



DeskStats Tool Documentation

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Button / Transaction Definitions

Directional



Defined: Involves the logistical use of the library, campus or the website. Includes questions on policies and procedures.

Examples:

- Where is a department located?
- How late are you open today?
- What is the URL for the library homepage?
- Do you have vending machines in this building?
- How does course reserves work?

Brief Reference



Defined: Involves the knowledge, use or instruction of one or more information sources (catalog, library homepage, print books, databases, etc.) and lasts less than 3 minutes.

Examples:

- Do you own this book?

- How do I cite a web page using APA style?
- Where should I go to find resources relating to social work?

Extended Reference



Defined: Involves the knowledge, use or instruction of one or more information sources (catalog, library homepage, print books, databases, etc.) and lasts more than 3 minutes.

Examples:

- I need 5 literary criticism articles.
- Can you help me locate this specific inventory for PTSD?
- I need help finding historical images of a particular building.

General Circ



Defined: Pertaining to general circulation functions.

Examples:

- General inquiries about Circulation policies and procedures.
- Check in/out materials from the general stacks.
- Collect Library fines.
- Creating/updating patron records.

Reserves Circ



Defined: Pertaining to Reserve items.

Examples:

- General inquiries about Reserve materials.
- Check in/out items from Reserves collection.
- Process request for items to be on Reserve.

ILL / MEL Circ



Defined: Pertaining to ILL / MEL items.

Examples:

- General inquiries about ILL / MEL materials.
- Check in/out ILL / MEL materials.
- Assist with requesting ILL / MEL materials.

Print / Copy / Scan



Defined: Pertaining to public printing, copying, scanning services.

Examples:

- General inquiries about printing/copying/scanning services.
- Assist with printing/copying/scanning process.
- Submit a maintenance request.

Desktop Support



Defined: Pertaining to public computing services.

Examples:

- General inquiries about public computing.
- Assist with WSU related applications (i.e. Academics, Blackboard).
- Assist with Microsoft Office applications or other specialty software applications.

BYOD Support



Defined: Pertaining to personal mobile devices.

Examples:

- General inquiries about personal mobile devices.
- Assist with accessing/configuring mobile device with WSU wireless.

Staff Support



Defined: Pertaining to assisting Library System staff.

Examples:

- Assist with inquiries regarding desktop support for Library System staff.
- Submit a maintenance request.

Classroom Support



Defined: Pertaining to assisting Library System staff.

Examples:

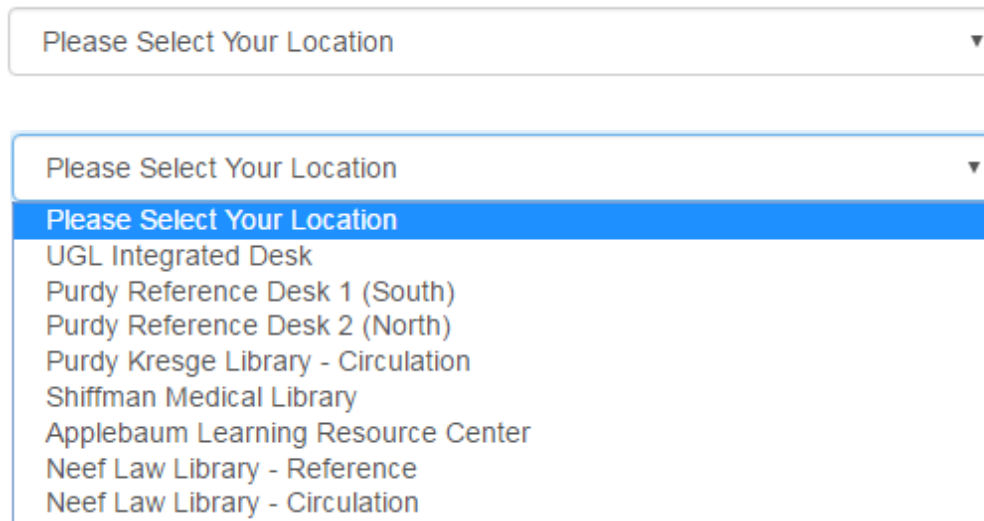
- Assist with inquiries regarding classroom technology.
- Assist with inquiries regarding lecture capture technology.

- Submit a maintenance request.

How to Use

Selecting Location

Select the desk location from where you will be recording statistics. When selected, the *Please Select Your Location* button will show a drop down menu listing the appropriate libraries.



The image shows a web interface for selecting a location. At the top is a button labeled "Please Select Your Location" with a downward arrow. Below it, the dropdown menu is open, displaying the same button label at the top, followed by a list of locations: "UGL Integrated Desk", "Purdy Reference Desk 1 (South)", "Purdy Reference Desk 2 (North)", "Purdy Kresge Library - Circulation", "Shiffman Medical Library", "Applebaum Learning Resource Center", "Neef Law Library - Reference", and "Neef Law Library - Circulation".

After selected, the screen will notify you that your location been set.

DESKSTATS

You Changed Your Location



The image shows the location dropdown menu after a selection. The button now displays "UGL Integrated Desk" with a downward arrow.

Now that you've set your location, you can begin using the DeskStats Tool. **Please note: some locations (e.g. Neef Law Library and Shiffman Medical Library) will reveal buttons and user groups buttons applicable to that location.**

Recording Transactions

After a transaction has occurred, click the appropriate button to record the type of transaction. Green is primarily for reference transactions, gold is primarily for circulation transactions, and gray is primarily for computer support transactions. If you are unsure of which transaction to select, refer to the transaction definitions [here](#).

Directional	?
Brief Reference	?
Extended Reference	?
General Circ	?
Reserves Circ	?
ILL / MEL Circ	?
Print / Copy / Scan	?
Desktop Support	?
BYOD Support	?
Staff Support	?
Classroom Support	?

After you click the button, the transaction will be logged by DeskStats, and a confirmation message will display at the top:

DESKSTATS

Submitted 'Brief Reference' at 01:50:15pm

UGL Integrated Desk

Directional	?
Brief Reference	?
Extended Reference	?

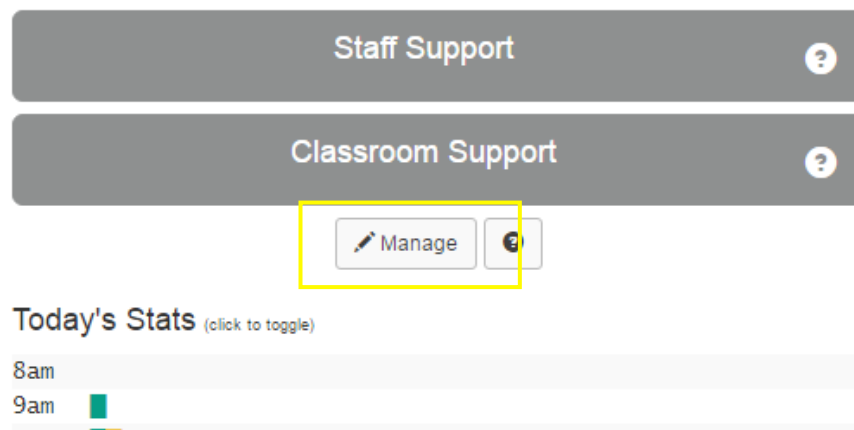
You can edit this transaction immediately - perhaps you made a mistake and clicked the wrong button - by clicking the “Submitted” message, which will take you to the edit screen. For more information on editing this transaction, [click here](#).

You can also see that the transaction was updated in Today’s Stats, displayed at the bottom of the screen. The statistics are colored coded according to transaction type.



Managing Transactions

To manage recorded reference transactions, click the “Manage” button just below the main recording buttons:



On the next screen, you will be presented with a table showing statistics for your **currently selected** location from the main screen. **Note:** the tool is designed to be in a small, narrow window, this editing area is not. It is recommended that you make the window bigger to more efficiently edit transactions.

DESKSTATS

Current location: UGL

[Main Page](#) [Manage](#) [Reports](#) [RefStats Bookmark](#)

Add Transaction

[New Transaction](#)

Edit Transactions

What location would you like to view?

UGL Integrated Desk

<

Today

>

Location: UGL
Friday, 07-15-16
8 transactions

Edit Table (click to toggle)

Id	Ref Type	Location	User Group	Ip	Timestamp	Actions
93723	Brief Reference	UGL	None	141.217.84.130	01:50:15 PM	Edit / Delete
93721	Reserves Circ	UGL	None	141.217.84.130	01:08:21 PM	Edit / Delete
93719	Print / Copy / Scan	UGL	None	141.217.84.130	01:08:17 PM	Edit / Delete
93729	General Circ	UGL	None	141.217.84.130	11:00:00 AM	Edit / Delete
93731	Print / Copy / Scan	UGL	None	141.217.84.130	11:00:00 AM	Edit / Delete
93727	Brief Reference	UGL	None	141.217.84.130	10:00:00 AM	Edit / Delete
93733	Reserves Circ	UGL	None	141.217.84.130	10:00:00 AM	Edit / Delete
93725	Extended Reference	UGL	None	141.217.84.130	09:00:00 AM	Edit / Delete

Stats Graph (click to toggle)



When you begin editing, your location will be set to your location from the main page. You can also view / edit transactions from other locations by using the “What location would you like to view?” menu as shown here:

Edit Transactions

What location would you like to view?

UGL Integrated Desk ▼

Note: Changing your location from this menu is temporary - returning to the main screen will revert back to the location selected for reporting stats (creating new transactions will default to your currently selected location as well). This is by design, to discourage viewing stats from another location, but then forgetting you changed locations, and errantly recording transactions for the wrong location. **Selecting your location on the main screen is the preferred and most enduring method to set your location.**

From this screen you are able to create new transactions, edit and delete previously recorded transactions, cycle through different days, and at the bottom, see transactions for the currently selected day.

Manually Adding Transactions

To create a new transaction, click the “New Transaction” button at the top.

Add Transaction

New Transaction

This will bring up the following window:

Edit Transaction

- ☐ Directional
- ☒ Brief Reference
- ☐ Extended Reference
- ☐ General Circ
- ☐ Reserves Circ
- ☐ ILL / MEL Circ
- ☐ Print / Copy / Scan
- ☐ Desktop Support
- ☐ BYOD Support
- ☐ Staff Support
- ☐ Classroom Support

IP Address (automatically populated, override only if necessary)

141.217.84.130

Time (hour window)

1 pm - 2 pm

Date

July 2016						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Submit

From here you are able to add a new transaction, transaction type, hour, and date.

If you need to revise a previously recorded transaction, you can click “Edit” from the table, under the “Actions” column:

Location: UGL
Friday, 07-15-16
8 transactions

Timestamp	Actions
01:50:15 PM	Edit / Delete
01:08:21 PM	Edit / Delete
01:08:17 PM	Edit / Delete
11:00:00 AM	Edit / Delete
11:00:00 AM	Edit / Delete
10:00:00 AM	Edit / Delete
10:00:00 AM	Edit / Delete
09:00:00 AM	Edit / Delete

Edit Transaction

This will bring up the following “Edit Transaction” window:

DESKSTATS

Current location: UGL

[Main Page](#)

[Manage](#)

[Reports](#)

[RefStats Bookmark](#)

Edit Transaction

Directional

Brief Reference

Extended Reference

General Circ

Reserves Circ

ILL / MEL Circ

Print / Copy / Scan

Desktop Support

BYOD Support

Staff Support

Classroom Support

IP Address (automatically populated, override only if necessary)

141.217.84.130

Time (hour window)

1 pm - 2 pm

Date

July 2016

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Submit

From this window, you are able to change the transaction type, the location of the transactions, the IP of the computer where the transaction took place (not recommended to change), time, and date. **Note:** when editing a transaction, you may only select the hour window for which the transaction was recorded, not the minutes or seconds.

If you need to delete a transaction, simply click “Delete”. **Note:** Deleting a transaction from the transactions table is immediate, and irreversible. But remember, [you can add them again if need be!](#)

Contact

For additional help please contact:

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