



## October Helpdesk Statistics

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During the month of October 576 tickets were initiated.

### Usage Breakdown

**IT:** 9.72%

**PINES:** 84.72%

**Miscellaneous:** 5.56%

### **Overall Statistics: 576**

Active	280
Closed	296

### Active Item Breakdown

#### **IT: 15**

IT – Abuse	0	IT – Email	2
IT – Circuit Orders	0	IT – PC/Server/Printing Issues	6
IT – Connectivity Network	6	IT – Web Filtering/ WAM	1

#### **PINES: 258**

PINES – Administration	10	PINES – Holds	34
PINES – Acquisitions	1	PINES – Patron Issues	11
PINES – Cataloging	39	PINES – Reports/Statistics	21
PINES – Circulation	114	PINES – Serials	0
PINES – Connectivity/ Networking	3	PINES – Special Project Request	4
PINES – Custom Training Request	0	PINES - Standalone	1
PINES – General Help	15	PINES – Workstation/Server/Printing	5

#### **Miscellaneous: 7**

Helpdesk Issues	2	Other - Administration	0
Helpdesk – Register Users	0	Other – General Help	1
Not Categorized	4		



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### Status Breakdown of Active Items

Waiting On GPLS Response	165	Resolved	0
Waiting On Library Response	105	Unresolved	1
Waiting on 3 <sup>rd</sup> Party	9		

### Closed Item Breakdown

#### IT: 41

IT – Abuse	0	IT – Email	10
IT – Circuit Orders	0	IT – PC/Server/Printing Issues	9
IT – Connectivity Network	9	IT – Web Filtering/ WAM	13

#### PINES: 230

PINES – Administration	18	PINES – Holds	20
PINES – Acquisitions	1	PINES – Patron Issues	17
PINES – Cataloging	21	PINES – Reports/Statistics	26
PINES – Circulation	97	PINES – Serials	0
PINES – Connectivity/ Networking	4	PINES – Special Project Request	0
PINES – Custom Training Request	1	PINES - Standalone	1
PINES – General Help	12	PINES – Workstation/Server/Printing	12

#### Miscellaneous: 25

Helpdesk Issues	1	Other - Administration	5
Helpdesk – Register Users	8	Other – General Help	2
Not Categorized	9		