

Useful reports for desk staff in Library Online

All the reports listed below can be generated on the Library Online administration site, <http://libonline.scls.lib.wi.us/admin>.

Available workstations report

Purpose: Shows for each workstation the next time it is free.

Caveats: The report is inaccurate the moment a reservation is made, or if a patron walks up and logs in.

Can limit by: Workstation type, single date, start and end time

What the columns mean:

- Workstation name: user-defined name of workstation that is available for use
- Available time: time ranges when the particular workstation is available

How to run the Available Workstations Report:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "Available Workstations Report".
4. Select the date, time, and workstation type.
5. Click the "Show Report" button.

Booking history by patron

Purpose: Generates a detailed history of bookings that a specific patron has made.

Caveats: Patron data is retained for 10 days; no-shows are retained for 90 days.

The booking is a no-show if the booking date/time is in the past, and there is no cancel date and no log in – log out time.

Can limit by: Time range, date range

Can order by: Booking date, creation date

What the columns mean:

- Booking Date Time: prediction of the date and start/end time of the booking (based on the reservation time for advance bookings, or the actual log in time for walk-ups). Use Log In – Log Out time to see the actual time used.
- Consecutive bookings: Number of back-to-back booking sessions (“No” means it’s not a consolidated booking)
- Branch: Name of the library the booking is for
- Workstation: Name of the workstation the booking is for
- Booking created on: Date/time the booking was made
- Cancel Date: Date/time the booking was canceled
- Log In – Log Out Time: Actual times the patron logged into and out of the booking

How to run the Booking History by Patron Report:

1. Choose “Reports” from the top menu.
2. Choose “Bookings”.
3. Choose “Booking history by Patron”.
4. Select the dates and times you would like the report for. Enter the patron’s barcode in the bottom box.
5. Click the “Show Report” button.

Booking history by workstation

Purpose: Tells you a detailed history of bookings on a specific workstation. Very useful for answering the question, "How is that patron able to sit there for 4 hours in a row?"

Caveats: Patron data is only retained for 10 days, except for no-shows, which are retained for 90 days.

The report shows who WAS on and who IS on, but not who WILL be on (for that, use the Scheduled Bookings Report).

Can limit by: Time range, date range, machine name

Can order by: Booking date, creation date

What the columns mean:

- Booking Time: prediction of the start/end time of the booking (based on the reservation time for advance bookings, or the actual log in time for walk-ups). Use Log In – Log Out time to see the actual time used.
- Name: Patron name
- Card No: Library card or temporary card number
- Booking created on: Date/time the booking was made
- Consecutive bookings: Number of back-to-back booking sessions ("No" means it's not a consolidated booking)
- Cancel Date: Time the booking was canceled
- Log In – Log Out Time: Actual times the patron logged into and out of the booking

How to run the Booking History by Workstation Report:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "Booking history by Workstation".
4. Select the dates and times you would like the report for. Choose one Machine Name from the list or leave at ALL to see all workstations.
5. Click the "Show Report" button.

No show by branch

Purpose: Tells you how many no shows there were for a given library, workstation type, and date range.

Caveats: Gives only total numbers of no shows by library, not patron information.

Consolidated bookings count for multiple no shows.

Can limit by: Workstation type, date range

What the columns mean:

- Branch: which library the booking was for
- Workstation type: type of workstation
- Number of times: number of no shows

How to run the No Show By Branch Report:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "No show by branch".
4. Select the workstation type or leave blank to view all types.
5. Select the date range.
6. Click the "Show Report" button.
7. The report will be displayed.

No show by patron

Purpose: Tells you how many no shows there were for a given patron.

Caveats: Patron name data is saved for 10 days only, so if you search by name, you'll only see no shows from the last 10 days.

Consolidated bookings count for multiple no shows.

Can search by:

- Card number: Library card number
- Identifier: Assigned to temporary cards
- Last Name/First Name: Only works for most recent 10 days

Can limit by: Date range

What the columns mean:

- Date: date of the no show
- Branch: which library the booking was for
- Workstation: name of workstation
- Start time/End time: start and end time of reservation
- Consecutive bookings: number of consolidated bookings (a number means it counts for that number of no shows; "no" means 1 no show)
- Booking created: Date and time the booking was created

How to run the No Show By Patron Report:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "No show by patron".
4. Select the date range you want to know and enter the patron's barcode in the first line. You can also search by name.
5. Click the "Show Report" button.

Scheduled bookings report

Purpose: Tells you workstation names and patron information for current and pending reservations for a given day.

Caveats: The report is inaccurate the moment a new reservation is made, or if a patron walks up and logs in.

Can limit by: Workstation type

What the columns mean:

- Time: time of booking (for walk-up use, the end time is predicted based on actual log in time)
- Workstation: name of workstation in use
- Machine type: workstation type
- Book ID: booking ID (unique number assigned to each booking)
- Patron name: name of the patron with the reservation
- Login key: PIN
- Card No: patron's library card number
- Consecutive bookings: number of consolidated bookings (a number means it's that many consolidated bookings; "no" means it's not a consecutive booking)
- Status: of the reservation.
 - Pending: there is a reservation on that workstation coming up
 - In Use: workstation is in use by the patron identified
 - Stand by: the patron has put the workstation into stand by mode

How to run the Scheduled Bookings Report:

To view a patron's reservations for a specific date:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "Scheduled bookings Report".

4. Select the date you would like the schedule for, and enter the patron's barcode or name to search.
5. Click the "Show Report" button.

To view the complete reservation schedule for a day:

1. Choose "Reports" from the top menu.
2. Choose "Bookings".
3. Choose "Scheduled bookings Report".
4. Select the date you would like the schedule for.
5. Click the "Show Report" button.