Desk Tracker Guide

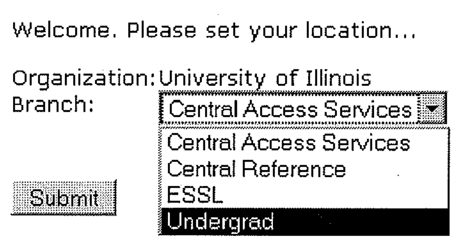
Contents:

I. Purpose and Uses:

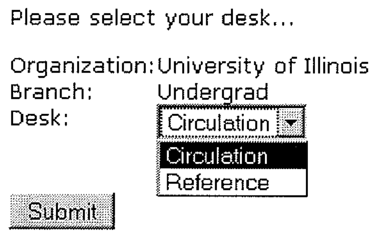
1. Track all questions asked at service desks
2. Track Gate Counts and Head Counts for Library

II. Logging In

1. Go to http://client.desktracker.com/?uact=login
2. *Account Number*: 875138
3. *Username:* Enter your unit's username
4. *Password:* Enter the password for this username



5. Select your unit for branch



6. Select the appropriate desk

7. Click *Continue*. You are now logged in.

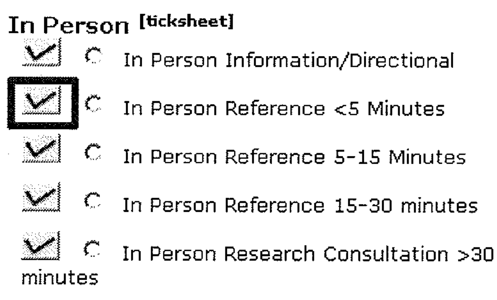
III. Recording Questions

1. Click on the *Activity* tab

2. Click the RED checkmark next to the type of question you want to record

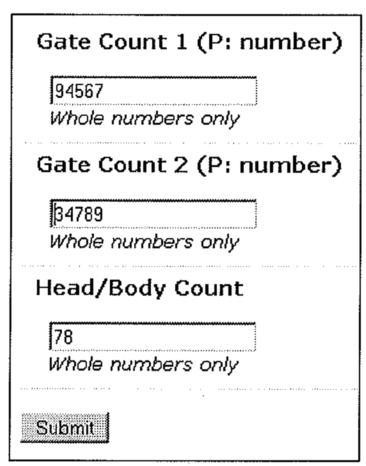
   (ignore the round buttons)

3. Example: Recording a short (<5 minute) research question:



IV. Recording Gate and Head Counts

1. Click on the *Gate Count* tab

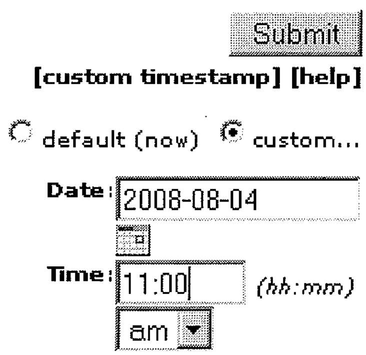


2. Enter all applicable numbers and click Submit

V. Recording Stats Late

If you get delayed in entering a stat (question or gate count/etc.), you can manually change the recorded date/time on the form before submitting the stat

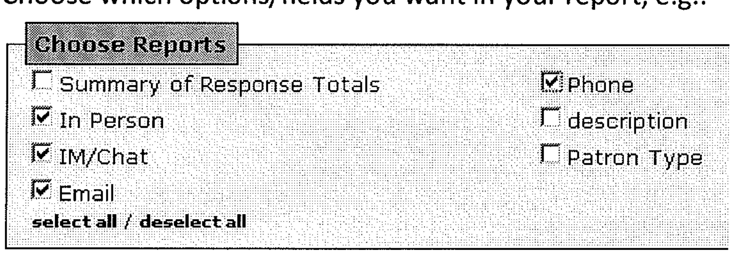
1. Click the *Custom Timestamp* link in the upper right
2. Enter in the time when the stat occurred (if different from right now)
3. Enter Gate Count/Head Count as normal (Section III above)
4. Example: You meant to enter the 11:00am gate count at 11, but it is now 12:30pm.
   a. Go to the *Gate Count* Tab
   b. Click *Custom Timestamp* and change the Date and Time to 11:00am



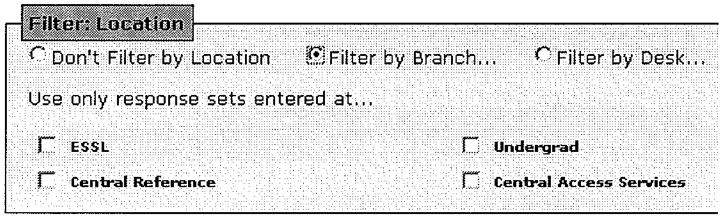
5. Click the *Submit* button

VI. Reports

1. Canned Reports (for desk stats)
   a. Click the *Reports* Tab
   b. Click *Activity* under *Detailed Reports*
   c. Choose which options/fields you want in your report, e.g.:



d. For individual unit reports, be sure to *Filter by Branch* and choose your unit



e. Click the *Build Report* button to generate the stats.

2. Exporting Results (more advanced stats)

   a. Choose the *Reports* tab

   b. Under *Modules*, choose *Data File Generator*

   c. Select Start and End dates

   d. Click the *Generate File* button

   e. This produces a .csv file that will open in Microsoft Excel for manipulation. It can also be imported into Access.