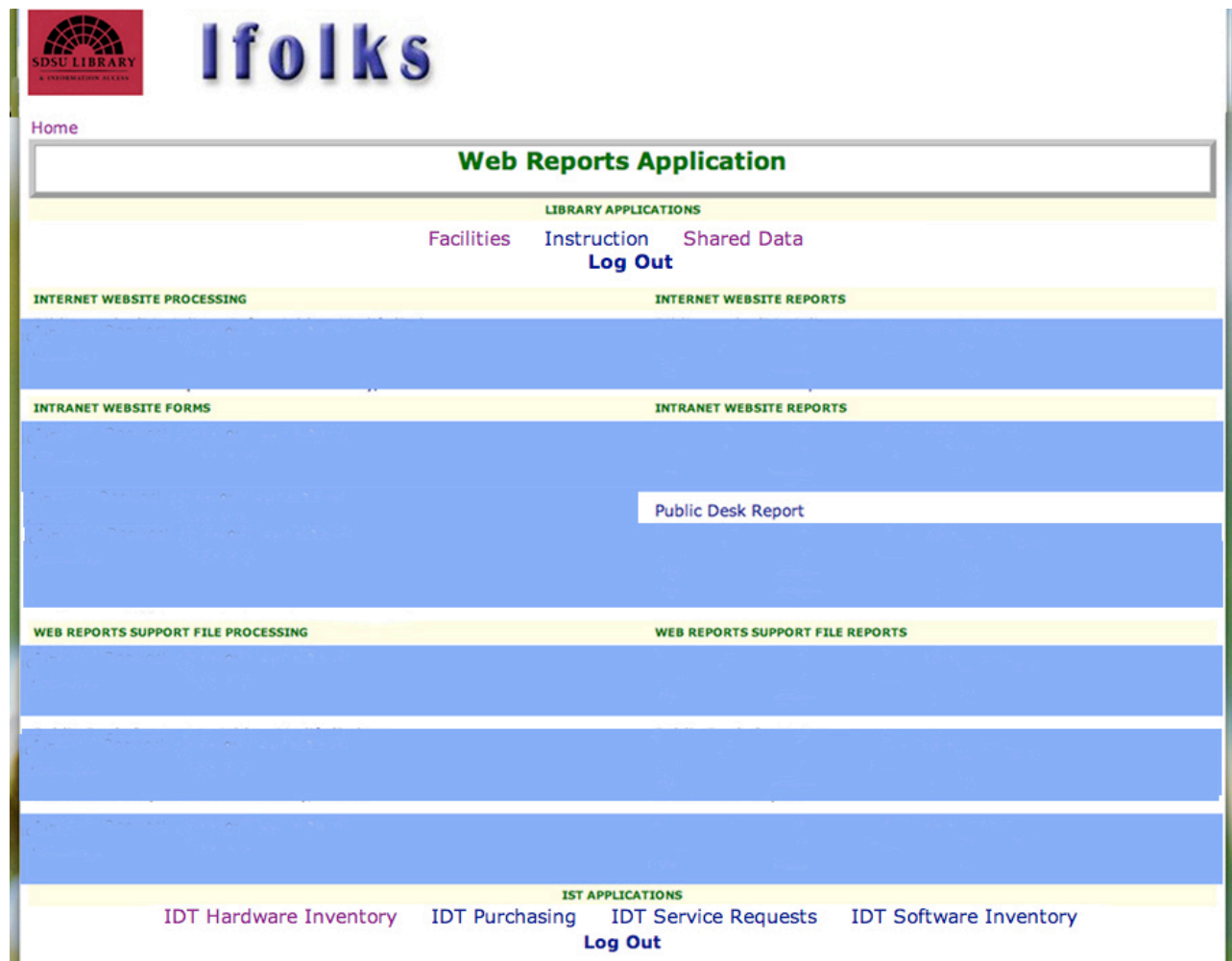


Public Desk database Part of the Web Reports Applications Main Menu USER ACCESS ONLY

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 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. This is the only instance where a browser's **BACK** button can be used.

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.