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INTRODUCTION

This user manual is intended to be used as a guide for working with the Ball State University Police Records Office IBM PC-XT with dBASE III PLUS. The manual should be used to train new workers to use the system, thereby to become "users," and to help daily users to work correctly through some special situations.

For training purposes, the first section in the manual gives an explanation of the functions the system performs. Some restrictions that must be followed for correct systems performance are also listed. All users should be very familiar with these limitations before attempting to work with the system.

Following this section is another that will be used heavily by the trainee. The second section walks the user through the routine necessary to start using the system (the standard startup procedure). Also, the routine steps for turning the system off, or system shutdown procedures, are outlined.

The third section gives examples of routines the system performs (runs). Step-by-step instructions tell the user what to do to get to the right routine, along with the responses the computer gives when an appropriate command is entered. The computer responds with messages on the screen of the terminal, and examples of these screens are shown. Again, this section is geared toward training a new user.
New users and daily users will find the fourth section to be extremely helpful. This section lists error messages that the computer may write on the terminal screen. A meaning of the error message, as well as the correct procedure for getting out of the error condition, are explained.

Special situations of dealing with computer problems are discussed in Section 5. Since computers are part of the electronic age, their usage quirks are often more complex than problems encountered using manual typewriters, paper forms and metal file cabinets. Step-by-step instructions for the user to follow in unusual circumstances, such as power outages, are presented.

The final section is a guide for where to look in either this manual or the system operation manual to find answers to standard questions. Both manuals are specific to the use of the police records system implemented on the IBM PC-XT using dBASE III PLUS.
Section 1: SYSTEM FUNCTIONS AND RESTRICTIONS

The functions a computerized system of record-keeping would need to meet were defined following an in-depth study of the manual record-keeping system used by the police department. These functions are:

1) to keep accurate records; (State laws require that police records be maintained for ninety-nine years.)

2) to provide for easier record retrieval; (In the manual system, cross-referencing records in order to study patterns or trends in crime was highly complex and time-consuming. A computerized database—an orderly storage area for records—makes cross-referencing information very accessible.)

3) to allow public access to records. (State laws say that certain records must be available for public inspection. A computerized database allows for finding a specific record very quickly.)

These functions are performed using one microcomputer in the records office.

The system allows data entry, data retrieval, statistical tallying, and the preparation of the daily report. Data entry is similar to the typing of paper forms but is much quicker since the carriage return and space bar do not need to be used to place the typing head in the correct position for each blank. The computer knows where each blank begins and automatically places the cursor (the typing head) there. The entered information is stored in six databases (like manual files, but with faster referencing). These
databases are as follows: complain, case, casestat, incident, supplement, and master.

Data retrieval can be by one of two methods. Entire reports can be seen when a print or an edit are performed. Pieces of pertinent data only are displayed when a search is made on the files. Files can be searched on names, a case report number, a type of crime or activity, the status of a case, a type of personal involvement, information about a vehicle, or a range of dates.

Statistical tallies are made on the information entered into the databases. The tallying routine counts the types of activity that have occurred for the specified date. The monthly totals are kept in the M_Tallies database.

The making of daily reports is also simplified using the computerized system. Information about each complaint received for that specific date (12 a.m. to 12 a.m.) is displayed, allowing the user to see what the case entails. The user then directly types a summary. The summary, along with the case report number and time of reporting, are kept in the Daily_re(port) database. This database is purged, or old files are removed, each time the routine is performed. If the user wants to save a copy of a daily report for some reason, the Daily_re database can be stored under a different name by using the "copy" command described in the backup section of the system operation manual.
Some limitations on user actions do exist and should be heeded for proper execution of the system functions. For example, if the screen displays a message prompting for a "Yes" or a "No," a "Yes" or a "No" should be typed. Similarly, if the screen prompt simply shows "Y/N," just a "Y" or an "N" will do in response.

The format in which information is typed or keyed in is important for more than simple responses. In order to find matches on data when the database files are searched, the information must be exactly the same. This means that hyphens in phone numbers, social security numbers, and especially case report numbers are very important. Also, having all names and other alphabetic information typed in similar type cases is necessary. According to a computer's ordering system, a "b" comes before an "A;" therefore, "Abrams" would be alphabetically placed in front of "AARON." Likewise, "Aaron" is alphabetically prior to "AARON." To avoid this possible confusion, the <Caps Lock> key should be in the locked position, meaning that all alphabet keys typed will automatically appear as capitals. In the screen entry programs, the programs will read all capitals even if the <Caps Lock> is not toggled on; however, in the edit programs, screen entries are read exactly as they are typed. For this reason, a practical recommendation is that the <Caps Lock> key always be toggled on. If you choose not to use all capitals when entering narratives,
details or summaries, be sure to turn the lock back on when finished with that entry! (The <Caps Lock> key is turned on or locked by pressing the key once; pressing the key a second time releases the lock or turns the capitals off.)

If the user attempts to enter an invalid type of character (letter, number, or symbol) during the entry process, the computer will not accept the character, and the cursor will remain in the position it was. During editing, if an invalid character is entered, a message appears at the bottom of the screen, informing the user that the entry was incorrect. Error messages are covered more in Section 4.

Entering numbers into date fields must be done precisely to keep from getting error messages. If the date you want to enter is February 9, 1986, it must be typed as "02/09/86." The slashes (/) will be in place so only the numbers must be typed; the important point is that the leading zero must be typed!

Unlike putting leading zeroes in dates, leading blanks should not be used when entering information. Just as reading lower case and capitals, the leading blank will confuse the ordering of entered information. For example, "SELLERS " is the correct way to enter a name that is too short to fill the 20-space blank (the 20 spaces do not have to be typed—simply return); "SELLERS" would be incorrect and would be read as being alphabetically in front of "REED ."
Another important entry procedure is to type a "Y" or an "N" in any field which appears on the screen with a ".f." or a "?". These fields are called "logical" fields and can not be guaranteed to be read as you intended unless you fill them in yourself.

Some restrictions apply to the running of the "calculate tallies" routine. When the prompt asks for a date, the date must be chronologically after the date shown for when tallies were last calculated! Also, the routine should not be run until all records for that day have been gathered; the tallies routine looks for any complaint entered on that date, so if tallies are run twice for the same day, some activities may be counted twice. The user should keep in mind that tallies are calculated, and daily summary reports are entered, for the time period from midnight to midnight. If you are to enter a range of dates, remember that the beginning date must be prior to or the same day as the ending date!

If old records need to be searched, special measures may need to be taken. If the records have been copied to a floppy disk and removed from the hard drive because of space limitations, the record can no longer be read in the standard way. To use information stored on floppies, do the following steps:

1) place the correct diskette in drive A and close the drive door;
2) in dBASE III PLUS type "set default to a" and <return>; (See Section 2 for how to enter dBASE III PLUS interactive mode.)

3) type "set path to c:\police" and <return>;

4) type "do main" and <return>;

5) use the old data as you would the current data on the hard drive.

Some restrictions must be placed on the user simply because of the computer system itself. The "Esc" (escape) key hit twice in succession interrupts the process that is currently running. If you hit it once accidentally, hit any other key to cancel the escape command. Typing <Ctrl>C (the control key and the letter C key simultaneously) can have the same effect in certain situations. An especially dangerous combination is <Ctrl><Alt><Del>. These three keys typed simultaneously will erase all data from programs and database files currently open. To avoid difficulties, avoid these keys!

Other keys are okay to use but should still be used with caution. Consult the dBASE III PLUS manuals for more information concerning these keys. Generally, the function keys are assigned to help in working with databases. The key F1 is a special "help" key for working directly with databases (without the assistance of the records office programs). F6 shows the status of the machine and the meanings of the other function keys.

Many letters typed in conjunction with the <Ctrl> key have special meanings, too. For example, program changes
can be saved (stored into the program) by typing <Ctrl>W. When editing, the control key-letter combinations have special cursor-control functions. <Ctrl>S will stop the screen from scrolling up; striking any key resumes the scrolling. If you are unsure of what any combination will do, do not try it!

The arrow keys may be used to edit records, enter new information, and to repeat commands in dBASE III PLUS interactive mode. Refer to the dBASE III PLUS user manual for more information on how to use these keys.
Section 2: STARTING UP AND SHUTTING DOWN THE SYSTEM

To start the operation of the police records system, you need only complete a few simple steps. (If this is the very first time you have started the system, refer to the system operation manual section on system installation to be sure the equipment is ready to go!) For daily operation, do the following steps.

1. Turn on all the equipment—the IBM PC-XT, the screen monitor, and the printer. A message should appear on the screen saying that the memory space checks okay.

2. At the prompt (in DOS, "C:\") type "cd police" then <return>. The prompt will now say "C:\police>"; type "dbase" and <return>.

3. A license agreement will now appear on the screen. Type <return> again.

4. At the dBASE III PLUS prompt (>>), type "do main." This will start the programs for the records office.

To exit the system at the end of the day, do the following steps.

1. Respond to all the menu selections by typing the number to return to the previous menu or to exit the system.

2. At the dBASE III PLUS prompt, type "quit," then <return>.

3. Remove any floppy left in drive A.

4. Turn off the printer, the screen monitor, and the XT.

To exit the records office programs only, just do Step 1. You are in the interactive mode and can enter dBASE III PLUS commands directly! Consult the dBASE III PLUS manual
for further directions in using the language. If you now want to reenter the records office system, type "do main" again.
Section 3: EXAMPLES OF USING THE SYSTEM

The structure of the records office system is based on a series of menus. These menus provide the user with an easy way to accomplish the task needed to be done. Each "menu" consists of a list of processes that can be run; the user may choose only one item at a time! Errors occurring on menus are discussed in the following section. See Figure 1 for a sample menu.

The databases used by the system can be used in a variety of ways. The first decision the user must make is whether to enter new records or use current ones (Figure 1). If he chooses to enter new, another menu (Figure 3) will appear asking for the type of record he would like to enter. Under ordinary circumstances, the complaint card should be entered before either the case or incident report. Since this may not always be possible, the system will allow a complaint card to be entered after the case or incident report is filled in; however, any information ordinarily on the complaint card will remain blank until the complaint has been entered. Also, a special code in the complaint card record will have to be set to show whether a case or an incident report has been entered.

To manually set this bit, the user must enter the complaint card (Figure 4). Then by returning to the top (first) menu, he selects to use the current records. At the next menu (Figure 5), he selects the option for editing
current records. Edit the complaint card with the appropriate case report number; return or use the arrow key to get down to the last field, type_report. If an incident report has been filed, type an "I." If a case report corresponds to the complaint, type a "C." Save the change by typing <Ctrl><End>.

In addition to editing, "using" the current records allows printing, searching, and tallying or summarizing. Printing is an option that shows the complete report, either on the monitor or actually typed to paper. (Make sure your printer has paper before you instruct the computer to make you a "hard copy.")

The searching option allows for eight general types of searches (Figure 8). These searches will be the ones needed most often (Figures 9-15). Occasionally, you may wish to run a special search that is not set up in the records office programs. In such a case, follow the directions to get out of the records office system but stay in dBASE III PLUS. Select whatever databases you will need. (The system operation manual has complete listings of the fields in each database.) Then using standard dBASE III PLUS command language, enter your request. An example follows.

Say you want to know the locations where people in red cars have had on-campus auto accidents. The general search for type of crime could be used, but with a large number of on-campus auto accidents, sorting through the cases to find
which ones involved red cars could be tedious. Searching simply on red cars, too, would display lots of entries besides on-campus accidents. Writing your own search can be done without too much trouble. In this case, the database to select would be CASE. The fields in which you are interested are "veh_color," "type_off," and "cam_local." The veh_color is "red," and the type_off is "066." (A list of the code numbers for the various types of activity tallied can be found at the back of this manual.)

At the prompt type "display all cam_local for veh_color = 'RED' .and. type_off = '066'" and <return>. A list of locations where the case report met both specifications is displayed on the monitor. Consult the dBASE III PLUS programming and user manuals for more help in devising your own searches.

Tallying the records requires nothing from the user but to enter a date. To see the results of the tallying, however, the option to view tallies must be selected (Figure 16). Then the appropriate month, or range of months, is entered. (If you want to see only one month, type the same number for both the beginning and end—and remember your leading zeroes since a month is part of a date field!)

Typing the daily summaries requires a bit more effort than running the tallies. In addition to providing the date for which you want to prepare the summaries, you must actually compose and enter the summary. The summary is
entered into a "memo" field, a field that accepts any standard keyboard character, has a very long length, and uses a word processor to make carriage returns and entire-line erasures to fix one little character unnecessary.

Memo fields are also used for the details section of a complaint card, the narratives of case and incident reports, and supplemental reports. When a memo is encountered, a message will appear with instructions for getting into the field and saving your typing when you are finished with the field (Figure 17). The steps are as follows.

1. Type <Ctrl><PgDn>.
2. Type your text.
3. Type a <return>.
4. Type <Ctrl><End> to save your text and return you to the message.
5. Type <return> again to continue with what you were doing.
BALL STATE POLICE RECORDS OFFICE

Choose a selection from below.

1. Enter new records
2. Use current records
3. Exit the system

Enter your selection: 1

Figure 1

This shows the top menu for the records office system. The user has selected to enter new records in this example.
Choose a selection from below.

1. Enter new records
2. Use current records
3. Exit the system

Please review the options shown above, and this time select one of them!

Press any key to continue...

Figure 2

This shows the message the system displays after an incorrect selection has been typed. If any number other than a 1, 2, or 3 is typed for this menu, the message is displayed. Press any key, then enter a 1, 2, or 3.
ENTER NEW RECORDS

Choose a selection from below.

1. Enter a complaint card.
2. Enter an incident report.
3. Enter a case report.
4. Enter a supplemental report.
5. Exit to main menu.

Enter your selection: 1

Figure 3

This shows a user choosing to enter a new complaint card. After the complaint is entered, the user will see this menu again and will get to make another selection. The user may choose to enter another complaint card or any other type of report, or to exit to the top menu.
ENTER COMPLAINT CARD FOLLOWING . . .

COMPLAINT:  THIS IS ONLY A SAMPLE
C R NUMBER:  0909-090
REC'D BY:   01
DATE:  09/30/09
TIME:  0909
LOCATION:  POLICE RECORDS OFFICE
COMPLAINANT--LAST:  SELLERS
FIRST:  ROBERT  MIDDLE:  C
ADDRESS--STREET:  305 N. COLLEGE
CITY:  MUNCIE  STATE:  IN  ZIP:  47306
PHONE:  285-1832
CAR (1):  UNIT (1):
CAR (2):  UNIT (2):
10-23:  10-24:

Figure 4

This shows a user in the process of entering a complaint card. The user is guided through the fields by the screen cursor; by filling a field or by hitting <return>, the user advances from one field to the next. The user may return to a previous field by using the up or left arrow.
USE CURRENT RECORDS

1. Edit current records.
2. Print current record.
3. Calculate tallies/prepare daily report.
4. Search current records.
5. Exit to main menu.

Enter your selection: 4

Figure 5

This shows the menu used to prompt the user for the type of activity he wants performed using current records. Here a user is selecting the option to search the current records.
EDIT CURRENT RECORDS

1. Edit a complaint card.
2. Edit an incident report.
3. Edit a case report.
4. Edit a supplemental report.
5. Exit to previous menu.

Enter your selection: 5

Figure 6

This shows a user selecting to leave the edit option. Editing records is necessary to update files as more information is received and needs to be added to the files.
PRINT CURRENT RECORDS

1. Print a complaint card.
2. Print an incident report.
3. Print a case report.
4. Print a supplemental report.
5. Exit to previous menu.

Enter your selection: 3

Figure 7

This shows the menu for printing reports. The user wants a case report printed. From here, the computer will prompt the user to enter the case report number. If a case is found, the user is asked whether the report should be printed on paper. Then the report is printed in the manner the user specified!
**FIND DESIRED RECORDS**

Search on one of the following options...

1. Name
2. Report number
3. Type of crime/incident
4. Status of investigation
5. Vehicle information
6. Type of personal involvement
7. Range of dates
8. Return to previous menu

Enter your selection: 7

---

**Figure 8**

This shows the common searches the records office programs will perform. By selecting 7, the user will be asked to enter a beginning and an ending date for the range. Pertinent information from any complaints entered during those dates will be displayed.
SEARCH ON NAME

1. Complainant
2. Victim
3. Witness
4. Offender
5. Suspect
6. Missing person
7. Applicant
8. Runaway
9. Return to previous menu

Enter your selection: 5

Figure 9

This shows categories of names for which the database MASTER will be searched. By selecting 5, names of any suspects will be displayed.
SEARCHING ON REPORT NUMBER

Enter a report number:  0909-090

Search in progress ...

Record# complaint date_rec time_rec
18 THIS IS ONLY A SAMPLE 09/30/09 0909

Press any key to continue...

Figure 10

This shows the result of choosing to search on a case report number.
SEARCHING ON TYPE OF CRIME/INCIDENT

Enter number code: 091

Search in progress . . .
Record#  crnum  date_occ  cam_local
   3  1285-106  12/10/85  4TH FLOOR CENTER WEST ELEVATOR
Press any key to continue...

Figure 11

This shows the result of searching on a specific type of activity. After entering the code, any records for crimes or incidents of that type will be displayed in summary.
SEARCH ON STATUS

1. All active case reports
2. All active incident reports
3. One specific case report
4. One specific incident report
5. Return to previous menu

Enter your selection: 3

Figure 12

This shows the options available for searching on a case status.
SEARCH ON VEHICLE

1. Make
2. Color
3. Year
4. Model
5. Body
6. License year
7. License state
8. License number
9. Return to previous menu

Enter your selection: 8

Figure 13

This shows the various types of searches that can be performed on vehicle information.
SEARCH ON TYPE OF INVOLVEMENT

1. Complainant
2. Victim
3. Witness
4. Offender
5. Suspect
6. Missing person
7. Applicant
8. Runaway
9. Return to previous menu

Enter your selection: 3

Figure 14

This shows the options of personal involvements on which the database files can be searched.
SEARCHING ON RANGE OF DATES

Enter beginning date: 10/30/85
Enter ending date: 12/31/

Make sure the correct data files are loaded for the dates you have selected.

Figure 15

This shows the user in the process of entering dates for the search of activities during the specified range of time.
CALCULATE TALLIES/PREPARE DAILY SUMMARY

1. Calculate a single day's tallies
2. View tallies over range of months
3. Prepare Daily Summary
4. Exit to previous menu

Enter your selection: 2

Figure 16

This shows the routines that can be performed for calculating tallies and preparing summary reports. The view of tallies that the user has selected shows the count for each type of crime during the months the user asks to see.
TO ENTER DETAILS, TYPE Ctrl-PgDn.
AFTER ALL DETAILS ARE ENTERED, TYPE <RETURN>, THEN Ctrl-End.
WHEN YOU RETURN TO THIS SCREEN, OR IF YOU DO NOT
WISH TO ENTER ANY DETAILS, PRESS <RETURN>.

DETAILS memo

Figure 17

This shows the message displayed when the user is ready
to enter the details field of the complaint card. The
details field is a special kind of field called a memo
field. The user simply follows the directions given to type
the text and have it saved!
Section 4: ERROR MESSAGES

Error messages are intended to help the user to solve problems he may be having when using the system. In addition to the records office error messages discussed below, the dBASE III PLUS users manual lists some messages that can occur when working with that system, such as "files not closed," "file creation error," or "invalid data type." Consult the dBASE III PLUS manual for information.

1. Incorrect menu option

"Please review the options shown above, and this time select one of them!"

This means you did not type one of the numbers listed as an option. First clear the message "Press any key to continue . . ." by pressing any key. Then type a valid number and <return> when the prompt for you to enter your selection appears.

2. Report already filed

"This report has already been filed. If you wish to return to the menu, type 'No.' If you wish to try another number, type 'Yes.'"

This means that a report having the case report number you typed is already in the database. If you were only checking to see if you had entered the report, type "No." If you typed the number incorrectly and would like to try again, type "Yes." Hit <return>.
3. No complaint card

"This report has no corresponding complaint card. Please be sure to enter one in order to have a complete report."

This message appears when a case or incident report is entered prior to entering the complaint card with the same case report number. The case or incident report may still be entered, but the user should follow the steps described in Section 3 to make sure the complaint card information is complete. (If the complaint card database is not completed, the case or incident cannot be completely printed since printing uses information from the complaint card.)

4. No report filed

"This report has NOT been filed. If you wish to return to the menu, type 'Yes.' If you wish to try another number, type 'No.'"

This message is generated when you attempt to print or edit a report that is not found in the database. Type "Yes" to return to the menu. Typing "No" will allow you to enter a new number, in case you mistyped the first time.

5. No report filed

"The database has no report of that number."

This message occurs in the one_inc and one_case programs which check the status of a specific incident or case report. If the number you typed was not a valid case
report number, the message will appear. Simply hit <return> and try the menu option again if you desire.
Section 5: SYSTEMS RECOVERY

Systems recovery is necessary whenever the system or terminal fails for some reason. If proper recovery procedures are not followed, important data could be permanently lost. The following situations explain kinds of failure that can occur and procedures to make recovery as simple as possible.

A system crash occurs when the machine (hardware) components fail to function correctly. The problem could be related to processing chips, memory boards, circuitry, faulty disk drives, or any number of other machine weaknesses. Once the hardware problem has been corrected by trained professionals, the directories should be checked to see if any data has been lost. See the system operation manual for listings of files that should be in the directory and for any needed backup procedures.

A power failure can also cause some data to be lost. As with most failures, only files that were open (in use) at the time of failure will be affected. Follow the same recovery procedure recommended for a system crash.

If you should need to turn the computer off in mid-process (or if it accidentally gets turned off), this has the same effect as a power failure to your open files. Backups may need to be done for lost data.

When the <escape> key is typed twice consecutively, the process is interrupted. A message appears asking the user
to cancel, ignore, or suspend. "Ignore" will allow the user to continue with no damage done by the escape sequence. If you choose to cancel, data from open files may be lost, and backups may be needed.
<table>
<thead>
<tr>
<th>type_off</th>
<th>type_name</th>
</tr>
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<tbody>
<tr>
<td>001</td>
<td>CRIM.ARRST</td>
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<td>002</td>
<td>TRAF.DUI</td>
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<td>003</td>
<td>TRAF.DWI</td>
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<td>004</td>
<td>ARSON</td>
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<td>ASSAULTSEX</td>
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<td>LIQU.MINOR</td>
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<td>MURDER</td>
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<td>NARCOTICS</td>
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<td>031</td>
<td>NARC_CONF</td>
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<td>032</td>
<td>PROWL/PEEP</td>
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<td>033</td>
<td>RAPE</td>
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