**Q3: July 1, 2011 – September 30, 2011 Gemini Issues Overview**

As of 10/03/2011

*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: **269**, (25 less than last Q)
* Average number of issues received per day? **2.6**
* (0.9 less/day than last Q)
* How many issues for this quarter were scan requests? **131** or **49%**
* How many issues for this quarter were resolved? **136** or **51%**

(down 8% from last Q)

* How many issues for this quarter are yet unresolved? **133** or **49%**

(up 8% from last Q)

* How many issues for this quarter are priority titles\*? Total **4**

(down 24 from last Q)

\* “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.

|  |  |  |  |
| --- | --- | --- | --- |
| **Ttl Rcvd** | **Component** | **Total**  **Unresolved** | **Description** |
| NA | Citebank |  | All CiteBank issues from now on going into Redmine |
| 136 | Collections | 105 | All scanning related tasks, i.e requests and gap-fills (missing volumes in a series). |
| 10 | Ingest | 2 | For tracking issues associated with ingested content. |
| 15 | PDF | 0 | For errors related to creating your own PDF |
| 3 | Permissions | 1 | All titles in which we have obtained permission to scan. |
| 55 | Portal Edit | 6 | 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 |
| 9 | Praise | NA | Praise received via Gemini, does not account for praise received via BHL Gmail account or otherwise |
| 18 | QA | 4 | For scanning related issues including missing pages, OCR problems, light page images, etc. |
| 12 | Reference | 2 | Library-like reference questions or other general questions |
| 0 | Relevance | 0 | For item(s) of questionable relevance |
| 16 | Tech Feedback | 6 | For feedback regarding all technical issues, esp. problems with server slowness |
| 4 | Web Other | 0 | Unclassified issues; typically quick fixes that did not require triage |
| 15 | Special Handling | 15 | For any content that does not pass through the regular IA workflow: oversized items, rare or fragile items, etc. |
| 1 | Darwin’s Library | 0 | For any issues associated with the Darwin’s Library project |

**Scanning Requests**

Total new scan requests received for this quarter: **131**

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": **10** OR **8%** of total requests, (8% down from last Q)

Total Unassigned **55** OR **42%** have not been processed

Total Assigned/In progress: **80** OR **61%** still unresolved

Total Closed: **25** OR **19%** have been addressed

Total Closed/Won't Fix: **2** issues could not be fulfilled due to (c) restriction or because no BHL member library held the requested material

Total Duplicate Requests: **1** OR **0.8**% duplicate requests received

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

Scan Request from costantinog@si.edu 14

Scan Request from talia.karim@colorado.edu 13

Scan Request from h.galea@laposte.net 11

Scan Request from pat@lafollette.com 10

Scan Request from zhangli1985424@126.com 7

Scan Request from peter@alchemilla.dk 6

Scan Request from zarazaga@mncn.csic.es 5

Scan Request from chansigaud@noos.fr 5

TOTAL **71** OR **54%** of requests received from top 8 requesters