Georgia Public Library Service

September Helpdesk Statistics

During the month of September 1016 tickets were initiated.

Usage Breakdown

IT: 5.41%

PINES: 85.73%

Miscellaneous: 8.86%

Overall Statistics: 1016

Active	160
Closed	856

Active Item Breakdown

IT: 6

IT – Abuse	0	IT – Email	1
IT – Circuit Orders	0	IT – PC/Server/Printing Issues	3
IT – Connectivity Network	2	IT – Web Filtering/ WAM	0

PINES: 135

PINES – Administration	2	PINES – Holds	8
PINES – Acquisitions	0	PINES – Patron Issues	12
PINES – Cataloging	18	PINES – Reports/Statistics	0
PINES – Circulation	74	PINES – Serials	0
PINES – Connectivity/ Networking	4	PINES – Special Project Request	0
PINES – Custom Training Request	0	PINES - Standalone	0
PINES – General Help	11	PINES – Workstation/Server/Printing	6

Miscellaneous: 19

Helpdesk Issues	2	Other - Administration	0
Helpdesk – Register Users	0	Other – General Help	0
Not Categorized	17		

Statistics Current as of 11.3.2006

Georgia Public Library Service

September Helpdesk Statistics

Status Breakdown of Active Items

Waiting On GPLS Response	95	Resolved	0
Waiting On Library Response	52	Unresolved	2
Waiting on 3rd Party	11		

Closed Item Breakdown

IT: 49

IT – Abuse	0	IT – Email	12
IT – Circuit Orders	0	IT – PC/Server/Printing Issues	12
IT – Connectivity Network	15	IT – Web Filtering/ WAM	10

PINES: 736

PINES – Administration	21	PINES – Holds	77
PINES – Acquisitions	0	PINES – Patron Issues	46
PINES – Cataloging	49	PINES – Reports/Statistics	12
PINES – Circulation	414	PINES – Serials	0
PINES – Connectivity/ Networking	35	PINES – Special Project Request	0
PINES – Custom Training Request	0	PINES - Standalone	15
PINES – General Help	52	PINES – Workstation/Server/Printing	15

Miscellaneous: 71

Helpdesk Issues	2	Other - Administration	7
Helpdesk – Register Users	1	Other – General Help	19
Not Categorized	42		

Statistics Current as of 11.3.2006