Desk Tracker Data Dictionary (2012)

Branches and Desks
(Branch bold, desk italics)

Chemistry
CHEM

Circulation
Circ Desk
Exit Desk

Fine Arts
FAL

Generic (TEST ONLY!!!)
Generic

Gov Docs Unit
Gov Docs Window

Interlibrary Loan
ILL

Law
Law Circ Desk
Law ILL
Law Off Desk
Law Ref Desk

Performing Arts and Media
PAM

Periodicals / Reserves
PER Desk

Physics
PHYS

Reference
REF

Special Collections
SPEC COLL

Web Services
WEB SERV
Activity Tab (tab available for all desks except LAW ILL)

Type (FY2012-) (all locations)
Required, 1 selection only

Help information – “Directional transactions include giving instruction in locating, within the library, staff, library users, or physical features, etc., and giving assistance of a nonbibliographic nature with machines.”

Research / Reference
Directional

PAM – MusicQuestion (PAM only)

checkbox only = yes

Research consultation (FY2012-) (all locations – excluding Gov Docs)

Help information – “Consultations are synchronous appointments - and may be in person or using emerging technologies.”

checkbox only = yes

Contact (FY 2012-) (all locations)

Help information – “In general, count the initial medium of contact. If a subsequent contact leads to a consultation, you may count both the initial reference question and the consultation.”

Required, 1 selection only

In person
Phone
E-mail
Chat
Texting

Duration (FY 2012-) (All locations)

Help information visible – “Enter number >20 (best estimate of actual minutes spent) in adjacent text box when selecting last radio button.”

Required, 1 selection only, fill in blank for “>20 minutes”

0 (1-5 min)
1 (6-10 min)
2 (11-15 min)
3 (16-20 min)
X (> 20 min)

Technical Question Type (PER only)

Multiple selections allowed, fill in the blank for “Other”

Microform machines
Copiers
VTS machine
Other
Satellite Location or Office (Ref only)
checkbox only = yes

Text of Question (FAL, Law Off Desk, Law Ref Desk)
textbox

Notes and Feedback (Circ Desk, Law Off Desk, Law Ref Desk)
textbox

Collections Consulted (Special Collections)
textbox

Media Titles Requested – Not Owned (PAM only)
Multiple entries allowed, fill in the blank for all

Score: Title
Audio: Title
Video: Title
Other Tab (tab available for Circ Desk, Exit Desk, FAL, Law Circ Desk, PAM, PHYS, REF, SPEC COLL) – tab available in Spec Coll – no data entry points

Security Gate Alarm (Circ Desk, Exit Desk)
Multiple selections available, fill in the blank for “other”

Library mistake
False alarm
Other security systems
Patron forgot
Patron confessed
Patron ran the gate
Other

Building Round Log (Circ Desk, Exit Desk)
Multiple selections available, fill in the blank for all entries

Special Collections
Classrooms (first floor)
PAM
Shipping & Receiving / Compact Shelving
Systems Offices
Technical Services
Staff Offices
Reading Rooms
Fire Exit Violation
Grad Room
Access Grid Room
Stacks
Group Study Rooms
Meeting Rooms
Pryor Center
Government Document Area
Dean’s Office
Development Office Suite
Reference Librarian Office Suite

Census (Patron Count) (FAL, PHYS)
Whole number entry blank

ILL/DD (FAL)
1 selection only

Filled (simple)
Filled (with copying)
Filed (with scanning)
Searched (not filled)

Law – Gate Count (Law Circ Desk)
Whole number entry blank

Law – Computer Lab / Printer Problems (Law Circ Desk)
Text box

Door count (PAM, PHYS)
A person came in!

**Booth Used (PAM)**
Multiple selections available

1 – video  
2 – video  
3 – video  
4 – video  
5 – video  
6 – video  
7 – MAC  
8 – MAC  
9 – Innovative  
10 – Merlin  
11 – Computer  
12 – Computer  
13 – Computer  
14 – Computer  
15 – Computer  
16 – Computer  
17 – Computer  
18 – Computer  
19 – Computer  
20 – Audio  
21 – Audio  
22 – Audio  
23 – Printer

**LP Retrieval (PAM)**
One click entry available

I went into Compact Storage

**Room walk-ins (PAM)**
1 selection only, follow-ups marked with *

Room 107A *  
Room 104 *

**Room 107A Details (Follow-up to room walk-ins, PAM)**
Required, whole number entry blank

Number of users  
Student ID

**Room 104 Details (Follow-up to room walk-ins, PAM)**
Required, whole number entry blank

Number of users  
Student ID

**Room – Problem Report (PAM)**
Multiple selections, fill in the blank for all

Room 107A
Room 104
Room 372B

*Computer Count (PHYS)*
   Whole number entry blank

*Computers (PHYS)*
   One click entry available

All in Use
Classes Tab (Tab available CHEM, Circ Desk, FAL, ILL, Law Off Desk, PAM, PHYS, REF, SPEC COLL desks)

**Page Hints**
- Count one class with multiple instructors only once. Enter additional instructors under additional instructor(s) field.
- Count tours as instruction.
- Do not count sessions with no attendees.

**Category (FY 2012 - ) (All tab locations)**
- Help information – “Non-mediated instruction should not include interacting with online instruction objects that are counted elsewhere.”
- Required, 1 selection allowed, dropdown menu
  - ARL
  - Non-mediated
  - Non-library
  - Staff Development

**Participants (FY2012 - ) (All tab locations)**
- Required, 1 selection allowed, dropdown menu
  - Undergraduate Standard
  - Undergraduate FYE
  - Undergraduate Honors
  - Graduate
  - Faculty / Staff
  - Elementary / Middle / Junior High School
  - High School
  - Community

**Location (FY 2012 - ) (All tab locations)**
- Required, 1 selection allowed, fill in the blank for all
  - Mullins (Any Room)
  - Out of Library – On Campus
  - Out of Library – Distance (Online):
  - Out of Library – Off Campus

**Class / Department (FY 2012 - ) (All tab locations)**
- Checkbox, fill in the blank
  - Class / Department

**Number of Participants (All tab locations)**
- Required, Whole number entry blank

**Session type (July 2009 - ) (All tab locations)**
- Checkbox
  - Open session
Time to Create Presentation (Law Off Desk)
  Required, Whole number entry blank

Length of Presentation (Law Off Desk)
  Required, Whole number entry blank

Location of Class – Law (Law Off Desk)
  Textbox

Comments – Law (name of class or group, etc.) (Law off desk)
  Textbox

Additional Instructor(s) (all tab locations)
  Help information: Enter last name; first name for each additional instructor
  Fill in the Blank
Guest Tab (tab available at CHEM, Circ Desk, FAL, PAM, PER Desk, PHYS, REF)

Name (all tab desks)
Required, Textbox

ID # (all tab desks)
Help information —“ID must be a government issued ID.”
Required, Textbox

Log-in (Chem) (CHEM only)
Required, dropdown menu

Log-in (PAM) (PAM only)
Required, dropdown menu

Log-in (REF) (Circ Desk, PER Desk, REF only)
Required, dropdown menu

Computer #
Required, Textbox
Turnaways Tab (Tab available CHEM, Circ Desk, FAL, ILL, Law Off Desk, PAM, PHYS, REF, SPEC COLL desks)

Room unavailable

1 selection only

Room 102
Room 104
Room 372B
Room 472B
Room 486
Room 487

Class too large (all locations?)

1 selection only

Room 102
Room 104
Room 372B
Room 472B
Room 486
Room 487
ILL Tab (tab available LAW ILL tab only)

Type of Request
Checkbox
- OCLC Lending – Asked
- OCLC Lending – Received
- OCLC Borrowing – Asked
- OCLC Borrowing – Received
- Non-OCLC Lending – Asked
- Non-OCLC Lending – Received
- Non-OCLC Borrowing – Asked

Format of Material Requested
Checkbox, text box available for “Other”

- Book
- Photocopy
- Microform
- DVD
- Other

Lending Library
Checkbox, text box available for “Other Library”

- Arkansas Library
- MAALL Library
- Other Library

Borrowing Library
Checkbox, text box available for “Other Library”

- Arkansas Library
- MAALL Library
- Other Library
Previous Settings (- Fall 2011)

Branches and Desks
(Branch bold, desk italics)

Chemistry
CHEM Desk
CHEM Off Desk

Circulation
Circ Desk
Exit Desks

Fine Arts
FAL Desk
FAL Off Desk

Gov Docs Unit
Gov Docs Window

Interlibrary Loan
ILL

Performing Arts and Media
PAM Desk
PAM Off Desk

Periodicals / Reserves
PER Desk

Physics
PHYS Desk
PHYS Off Desk

Reference
REF Desk
REF Off Desk

Special Collections
Special Collections
Activity Tab

Question Type – (All locations except PAM branch – except designated. PAM location has separate question set)
Required, 1 selection only, follow-ups (marked with *)
- Research / Reference *
- Music research / reference (PAM branch only) *
- Directional *
- Software (e.g. Word, Excel...)*
- Technical / Mechanical / Guest log-in Circulation *
- Remote Access *
- Reserves Processing *
- Material Retrieval

Contact Type – (Follow up to Question Type ; All locations. PAM branch has separate follow-up list)
Required, 1 selection only
- Walk-in
- Phone
- Texting
- Research consultation
- Chat
- Departmental e-mail
- E-mail
- Other

Technical Question Type (PAM and PER branches only as marked. Both locations have individual question sets)
Multiple selections
- Audio (PAM)
- Video (PAM)
- Computer Audio (PAM)
- Computer Printing (PAM)
- Room Assistance (PAM)
- Microform machines (PER)
- Copiers (PER)
- VTS machine (PER)
- Other: (PAM, PER)

Duration of Question (All locations)
1 selection only, fill in blank for ">30 minutes"
- 1-5 minutes
- 6-10 minutes
- 11-15 minutes
- 16-20 minutes
- 21-30 minutes
- > 30 minutes

Satellite Location or Office (Ref Off Desk only)
checkbox only

Building Security (Circulation branch only – Deleted unknown date)
checkbox, fill in the blank

Text of Question (sample, Reference branch only)
textbox

Notes and Feedback (Reference branch, all Off Desk locations)
textbox
**Other Tab**

*Door count* (PAM branch only)

Required, one click entry available

A person came in!

*Booth Used* (PAM branch only)

Multiple selections available

Entries for each booth, the table, and express computer

*Room walk-ins* (PAM branch only)

1 selection only, follow-ups marked with *

Room 107A *
Room 104 *

*Number of Walk-ins* (Follow-up to room walk-ins, PAM branch only)

Whole number entry blank; required

*Venue was booked for the preferred time* (REF) – 2012 moved to Turnaways tab

1 selection only

Room 102
Room 104
Room 372B
Room 472B
Room 486
Room 487
Classes Tab

Category (All Off Desk locations)
Required, 1 selection allowed, follow-up questions marked with *

- ARL *
- Non-mediated *
- Non-library
- Staff Development

Participant Type (Follow-up to Category, All Off Desk locations)
Required, 1 selection allowed

- Undergraduate Standard
- Undergraduate FYE
- Undergraduate Honors
- Graduate
- Faculty / Staff
- High School

Number of Participants (All Off Desk locations)
Required, Whole number entry

Department (All Off Desk locations)
Fill in box

Session type (July 2009-) (All Off Desk locations)
Checkbox

- Open session

Session type (to mid July 2009) (All Off Desk locations)
Checkbox

- Open session
- Distance Education (added date unknown)
- Out of Library (added date unknown)

Comments (products, etc) (All Off Desk locations)
Text box

Location of Class (added date unknown)
1 selection only, text boxes available for out of library

- Room 102
- Room 104
- Room 372B
- Room 472B
- Room 486
- Room 487
- Out of Library – On Campus
- Out of Library – Distance
- Out of Library – Off Campus