

5 minute lightning talk @ Code4Lib North, May 2011

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# **GETTING TESTERS TO TEST WHAT YOU NEED TO HAVE TESTED!**

# Testing major Primo upgrade

- The problem:
  - Testers are used to testing an individual ILS module, not the user interface
  - Testers still not really familiar with inner workings of Primo and Primo/Voyager/SFX interoperability
  - Need specific Primo-Voyager interactions tested, need specific Primo functions tested, and need some general overall testing
  - Testing done on staging server which only has subset of our ILS data; testers not familiar with the content

# Created Test Scripts

| A                                                                    | B                          | C               |
|----------------------------------------------------------------------|----------------------------|-----------------|
| <b>My Account</b>                                                    |                            | User name used: |
| Action/Task                                                          | NS=not sure                |                 |
| <b>Loans</b>                                                         | <b>Successful (Y/N/NS)</b> | <b>Comments</b> |
| List of active loans is correct                                      |                            |                 |
| Due dates and hours are correct                                      |                            |                 |
| Can sort list by title                                               |                            |                 |
| Can sort list by due date                                            |                            |                 |
| Fines are showing by relevant items                                  |                            |                 |
| Can renew an individual item                                         |                            |                 |
| Can renew all items                                                  |                            |                 |
| Click on a title and review loan details for individual title        |                            |                 |
|                                                                      |                            |                 |
| <b>Requests</b>                                                      | <b>Successful (Y/N/NS)</b> | <b>Comments</b> |
| List of requests is correct                                          |                            |                 |
| Can cancel a request                                                 |                            |                 |
| Can sort list by title                                               |                            |                 |
| Can sort list by last interest date                                  |                            |                 |
| Can sort list by request types                                       |                            |                 |
| Can click on a title and review request details for individual title |                            |                 |
| Can cancel all requests                                              |                            |                 |

# Created Test Scripts

| Primo 3 General Testing                         |                               |                |                                                                                                                         |
|-------------------------------------------------|-------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------|
|                                                 |                               | (NS=not sure)  |                                                                                                                         |
| Task to be performed                            | Search term or example used   | Success Y/N/NS | Comments, questions, oddities etc.                                                                                      |
| EXAMPLES                                        |                               |                |                                                                                                                         |
| Author search (i.e. choose author in drop-down) | margaret atwood               | Y              | author search worked fine but the display was missing the "next" button to go to second page of results                 |
| Boolean search                                  | (canada AND trade) NOT mexico | Y              |                                                                                                                         |
| Limit by date                                   | art history; last 2 years     | N              | received results older than last 2 years                                                                                |
| Sort by title                                   | nanotechnology                | NS             | some titles seemed to be in wrong order, e.g. Nanotechnology an introduction came after Nanotechnology assisted devices |
| Basic Search                                    | Search term or example used   | Success Y/N/NS | Comments, questions, oddities etc.                                                                                      |
| 1 General search                                |                               |                |                                                                                                                         |
| 2 Exact phrase search                           |                               |                |                                                                                                                         |
| 3 Boolean search                                |                               |                |                                                                                                                         |
| 4 Title search                                  |                               |                |                                                                                                                         |
| 5 Author search                                 |                               |                |                                                                                                                         |
| 6 Subject search                                |                               |                |                                                                                                                         |
| 7 Call number search                            |                               |                |                                                                                                                         |
| User tags search (click on the "tags"           |                               |                |                                                                                                                         |

# Created list of sample records

| Example test records on the Primo staging server | <i>(to search, add prefix vtug, e.g. vtug3873152)</i> |         |         |
|--------------------------------------------------|-------------------------------------------------------|---------|---------|
|                                                  | UG                                                    | UW      | WLU     |
| non-circulating                                  | 3873152                                               | 3098786 | 3652856 |
|                                                  | 3018995                                               | 3464411 | 2991544 |
| hourly                                           | ?                                                     | 3904464 | 2878700 |
|                                                  | ?                                                     | 3664947 | 2981611 |
| 1 day or 3 day                                   | ?                                                     | ?       | 3486249 |
|                                                  | ?                                                     | ?       | ?       |
| multivolume sets                                 | 2305491                                               | 746935  | 2878051 |
|                                                  | 3167700                                               | 3043845 | 2951106 |
| serials/journals                                 | 1666757                                               | 687546  | 2498486 |
|                                                  | 2237147                                               | 3323688 | 3454190 |
| A/V materials                                    | 3375822                                               | 3872867 | 2982377 |
|                                                  | 3552819                                               | 3065826 | 3891224 |
| monographs                                       | 2070993                                               | 574143  | 3635116 |
|                                                  | 3592631                                               | 3604673 | 3008891 |

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# **USING RT TRACKER FOR USER FEEDBACK**

# Gathering Feedback for Primo Central trial

## Requirements:

- Allow users to give feedback on the trial
- Gather information about the user
- Ability to respond back to the user
- Keep track of comments/questions sent back to the user
- Ability to assign problems to staff
- Have everything in one place!

# Solution: RT Request Tracker

<http://bestpractical.com/rt/>

- Issue tracking system
- Free, open source
- Can choose minimal set-up
- Keeps all information in one place
- Can reply to e-mails in RT or in your inbox



# RT: Request Tracker

For accessibility purposes, please let us know if you require an alternate format (e.g., large print) for providing feedback. Contact Jennifer Haas at 519-888-4567, ext. 37469.

Email:  (Your email is only required if you wish to receive a response)

**Status** (Select one value)

(no value) ▲  
Undergraduate student ▸  
Graduate student  
Faculty member  
university staff member ▼

**Affiliation** (Select one value)

(no value) ▲  
No Affiliation ▸  
Faculty of Applied Health Science  
Faculty of Arts  
Faculty of Engineering ▼


Subject:

Provide your comments below:

[http://primo.tug-libraries.on.ca/primo\\_library/libweb/action/search.do?tab=blended&vid=waterloo\\_pc](http://primo.tug-libraries.on.ca/primo_library/libweb/action/search.do?tab=blended&vid=waterloo_pc)

# RT: Request Tracker

[Display](#) · [History](#) · [Basics](#) · [Dates](#) · [People](#) · [Links](#) · [Reminders](#) · [Jumbo](#)

[Comment](#) · [Reply](#) · [Forward](#) · [Resolve](#) · 

## New messages

There are unread messages on this ticket. You can jump to the first unread message or jump to the first unread message and mark all messages as seen.

## Ticket metadata

### The Basics

Id: 4  
Status: open  
Priority: 0/  
Queue: primofeedback

### Custom Fields

Status: Undergraduate student  
Affiliation: Faculty of Arts

### People

Owner: Alison Hitchens  
Requestors: aehitchens@gmail.com  
Cc:  
AdminCc:

### More about aehitchens@gmail.com

Comments about this user:

### Reminders

New reminder:

Subject:   
Owner:   
Due:  [Calendar](#)

[Save](#)

### Dates

Created: Tue Apr 19 13:36:34 2011  
Starts: Not set  
Started: Not set  
Last Contact: Mon Apr 25 11:18:23 2011  
Due: Not set  
Closed: Not set  
Updated: Wed Apr 27 13:24:15 2011 by aehitchens@gmail.com

### Links

[Graph](#)

# RT: Request Tracker

History Brief headers — Full headers

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# Tue Apr 19 13:36:34 2011 pcsurvey - Ticket created Reply Comment Forward

---

I can't find any anthropology articles Download (untitled) / with headers  
text/html 38b

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# Tue Apr 19 13:36:36 2011 The RT System itself - Outgoing email recorded Show

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# Tue Apr 19 13:36:36 2011 The RT System itself - Outgoing email recorded Show

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# Mon Apr 25 11:16:45 2011 Alison Hitchens - Subject changed from (no value) to 'test feedback from "Undergrad"'

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# Mon Apr 25 11:18:21 2011 Alison Hitchens - Correspondence added Reply Comment Forward

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On Tue Apr 19 13:36:34 2011, pcsurvey wrote:  
> I can't find any anthropology articles Download (untitled) / with headers  
text/html 249b

what anthropology topic are you trying to search? (test reply)

Sincerely,  
UW Library Staff

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# Mon Apr 25 11:18:22 2011 The RT System itself - Outgoing email recorded Show