



RefStats Tool Documentation

Table of Contents

[Table of Contents](#)

[About](#)

[Button / Transaction Definitions](#)

[How to Use](#)

[Selecting Location](#)

[Recording Transactions](#)

[Managing Transactions](#)

[Manually Adding Transactions](#)

[Edit Transaction](#)

[Contact](#)

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:

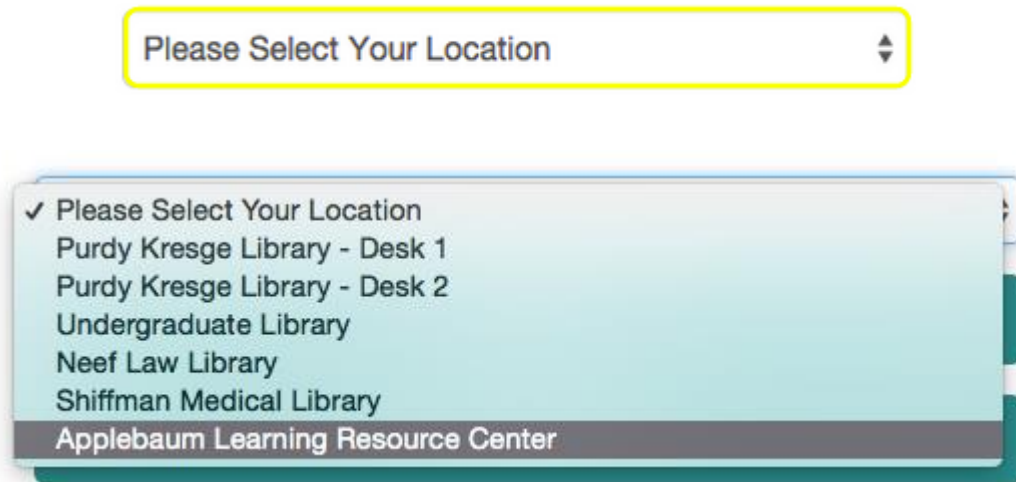
- Assist with inquiries regarding classroom technology

- Assist with inquiries regarding lecture capture technology
- Submit a maintenance request

How to Use

Selecting Location

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



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



Reference Stats Tool

You Changed Your Location

Directional

Brief Reference

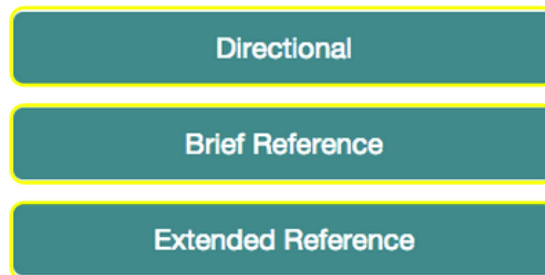
Extended Reference

Purdy Kresge Library

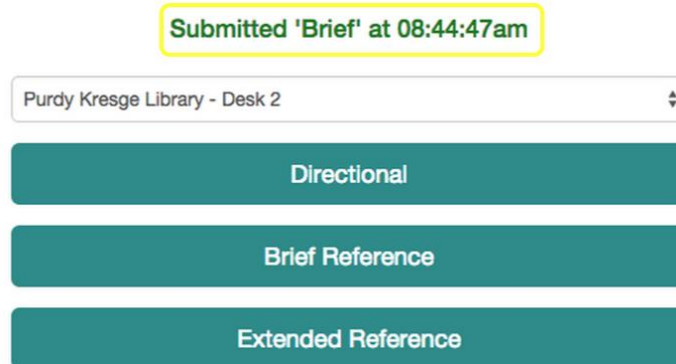
Now that you've set your location, you can begin using the Reference Stats Tool. **Please note: some locations (e.g. Neef and Med) will reveal buttons and user groups buttons applicable to that location.**

Recording Transactions

After a reference transaction has occurred, click the appropriate button to record the type of transaction.

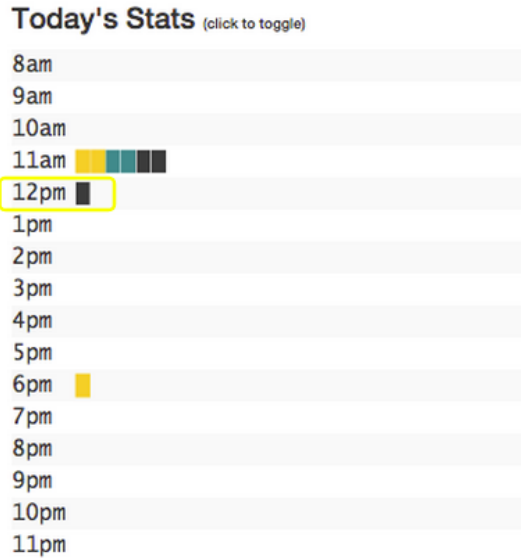


After you click the button, the transaction will be logged by RefStats, and a confirmation message will display at the top:



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 color-coded according to transaction type.



Managing Transactions

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

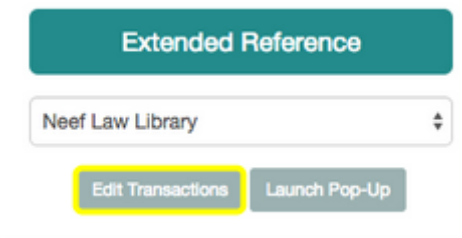


Figure: Edit Transactions button

On the next screen, you will be presented with a table showing reference 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.

RefStats Management

Current location: UGL

[Back to RefStats Tool](#)[Edit Transactions](#)

Add Transaction

[New Transaction](#)

Edit Transactions

What location would you like to edit?

Undergraduate Library

<

Today

>

Location: UGL
Friday, 02-13-15
17 transactions

Edit Table (click to toggle)

Id	Ref Type	Location	Ip	Timestamp	Actions
17356	Directional	UGL	141.217.175.115	03:00:00 PM	Edit / Delete
17348	Directional	UGL	141.217.175.115	03:00:00 PM	Edit / Delete
17338	Brief	UGL	141.217.175.115	02:31:48 PM	Edit / Delete
17334	Brief	UGL	141.217.175.115	02:15:01 PM	Edit / Delete
17328	Directional	UGL	141.217.175.115	01:34:07 PM	Edit / Delete
17320	Brief	UGL	141.217.175.115	01:11:38 PM	Edit / Delete
17306	Directional	UGL	141.217.175.115	12:35:27 PM	Edit / Delete
17304	Directional	UGL	141.217.175.115	12:34:40 PM	Edit / Delete
17302	Directional	UGL	141.217.175.115	12:23:38 PM	Edit / Delete
17296	Brief	UGL	141.217.175.115	12:10:17 PM	Edit / Delete
17294	Directional	UGL	141.217.175.115	12:08:28 PM	Edit / Delete

Stats Graph (click to toggle)



Edit Transactions main screen

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 edit?” menu as shown here:

Edit Transactions

Where would you like to edit?

Undergraduate Library

Wed

Id	Ref Type	Location
6536	Directional	UGL

Figure: "Where would you like to edit" menu

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. This will bring up the following window:

Add Transaction

Select location for this transaction:

Undergraduate Library

Reference Type:

- ☐ Directional
- ☐ Brief Reference
- ☐ Extended Reference

Time (hour window)

8 am - 9 am

Date (default is today)

February 2015						
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

Submit

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

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

Monday, 11-10-14		Location: LAW Tuesday, 11-11-14, 6 transactions	
Timestamp		Actions	
11:14:25 AM		Edit / Delete	
11:14:24 AM		Edit / Delete	
11:14:24 AM		Edit / Delete	
11:14:13 AM		Edit / Delete	
11:14:12 AM		Edit / Delete	
11:14:11 AM		Edit / Delete	

Figure: Click “Edit” to edit transaction

Edit Transaction

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

Edit Transaction

Reference Type:

☐ Directional

☒ Brief Reference

☐ Extended Reference

Select location for this transaction

Undergraduate Library

IP Address (automatically populated, override only if necessary)

141.217.175.115

Time (hour window)

6 pm - 7 pm

Date

February 2015						
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

Submit

Figure: Edit Single Transactions window

From this window, you are able to change the reference 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:

Katrina Rouan	313-577-5296	dv5445@wayne.edu
Matthew Wisotsky	313-993-7641	aj3401@wayne.edu
Rod Fiori	313-577-6109	ab5395@wayne.edu
Cole Hudson	313-577-2659	fi1806@wayne.edu
Graham Hukill	313-577-5951	ej2929@wayne.edu
Library Webmaster		libwebmaster@wayne.edu