**Q1: Jan 1, 2011 – March 31, 2011 Gemini Issues Overview**

As of 4/11/2011

*Numbers presented here reflect NEW issues created or received for the dates above.*

**Basic questions for reporting:**

* How many new issues were received for this quarter? Total received: **450**
* Average number of issues received per day? **5**
* How many issues for this quarter were scan requests? **190** or **42%**
* How many issues for this quarter were resolved? **226** or **50%**
* How many issues for this quarter are yet unresolved? **224** or **50%**
* How many issues created for this quarter are priority titles\*? **39** total

\* “Priority titles” are all issues marked as “Major” in the <Priority> field. These include titles for which we have permission to scan as well as selected pre-1923 titles from the Zoology and Botany priority title lists composed by the BHL Collections Committee.

**New Issues by Component:**

Gemini issue “components” are used to categorize issues for tracking and reporting; one issue can be assigned to multiple components.

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| --- | --- | --- | --- |
| **Ttl Rcvd** | **Component** | **Total****Unresolved** | **Description** |
| NA | Citebank |  | All CiteBank issues from now on going into Redmine |
| 276 | Collections | 189 | All scanning related tasks, i.e requests and gap-fills (missing volumes in a series). |
| 15 | Ingest | 1 | For tracking issues associated with ingested content. |
| 25 | PDF | 3 | For errors related to creating your own PDF |
| 10 | Permissions | 7 | All titles in which we have obtained permission to scan. |
| 60 | Portal Edit | 3 | For tracking diacritic, title/item merging, volume re-sequencing, bibliographic metadata correction, pagination, enum&chron errors, etc. as reported by users; minor issues noticed by BHL staff addressed as needed and not tracked |
| 8 | Praise | NA | Praise received via Gemini, does not account for praise received via BHL Gmail account or otherwise  |
| 14 | QA | 6 | For scanning related issues including missing pages, OCR problems, light page images, etc. |
| 16 | Reference | 3 | Library-like reference questions or other general questions |
| 5 | Relevance | 2 | For item(s) of questionable relevance |
| 21 | Tech Feedback | 3 | For feedback regarding all technical issues, esp. problems with server slowness |
| 16 | Web Other | 2 | Unclassified issues; typically quick fixes that did not require triage |
| 16 | Special Handling | 14 | For any content that does not pass through the regular IA workflow: oversized items, rare or fragile items, etc. |

**Scanning Requests**

Total new scan requests received for this quarter: **190**

Note: Some scan requests are not tagged as “scan requests” because users did not select the specific scan request form.

Total *requests* considered "Special Handling": **14** OR **7%** of total requests

* **2** scan requests requiring special handling have been resolved | **12** to go

Total Assigned/In progress: **130** OR **68%** still unresolved

Total Closed: **60** OR **32%** have been addressed

Total Closed/Won't Fix: **8** issues could not be fulfilled due to (c) restriction or because no BHL member library held the requested material

Total Duplicate Requests: **30** OR **15**% duplicate requests received

**Top 9 Requesters:**

Scan Request from pat@lafollette.com 60

Scan Request from mmslouis@gmail.com 19

Scan Request from birder11021@yahoo.com 17

Scan Request from gauthier.a@gmail.com 13

Scan Request from zarazaga@mncn.csic.es 4

Scan Request from shahi.shahinapm@gmail.com 4

Scan Request from mithileshkp@yahoo.com 4

Scan Request from ashbreure@gmail.com 3

Scan Request from EverlyR@si.edu 3

TOTAL **127** OR **67%** of requests received from top 9 requesters