napier.ac.uk/>



A new **automated loan laptop service** was piloted in the JKCC and Merchiston Library, providing 24/7 access to 60 loan laptops. The service will be rolled out this year to both Craiglockhart and Sighthill. To date over 1,100 lapsafe laptops have been loaned!

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We launched the **Software Download Service**, developed in response to customer feedback, enables you to download software to your personal device(s) - <https://softwaredownloads.napier.ac.uk/>



We launched our **Act on Acceptance** campaign – this ongoing campaign reminds researchers that it's vital to add their work to the University's repository so it's eligible for the next REF: www.napier.ac.uk/act-on-acceptance

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Self Service was launched at the end of the year allowing students and staff to log, update and monitor their own support calls. At the last check 131 calls had been raised since 6 December, 2016. <https://napier.unidesk.ac.uk>



Together with the Research & Innovation Office, we organised **Leap into Research** – a brand-new three-day researcher skills development event.

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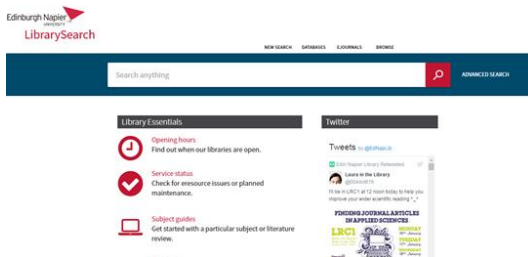


Two new **collaborative working spaces** were introduced to the JKCC providing an additional 134 seats for students!

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At the start of trimester 1 we launched **automatic renewals (Intelligent Loans)** for items borrowed from our libraries. To date over 66,275 loans have been auto renewed!
www.napier.ac.uk/intelligent-loans



Our **LibrarySearch** had 337,916 searches in November. We have redeveloped the interface to provide the University with the best access to scholarly information and research.

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Enhancements to **Moodle** included the addition of a "My Programme" block to improve visibility of programme sites and student representatives, as well as a "Library Loans" block to help students keep track of their library loans and due dates.



We replaced our **Storage Area Network** arrays - in total, approximately 260TB of data was migrated between the old and new arrays with minimal disruption to end users.

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In October we held our inaugural **Information Services Fair** showcasing the huge range of Library and IT applications, tools, services and expertise that are available from IS:
www.napier.ac.uk/information-services-fair-2016



We hosted **Information Security Roadshows** in conjunction with Governance to raise awareness of issues such as spotting phishing emails and how to protect your devices: www.napier.ac.uk/information-security

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We created a handy "**Fast Facts**" guide to our services and resources which was given to new students collecting their student ID card: www.napier.ac.uk/IS-fast-facts ...

