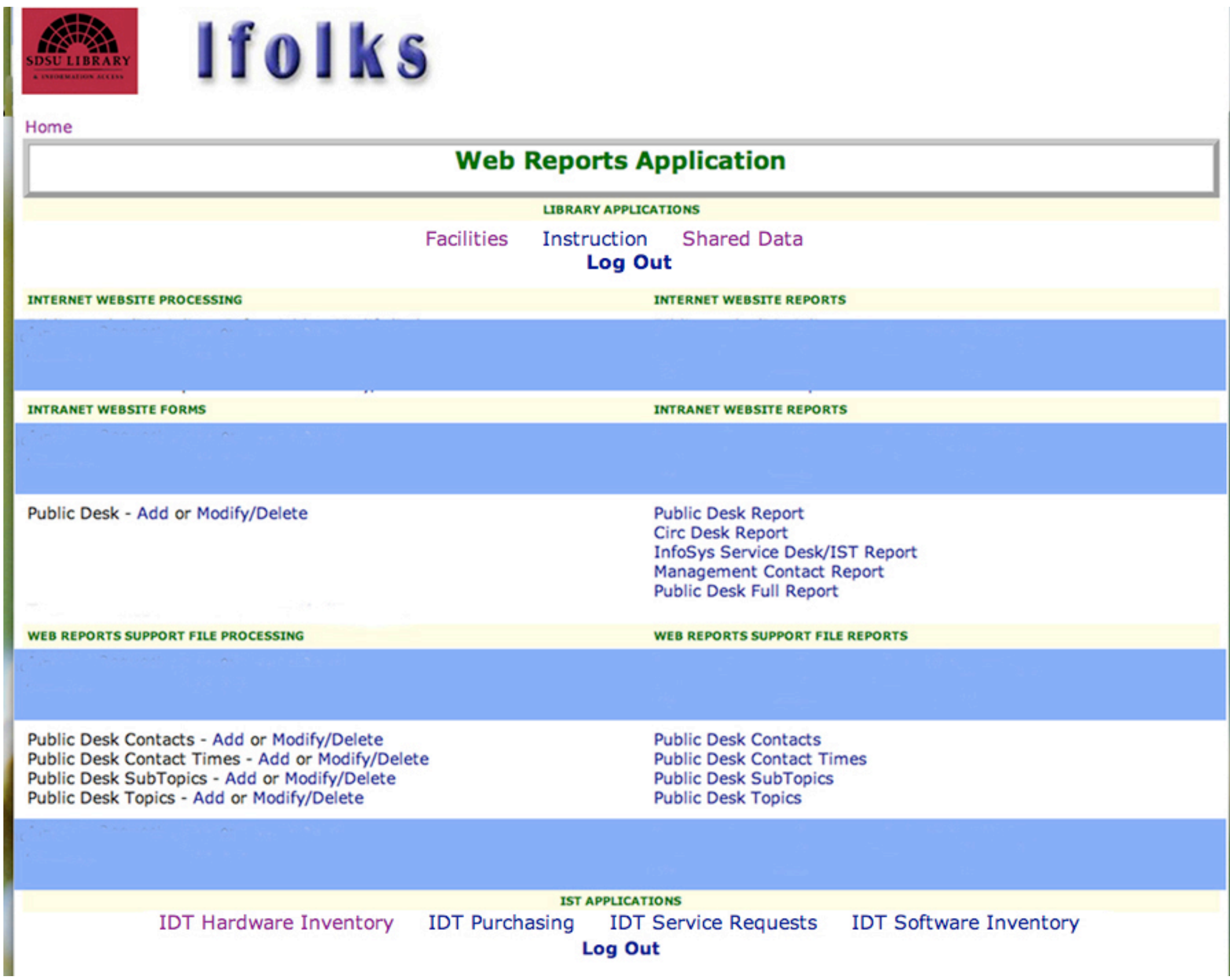
Information and Digital Technologies
February 11, 2008

Public Desk database
Part of the Web Reports Applications
Main Menu

The Public Desk database is located on the Web Reports Application Main Menu with other Web Reports applications and allows IDT to maintain information for use by the Library's public desk staff. Data comes from a variety of resources, though IDT and Management provide the information. The IDT After Hours/Weekend Service Contacts (Full List) document is a resource for contacts and phone numbers, and is updated each semester. Primary maintainers of the Public Desk database are Carol Phillips and Sandy Neer. IDT will E-Mail the Public Desk list at the beginning of each semester requesting corrections and everyone at a public desk should submit corrections to the InfoSys Service Desk (anytime, as needed).



Tip: *Data can be entered in Uppercase or Upper/lowercase, but all displays of Data are in Uppercase. Display exceptions are E-Mail Addresses and Web Addresses.*

Tip: *Field Labels that are preceded by an asterisk are required fields. Field Labels without asterisks are optional fields.*

Tip: *To exit from a screen, always use the screen's* ***Cancel or CANCELADD*** *button. There is only one instance where a browser's* ***BACK*** *button can be used to exit a screen in this application. See* ***Intranet Website Reports*** *for its requirements. This was done to prevent the accumulation of empty record containers in the Oracle tables.*

Tip: *When printing any Public Desk screen, use landscape orientation and 78% as the minimum options.*

Intranet Website Forms Processing

These links support the creation, modification, and deletion of Public Desk information in support of the Public Desk database (part of the Web Reports Applications).

Tip: *Intranet Website Forms Processing for the Public Desk database requires MAINTLESS level security or above access. However, MAINTLESS is NOT allowed to Delete.*

Public Desk – Add

This link on the application's Main Menu goes to the *Add Information to Web Reports - Public Desk* screen and opens an empty record container. The fields are:

Topic	**Required.** Dropdown selection of a major topic of concern for patron questions at a public desk.
Sub-Topic	**Required.** Dropdown selection of a descriptor of a related sub-topic for the major topic.
Contact Time (When)	**Required.** Dropdown selection of a specific time when the contact information is in effect.
Contact Name	**Required**. Dropdown selection of a specific contact name as the responder for the specific time.
Public Desk Options	Text field; Enter a description of any necessary steps any public desk can do or offer as help/assistance to the patron.
Circulation Notifications	Text field; Enter a description of the next level of assistance that the Circulation Desk can notify.
Circulation Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are

	to be notified by the Circulation Desk.
IDT Options	Text field; Enter a description of any necessary steps the InfoSys Service Desk or other IDT member can do or offer as help/assistance to the Public Desk/patron.
IDT Notifications	Text field; Enter a description of the next level of assistance that the InfoSys Service Desk or other IDT member can notify.
IDT Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are to be notified by the InfoSys Service Desk or other IDT member.
Management Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are to be notified by the Management.
Modified By	Dropdown of available modifiers; defaults to login user.
Modified Date	**Display Only.** Date field; Default is Today's Date. Use format MM/DD/YYYY.

Once the data above is entered, click the appropriate button:

1. The **ADD** button will submit the information as a new Public Desk record and return you to another new empty record container.

If you do NOT want to add a new Public Desk record, clicking the **CANCELADD** button will delete the current empty record container and return you to the Web Reports Application Main Menu.

> *Tip: **CANCELADD** is a process that deletes an empty record container and is very important to the health of the database's data.*

Public Desk – Modify/Delete

This link on the application's Main Menu goes to the *Lookup for Modify/Delete in Web Reports - Public Desk* screen, and allows a selection from a dropdown of the available concatenated *Topic - Sub-Topic - Contact Time (When)* records. After making a selection, click the **GO** button. This moves to a second screen, where a change or a deletion can be made. The fields are:

Topic	**Required.** Dropdown selection of a major topic of concern for patron questions at a public desk.
Sub-Topic	**Required.** Dropdown selection of a descriptor of a related sub-topic for the major topic.
Contact Time (When)	**Required.** Dropdown selection of a specific time when the contact information is in effect.
Contact Name	**Required**. Dropdown selection of a specific contact

	name as the responder for the specific time.
Public Desk Options	Text field; Enter a description of any necessary steps any public desk can do or offer as help/assistance to the patron.
Circulation Notifications	Text field; Enter a description of the next level of assistance that the Circulation Desk can notify.
Circulation Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are to be notified by the Circulation Desk.
IDT Options	Text field; Enter a description of any necessary steps the InfoSys Service Desk or other IDT member can do or offer as help/assistance to the Public Desk/patron.
IDT Notifications	Text field; Enter a description of the next level of assistance that the InfoSys Service Desk or other IDT member can notify.
IDT Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are to be notified by the InfoSys Service Desk or other IDT member.
Management Call Order	Text field; Enter names of responsible individuals and their Telephone numbers in the order they are to be notified by the Management.
Modified By	Dropdown of available modifiers; defaults to login user.
Modified Date	**Display Only.** Date field; Default is Today's Date. Use format MM/DD/YYYY.

Once the data is modified, click the **MODIFY** button. This will submit your information as a changed Public Desk record and return you to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

If you want to delete the chosen record instead, clicking the **DELETE** button will delete the record and return you to the Lookup screen. Or clicking the **Cancel** button will also return you to the Lookup screen, if neither is desired.

Intranet Website Forms Reports

These reports are used for verification of necessary dropdown lists in the Public Desk database (part of the Web Reports Applications).

> ***Tip:*** *Any report with multiple criteria/report options will allow the browser's **BACK** button to be used between the actual report and the previous lookup screen to preserve the criteria/report used. This way minor changes in the criteria can be made without starting from scratch or a second report can be*

chosen using the same criteria. <u>*This is the only instance where a browser's **BACK** button can be used.*</u>

Public Desk Report

> ***Tip:*** *Intranet Website Reports for the Public Desk Report requires USER level security or above access.*

This link on the application's Main Menu goes to the *Lookup For Web Reports - Public Desk Report* screen. Here you can select from the dropdown of available concatenated *Topic - Sub-Topic - Contact Time (When)* records to choose the reports criteria. After making a selection, click the **GO** button. This moves to a *Web Reports - Public Desk Report* screen with the matching Public Desk Options data for the single record selection.

Click the **Cancel** button to return to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

Circ Desk Report

> ***Tip:*** *Intranet Website Reports for the Circ Desk Report requires MAINTLESS level security or above access.*

This link on the application's Main Menu goes to the *Lookup For Web Reports - Circulation Desk Report* screen. Here you can select from the dropdown of available concatenated *Topic - Sub-Topic - Contact Time (When)* records to choose the reports criteria. After making a selection, click the **GO** button. This moves to a *Web Reports - Circulation Desk Report* screen with the matching Public Desk Options, Circulation Desk Options, Circulation Notifications, and Circulation Call Order data for the single record selection.

Click the **Cancel** button to return to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

InfoSys Service Desk/IDT Report

> ***Tip:*** *Intranet Website Reports for the InfoSys Service Desk/IDT Report requires MAINT level security or above access.*

This link on the application's Main Menu goes to the *Lookup For Web Reports – InfoSys Service Desk/IDT Report* screen. Here you can select from the dropdown of available concatenated *Topic - Sub-Topic - Contact Time (When)* records to choose the reports criteria. After making a selection, click the **GO** button. This moves to a *Web Reports – InfoSys Service Desk/IDT Report* screen with the matching IDT Options, IDT Notifications, and IDT Call Order data for the single record selection.

Click the **Cancel** button to return to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

Management Contact Report

> ***Tip:*** *Intranet Website Reports for the Management Contact Report requires MAINT level security or above access.*

This link on the application's Main Menu goes to the *Lookup For Web Reports – Management Contact Report* screen. Here you can select from the dropdown of available concatenated *Topic - Sub-Topic - Contact Time (When)* records to choose the reports criteria. After making a selection, click the **GO** button. This moves to a *Web Reports – Management Contact Report* screen with the matching Management Call Order data for the single record selection.

Click the **Cancel** button to return to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

Public Desk Full Report

> ***Tip:*** *Intranet Website Reports for the Public Desk Full Report requires ADMIN level security or above access.*

This link on the application's Main Menu goes to the *Select Data for Web Reports – Public Desk Full Report* screen. Here you can select one of the 2 reports below:

REPORT 1: Public Desk Full Report	Displays all records and all fields from the Public Desk database
REPORT 2: Public Desk Full Report By Topic	Requires a selection from the dropdown of available Topics to choose the report's criteria. Then displays all fields from the Public Desk database that match the chosen topic.

After making a selection, click the **GO** button. This moves to a *Web Reports - Public Desk Full Report* screen with the matching data for the report selection.

Click the **Cancel** button to return to the Lookup screen. You can either chose another report or click the **Cancel** button to return to the Web Reports Application Main Menu.

Web Reports Support File Processing

These links support the creation, modification, and deletion of Public Desk information in support of the Public Desk database (part of the Web Reports Applications).

> ***Tip:*** *Web Reports Support File Processing for the Public Desk database requires MAINT level security or above access.*

Public Desk Contacts – Add

This link on the application's Main Menu goes to the *Add Information to Web Reports - Public Desk Contacts* screen and opens an empty record container. The fields are:

Contact Name	**Required**. Text field; Enter a specific contact name as the responder for the specific time. If the contact name is a URL, include the html coding necessary to open a new window when the URL is clicked. I.E. <A HREF="http://its.sdsu.edu/bbsupport/instructor/index.html" **target="_blank"**>http://its.sdsu.edu/bbsupport/instructor/</A>
Department	**Required**. Text field; Enter a matching department name for the contact name.
Phone	Text field; Enter a matching phone number for the contact name. Use the 5-digit number for campus phones.
E-Mail	Text field; Enter a matching E-Mail address for the contact name along with the html coding for a mailto link. I.E. bbhelp@sdsu.edu

Once the data above is entered, click the appropriate button:

2. The **ADD** button will submit the information as a new Public Desk Contacts record and return you to another new empty record container.

If you <u>do NOT want</u> to add a new Public Desk Contacts record, clicking the **CANCELADD** button will delete the current empty record container and return you to the Web Reports Application Main Menu.

> ***Tip:*** ***CANCELADD*** *is a process that deletes an empty record container and is very important to the health of the database's data.*

Public Desk Contacts – Modify/Delete

This link on the application's Main Menu goes to the *Lookup for Modify/Delete in Web Reports - Public Desk Contacts* screen, and allows a selection from a dropdown of the current *Contact Name* records. After making a selection, click the **GO** button. This moves to a second screen, where a change or a deletion can be made. The fields are:

Contact Name	**Required**. Text field; Enter a specific contact name as the responder for the specific time. If the contact name is a URL, include the html coding necessary to open a new window when the URL is clicked. I.E. <A HREF="http://its.sdsu.edu/bbsupport/instructor/index.html" **target="_blank"**>http://its.sdsu.edu/bbsupport/instructor/</A>
Department	**Required**. Text field; Enter a matching department name for the contact name.
Phone	Text field; Enter a matching phone number for the contact name. Use the 5-digit number for campus phones.
E-Mail	Text field; Enter a matching E-Mail address for the contact name along with the html coding for a mailto link. I.E. bbhelp@sdsu.edu

Once the data is modified, click the **MODIFY** button. This will submit your information as a changed Public Desk Contacts record and return you to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

If you want to delete the chosen record instead, clicking the **DELETE** button will delete the record and return you to the Lookup screen. Or clicking the **Cancel** button will also return you to the Lookup screen, if neither is desired. Here another record can be chosen or you can click the **Cancel** button to return to the Web Reports Application Main Menu.

Public Desk Contact Times – Add

This link on the application's Main Menu goes to the *Add Information to Web Reports - Public Desk Contact Times* screen and opens an empty record container. The field is:

Public Desk Contact Times	**Required.** Text field; Enter a specific time when the contact information is in effect.

Once the data above is entered, click the appropriate button:

3. The **ADD** button will submit the information as a new Public Desk Contact Times record and return you to another new empty record container.

If you do NOT want to add a new Public Desk Contact Times record, clicking the **CANCELADD** button will delete the current empty record container and return you to the Web Reports Application Main Menu.

> ***Tip:*** ***CANCELADD*** *is a process that deletes an empty record container and is very important to the health of the database's data.*

Public Desk Contact Times – Modify/Delete

This link on the application's Main Menu goes to the *Lookup for Modify/Delete Information to Web Reports - Public Desk Contact Times* screen, and allows a selection from a dropdown of the current *Public Desk Contact Time* records. After making a selection, click the **GO** button. This moves to a second screen, where a change or a deletion can be made. The fields are:

Public Desk Contact Times	**Required.** Text field; Enter a specific time when the contact information is in effect.

Once the data is modified, click the **MODIFY** button. This will submit your information as a changed Public Desk Contact Times record and return you to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

If you want to delete the chosen record instead, clicking the **DELETE** button will delete the record and return you to the Lookup screen. Or clicking the **Cancel** button will also return you to the Lookup screen, if neither is desired. Here another record can be chosen or you can click the **Cancel** button to return to the Web Reports Application Main Menu.

Public Desk SubTopics – Add

This link on the application's Main Menu goes to the *Add Information to Web Reports - Public Desk SubTopics* screen and opens an empty record container. The fields are:

Public Desk SubTopics	**Required.** Text field; Enter a unique name as a descriptor of a related subtopic for the major topic.

Once the data above is entered, click the appropriate button:

4. The **ADD** button will submit the information as a new Public Desk SubTopics record and return you to another new empty record container.

If you do NOT want to add a new Public Desk SubTopics record, clicking the **CANCELADD** button will delete the current empty record container and return you to the Web Reports Application Main Menu.

Tip: ***CANCELADD*** *is a process that deletes an empty record container and is very important to the health of the database's data.*

Public Desk SubTopics – Modify/Delete

This link on the application's Main Menu goes to the *Lookup for Modify/Delete in Web Reports - Public Desk* screen, and allows a selection from a dropdown of the current *Public Desk SubTopic* records. After making a selection, click the **GO** button. This moves to a second screen, where a change or a deletion can be made. The fields are:

Public Desk SubTopics	**Required.** Text field; Enter a unique name as a descriptor of a related subtopic for the major topic.

Once the data is modified, click the **MODIFY** button. This will submit your information as a changed Public Desk record and return you to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

If you want to delete the chosen record instead, clicking the **DELETE** button will delete the record and return you to the Lookup screen. Or clicking the **Cancel** button will also return you to the Lookup screen, if neither is desired. Here another record can be chosen or you can click the **Cancel** button to return to the Web Reports Application Main Menu.

Public Desk Topics – Add

This link on the application's Main Menu goes to the *Add Information to Web Reports - Public Desk Topics* screen and opens an empty record container. The fields are:

Public Desk Topics	**Required.** Text field; Enter a unique name as a major topic of concern for patron questions at a public desk.

Once the data above is entered, click the appropriate button:

5. The **ADD** button will submit the information as a new Public Desk Topics record and return you to another new empty record container.

If you <u>do NOT want</u> to add a new Public Desk Topics record, clicking the **CANCELADD** button will delete the current empty record container and return you to the Web Reports Application Main Menu.

Tip: ***CANCELADD*** *is a process that deletes an empty record container and is very important to the health of the database's data.*

Public Desk Topics – Modify/Delete

This link on the application's Main Menu goes to the *Lookup for Modify/Delete Information to Web Reports - Public Desk Topics* screen, and allows a selection from a dropdown of the current *Public Desk Topics* records. After making a selection, click the **GO** button. This moves to a second screen, where a change or a deletion can be made. The fields are:

Public Desk Topics	**Required.** Text field; Enter a unique name as a major topic of concern for patron questions at a public desk.

Once the data is modified, click the **MODIFY** button. This will submit your information as a changed Public Desk Topics record and return you to the Lookup screen. You can either chose another record or click the **Cancel** button to return to the Web Reports Application Main Menu.

If you want to delete the chosen record instead, clicking the **DELETE** button will delete the record and return you to the Lookup screen. Or clicking the **Cancel** button will also return you to the Lookup screen, if neither is desired. Here another record can be chosen or you can click the **Cancel** button to return to the Web Reports Application Main Menu.

Web Reports Support File Reports

These reports are used for verification of necessary dropdown lists in the Public Desk database (part of the Web Reports Applications).

> ***Tip:*** *Web Reports Support File Reports for the Public Desk database requires MAINT level security or above access.*

Public Desk Contacts

This link on the application's Main Menu goes straight to *Web Reports – Public Desk Contacts Report* (a list of the Public Desk Contacts) and lists the total number of Public Desk Contacts records. Currently, the fields displayed are:

Contact Name	Department	Phone	E-Mail

Public Desk Contact Times

This link on the application's Main Menu goes straight to *Web Reports – Public Desk Contacts Times Report* (a list of the Public Desk Contacts Times) and lists the total number of Public Desk Contacts Times records. Currently, the times are:

Public Desk Contact Times
24/7
AFTER HOURS & WEEKENDS
M - F 8:00-4:30
M - F 8:30-4:00

Public Desk SubTopics

This link on the application's Main Menu goes straight to *Web Reports – Public Desk Sub-Topics Report* (a list of the Public Desk Sub-Topics) and lists the total number of Public Desk Sub-Topics records. Currently, the sub-topics are:

Public Desk SubTopics
AC for LL-405 Server Room
ACCESS CODES
ALL ARE DOWN
BROKEN PHONE
CAMPUS
COMPUTER/AV PROBLEMS
DENY PROXY
E-RESERVES PROBLEMS
EMAIL SERVICES
EZPROXY
Emergency (disaster/power out)
ILLIAD
INFODOME
LIBRARY
LOST COINS
MCAFEE PRODUCTS
MICROSOFT PRODUCTS
OFF CAMPUS
ON CAMPUS
OPERATIONS
REGIDTERING
ROUTINE PROBLEMS
SERVICE OFFLINE
SERVICE STATUS/PROBLEMS
UNUSED BUT LOCKED
URGENT PROBLEMS
USAGE QUESTIONS FOR FACULTY
USAGE QUESTIONS FOR STUDENTS
WEB SERVER
WIRELESS

Public Desk Topics

This link on the application's Main Menu goes straight to *Web Reports – Public Desk Topics Report* (a list of the Public Desk Topics) and lists the total number of Public Desk Topics records. Currently, the topics are:

Public Desk Topics
BLACKBOARD
CHANGE/BILL DISPENSERS OR COPIERS/PUBLIC PRINTERS
CIRCUIT
CLICKERS
DATABASES
ECR SERVER
FACILITIES
GROUP STUDY ROOMS
HONOR STUDY ROOM
ILL DOCUMENT DELIVERY
LIBPROXY SERVER
LIBRARY INSTRUCTIONAL CLASSROOMS
LIBWEB SERVER
LINK+
NETWARE FILES SERVERS (ARWEN, TWIG, TEAK, ETC.)
NETWORK
PAC
PAID PRINTING
PUBLIC COMPUTERS
PUBLIC PAY PHONES

REMOTE ACCESS
ROHAN
SDSUCARD SERVICES
SERIALS SOLUTIONS
SFX
SOFTWARE FOR HOME USE
STUDENT COMPUTING CENTER
WEB PORTAL