**Q2: April 1, 2011 – June 31, 2011 Gemini Issues Overview**

As of 7/20/2011

*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: **294**, (156 less than last Q)
* Average number of issues received per day? **3.5**
* (1.5 less/day than last Q)
* How many issues for this quarter were scan requests? **104** or **35%**
* How many issues for this quarter were resolved? **172** or **59%**

(nice work, up 9% from last Q)

* How many issues for this quarter are yet unresolved? **122** or **41%**

(nice work, down 9% from last Q)

* How many issues created for this quarter are priority titles\*? **28** 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 |
| 118 | Collections | 78 | All scanning related tasks, i.e requests and gap-fills (missing volumes in a series). |
| 16 | Ingest | 3 | For tracking issues associated with ingested content. |
| 27 | PDF | 0 | For errors related to creating your own PDF |
| 23 | Permissions | 17 | All titles in which we have obtained permission to scan. |
| 56 | Portal Edit | 4 | 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  |
| 13 | QA | 5 | For scanning related issues including missing pages, OCR problems, light page images, etc. |
| 14 | Reference | 3 | Library-like reference questions or other general questions |
| 1 | Relevance | 1 | For item(s) of questionable relevance |
| 24 | Tech Feedback | 6 | For feedback regarding all technical issues, esp. problems with server slowness |
| 3 | Web Other | 0 | Unclassified issues; typically quick fixes that did not require triage |
| 20 | Special Handling | 14 | For any content that does not pass through the regular IA workflow: oversized items, rare or fragile items, etc. |
| 2 | Darwin’s Library | 0 | For any issues associated with the Darwin’s Library project |

**Scanning Requests**

Total new scan requests received for this quarter: **104**

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": **17** OR **16%** of total requests, (9% up from last quarter)

Total Assigned/In progress: **68** OR **65%** still unresolved

Total Closed: **36** OR **35%** 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: **13** OR **13**% duplicate requests received

**Top Requesters (>5 requests):**

Scan Request from pat@lafollette.com 11

Scan Request from mmslouis@gmail.com 11

Scan Request from birder11021@yahoo.com 10

Scan Request from bhushanshrestha2004@yahoo.com 7

Scan Request from shahi.shahinapm@gmail.com 6

Scan Request from annaancyantony@gmail.com 6

TOTAL **51** OR **49%** of requests received from top 6 requesters