5 minute lightning talk @ Code4Lib North, May 2011

Alison Hitchens | ahitchen@uwaterloo.ca

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
	My Account		User name used:
	Action/Task	NS=not sure	
	Loans	**Successful (Y/N/NS)**	**Comments**
	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		
	Requests	**Successful (Y/N/NS)**	**Comments**
	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.
General search			
Exact phrase search			
Boolean search			
Title search			
Author search			
Subject search			
Call number search			
User tags search (click on the "tags"			

Created list of sample records

Example test records on the Primo staging server		(to search, add prefix vtug, e.g. vtug3873152)	
	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

5 minute lightning talk @ Code4Lib North, May 2011

Alison Hitchens | ahitchen@uwaterloo.ca

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
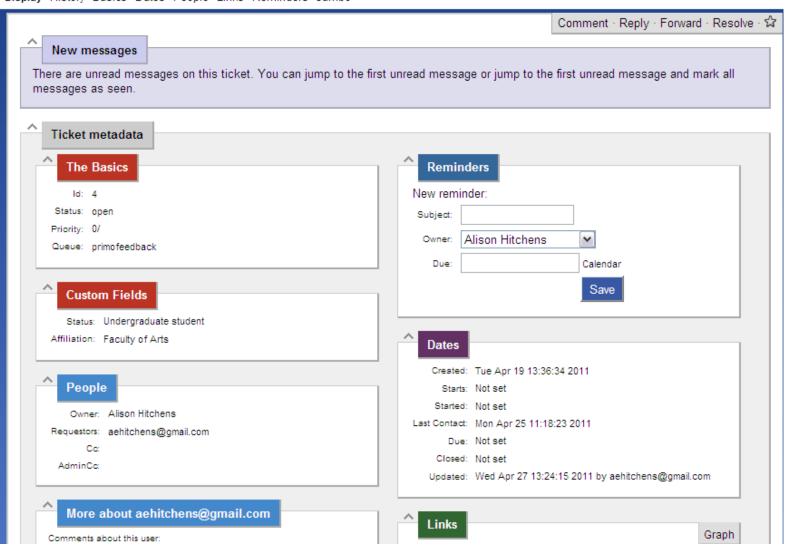
RT: Request Tracker

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

RT: Request Tracker

RT: Request Tracker