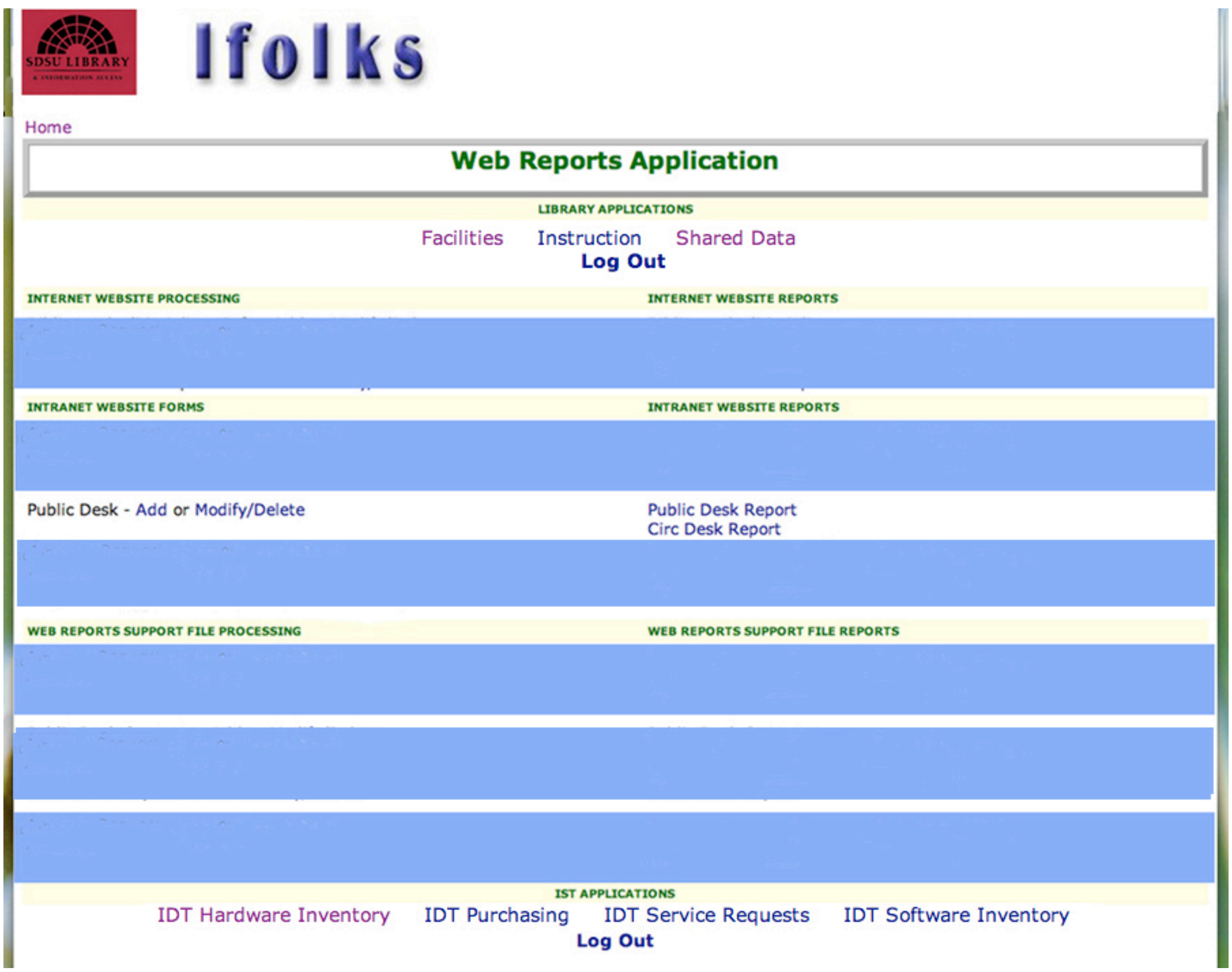
Information and Digital Technologies
February 15, 2008

Public Desk database
Part of the Web Reports Applications
Main Menu
MAINTLESS 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 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.