Found a Problem?

Enabling Better Feedback to Make Primo Work for You

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Introduction

The Need: Enabling Primo users to report problems

Our Solution: The “Found a Problem?” link

Today we will discuss:

● What it is
● How we set it up (note: it’s a Primo customization)
● Our organization and workflow for using it
● How it has made things better for us
Who We Are

- The **George Washington University**: a private, nonprofit research university in downtown Washington, DC
- The **GW Libraries**: the main GW library system, separate from the law and medical libraries
- The **Washington Research Library Consortium**: a local consortium of 9 universities that migrated to Alma and Primo VE in July 2018
  - WRLC was the first consortium to go live with Primo VE
  - Each WRLC library has its own Alma IZ and its own local Primo Customizations. The Found a Problem link is local to GW Libraries.
Developing the concept

- We had already used a link to report problems in our previous link resolvers and EZproxy error messages.
- Usability testing with both users and staff underlined the need for a link.
- Testing also showed that any interface element can be overlooked -- we wanted to make it as hard to overlook as possible.
  - Bonus tip: usability testing is strongly recommended!
- Our answer was the “Found a Problem?” link: a single, clearly named link that could be repeated throughout the Primo interface.
The “Found a Problem?” Link

The link appears in every possible section of the Primo detailed record, as the next slide illustrates....
Many Found a Problem links!
The basic structure

Link in Primo → problem report form → email to ticketing system

- Link: created in Primo Customization package using Javascript
- Form: standard web form on our website
- Ticketing system: Salesforce’s Desk.com (soon to be replaced)
Coding the Link

- Inserted in the `custom.js` file in the local Primo Customization package
- The actual code is on the next slide
- Uses AngularJS. Two sections: one to extract the current URL and send it to the form, and one to insert the link into each section of the record
- For instructions on creating local customizations for Primo, please see Ex Libris!
The actual code

/* Insert found a problem link */

app.controller('FullViewServiceContainerAfterController', [function () {
    var vm = this;

    function getPermalink() {
        var currentURL = encodeURIComponent(window.location.href),
            foundProblemForm = 'https://library.gwu.edu/found-problem';
        foundProblemForm += ('?url=' + currentURL);
        //return
        return foundProblemForm;
    }

    vm.getPermalink = getPermalink;
}]);

app.component('prmFullViewServiceContainerAfter', {
    bindings: { parentCtrl: '<' },
    controller: 'FullViewServiceContainerAfterController',
    template: '<a
        class="layout-align-left-left layout-column"
        id="found-problem" href="{{
            $ctrl.getPermalink() }}"
        target="_blank">Found a Problem?\</a>'
});
Found a Problem?

We're sorry things didn't work as expected. We'll try to fix it or find another way to get you the item or information that you need.

Can't log in?

Are you a GW Health Sciences or Law School affiliate? Use the links below for your library to login.

- Himmelfarb Health Sciences Library
- Burns Law Library

Email address *

Problem categories *

Select one of the following:

- Are you having trouble viewing an item online?
- Are you having trouble with your library account, items you have checked out, or an item request?
- Other

Are you on-campus or off-campus?

- On-campus
- Off-campus

Describe the problem in detail *

URL of the page where you encountered the problem *

https://wrlc.gwu.primo.exlibrisgroup.com/discovery/fulldisplay?docid

Your name (optional)

Want a response? *

- Yes, please get back to me
- No, that's not necessary

Submit
An actual ticket

Found a Problem submission from Gregory Graves via GW Libraries

Submitted by anonymous user: 69.138.79.41
Submitted values are:

Email address: [An email address is redacted]
Problem categories: None specified
URL of the page where you encountered the problem:
Your name (optional): [A name is redacted]
Want a response? No, that's not necessary

The results of this submission may be viewed at:
https://library.gwu.edu/node/3262/submission/86418
Why use a ticketing system?

Advantages:

● Keeps all problem reports and replies in an organized, searchable database
● Assigning tickets to staff provides accountability
● Built in tools for managing group
● Collecting reports in one place makes it easier to see trends and themes

Possible drawbacks:

● Extra expense if you don’t already have one
● Email-based ticket creation can lead to bogus tickets from bounced messages, etc.
● Need to accommodate different people and departmental cultures in one system
Team Organization and Workflow

- Cross-departmental Primo implementation team during early stages
- Regular eresources team gradually took over after go-live
- All group members receive alert when ticket is created; ticket is assigned based on time received
- Tickets are transferred to other groups (cataloging, circulation, ILL) when needed
- Discussions when developing our workflow:
  - What questions to include on form?
  - Can tickets be routed automatically based on those questions?
  - Should one person assign tickets?
Results: How has Found a Problem helped us?

- Nearly 1500 problem reports received since go-live
- Examples:
  - Feedback showed need for improved login process
  - Problem reports alerted us when Consortium Loan system broke down
  - One problem report that revealed a bug in Primo advanced search
- Most problems are more routine, but still useful for spotting wider problems
For the future

- Desk.com being replaced by Service Cloud -- change workflows?
- Further consideration and possible experiment with ideas like a coordinator to assign tickets or directing tickets automatically
- Improve formatting of Found a Problem link to avoid display problems
Questions?

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