1750 Calls for Info & Ops
486 Calls for Subject Librarians
52 User Ed sessions
Library

- >2000 Resource Booker bookings
- 3200 Books quarantined
- 1100 Library requests including Click and Collect (but not ILL)
- 11K Returned books shelved
## IS Service Desk

### Total Calls

<table>
<thead>
<tr>
<th></th>
<th>Logged</th>
<th>Resolved</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2019</td>
<td>3776</td>
<td>3788</td>
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<tr>
<td>September 2020</td>
<td>7607</td>
<td>7119</td>
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</table>

### Sept. 2020 Top categories

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Password</td>
<td>953</td>
</tr>
<tr>
<td>Account Compromise</td>
<td>575</td>
</tr>
<tr>
<td>VLE</td>
<td>523</td>
</tr>
<tr>
<td>Matriculation</td>
<td>481</td>
</tr>
<tr>
<td>User Profiles</td>
<td>382</td>
</tr>
</tbody>
</table>
Webex and Panopto

8600 Webex sessions during Sept with over 120000 attendees

Recordings peaked 20 Sept: 37493 views by 8128 individuals totalling 528392 minutes

almost 5 times the peak views on 27 April during lockdown
Self-Service Password Reset

**Registrations for SSPR**

- **10710** Registrations
  - **1907** Staff
  - **8798** Students

**Successful self-service password resets registered on the service in last 30 days.**

- **382** Successful resets

**Students registered with authentication methods that mean they won’t need to register for MFA separately.**

- **7141** Students registered
"It was a hugely informative session run in an open and friendly way by the best double act I've seen since the 2019 Edinburgh Fringe! I've already recommended it to a couple of colleagues."

96% of respondents found the content relevant and useful for their daily work.

MS Teams Tours

- 9 training sessions
- 95 staff members trained
- 4.6 star rating (out of 5)