About me:

Applications librarian at RMIT University Library

Previously worked in the Metadata & Acquisitions team where I first met Alma

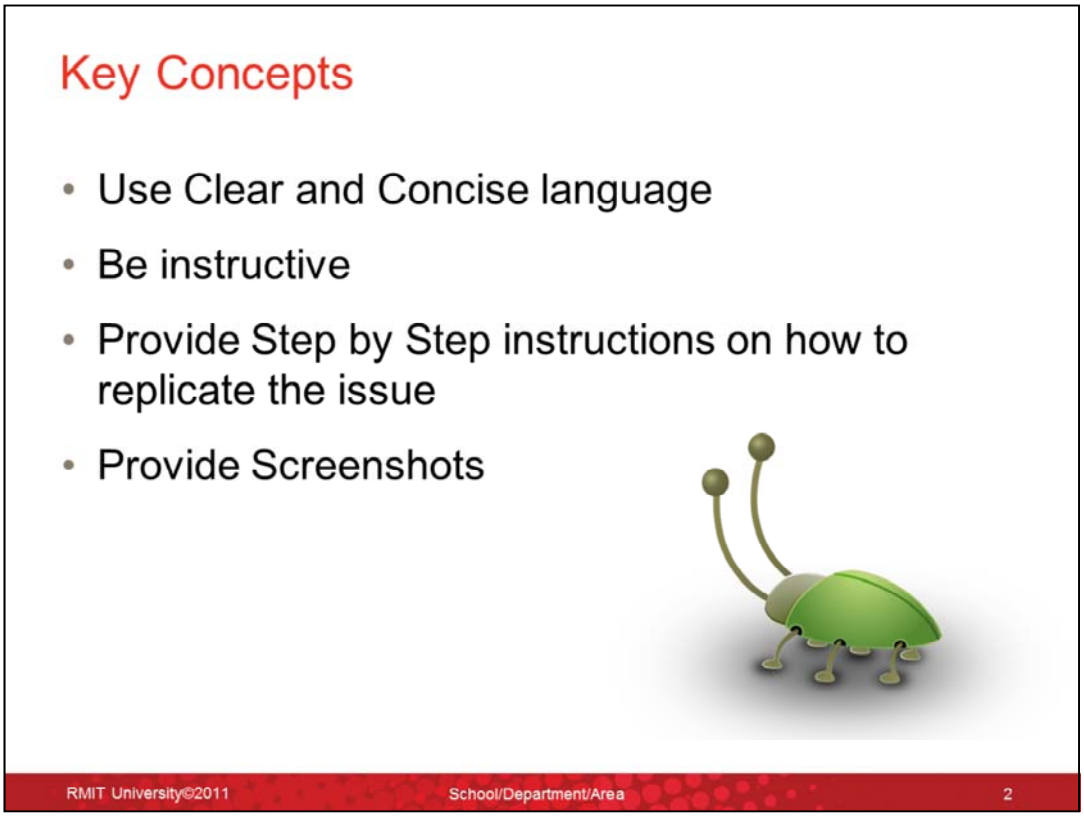
Prior to that I worked as Database Coordinator for RMIT Publishing – Informit which is where I developed my bug reporting skills.

Why Bug Reporting?

Hands up if you have had to report an issue using Sales Force?

Keep your hands up if you have ever become frustrated reporting a case?

Good bug reporting can help relieve some of these frustrations. It does require a little more work on the librarians part when logging the case, but I think you'll find the benefits are worth it.



Before I dive into a demonstration of my approach to bug reporting I'd like to outline a few key concepts to keep in mind when bug reporting.

Keep your **language** simple so that anyone reading your report can quickly know what the problem is

For example:

"Expected outcome" and "Actual outcome"

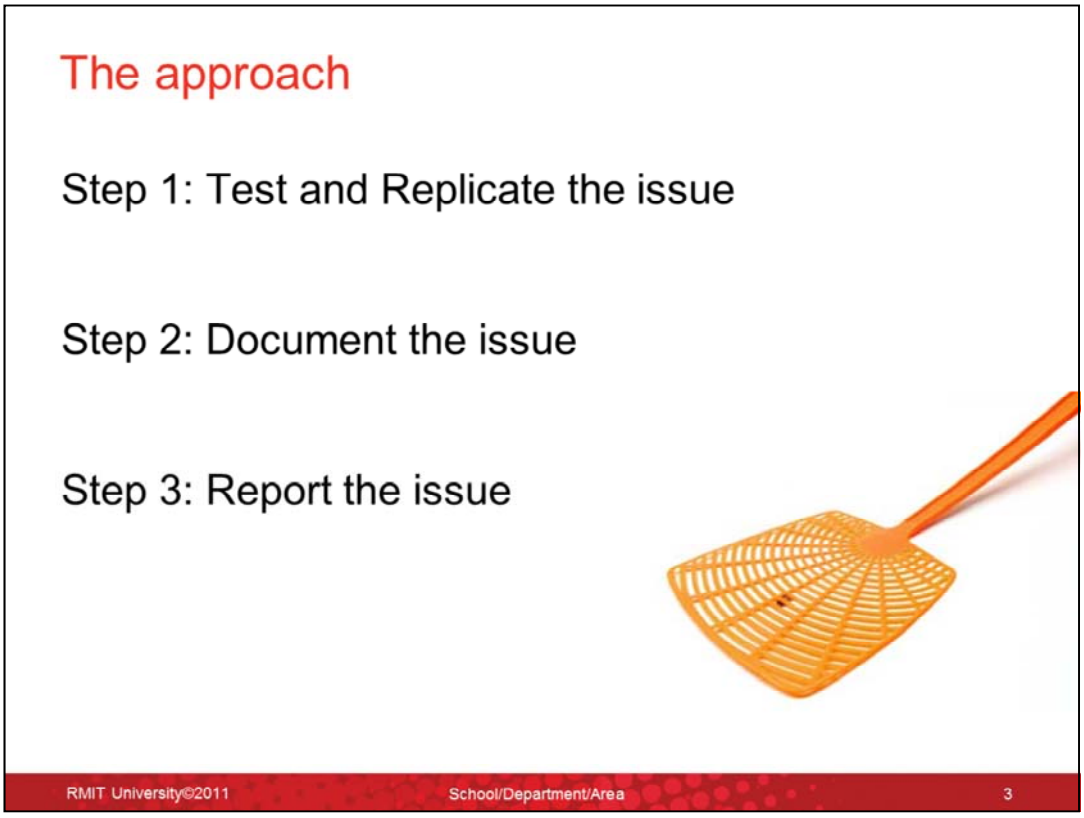
Also on language – use the same words you see on the page/system.

Instructive = librarians are very good at helping our users find what they are looking for, with support, they are looking for the issue we are reporting, instruct them how to find it.

Step by step **instructions** help reduce the need for back and forth comments

Remember a **picture** speaks a thousand words

In order to achieve this I use a basic formula or template when reporting issues to support. Which I will demonstrate in a couple of minutes.



Test/replicate = Important for 2 reasons

1 if a problem can't be replicated by you what chance does support have?

2 the more information you have about the problem the more information you can give support, which means they have more information from which to help you

<note: if a problem can't be replicated – encourage staff to take screenshots of errors>

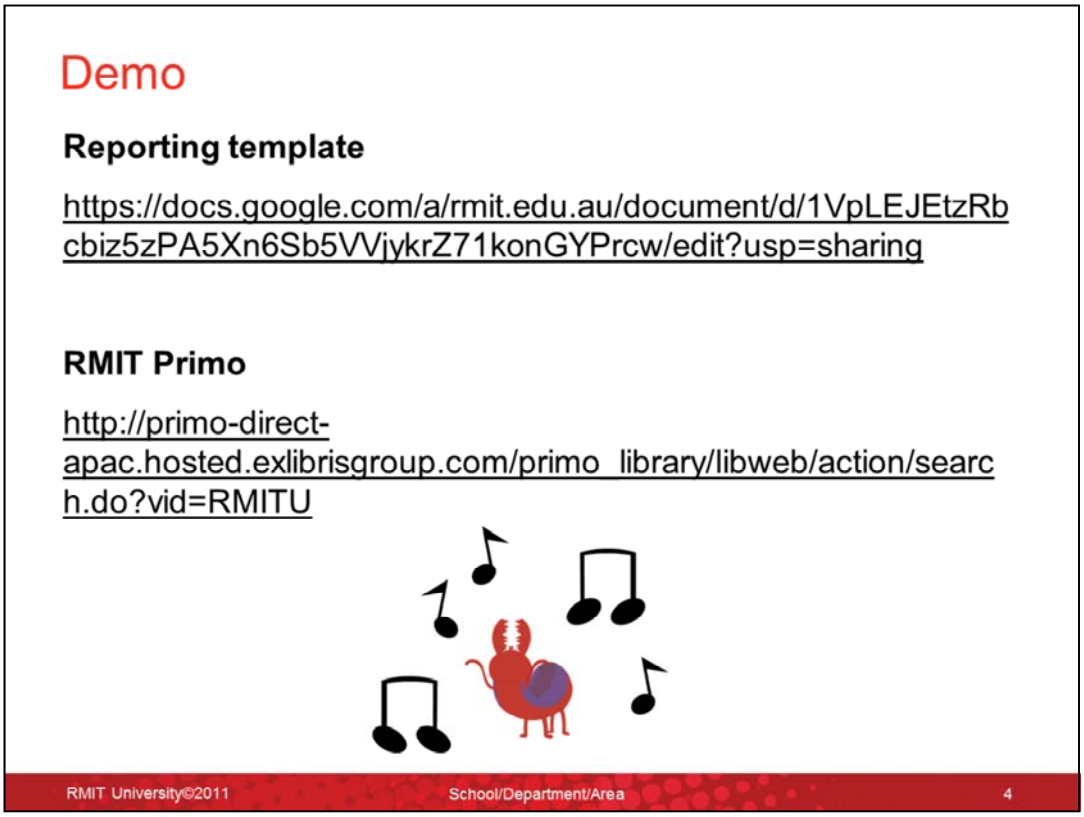
I will demonstrate the **documentation** process in a moment

Documentation provides information for your case

It also acts as a source of information should you or a colleague have to check the case later / testing fix

Report = logging the case via SalesForce

An **additional note** on reporting : if you're reporting data issues in PC consider reporting it to both ExL and the vendor (source ID) if they can be identified.



Note I am demonstrating using a known issue which has already been reported.

Issue = Linking problems for some Meanjin titles to Informit (Case #00199568)

First reported by LL and Infomit staff

I have confirmed the behaviour reported is incorrect, and checked that it is not due to any settings in our instance of Primo or Alma. I am now ready to document the problem for my report.

<Note: sometimes you can document a problem while confirming it>

Steps to replicate

Search for : On logophobia

Select View Online > **Select** Informit APAFT\

Expected outcome: navigate to the title “On logophobia” on the Informit APA-FT platform

Actual outcome: navigate to an error page

Other information:

a) If I search for this article on the Informit platform it is available

b) The record ID on the PNX record does not match the Record ID on the Informit platform

&showPnx=true

Background:

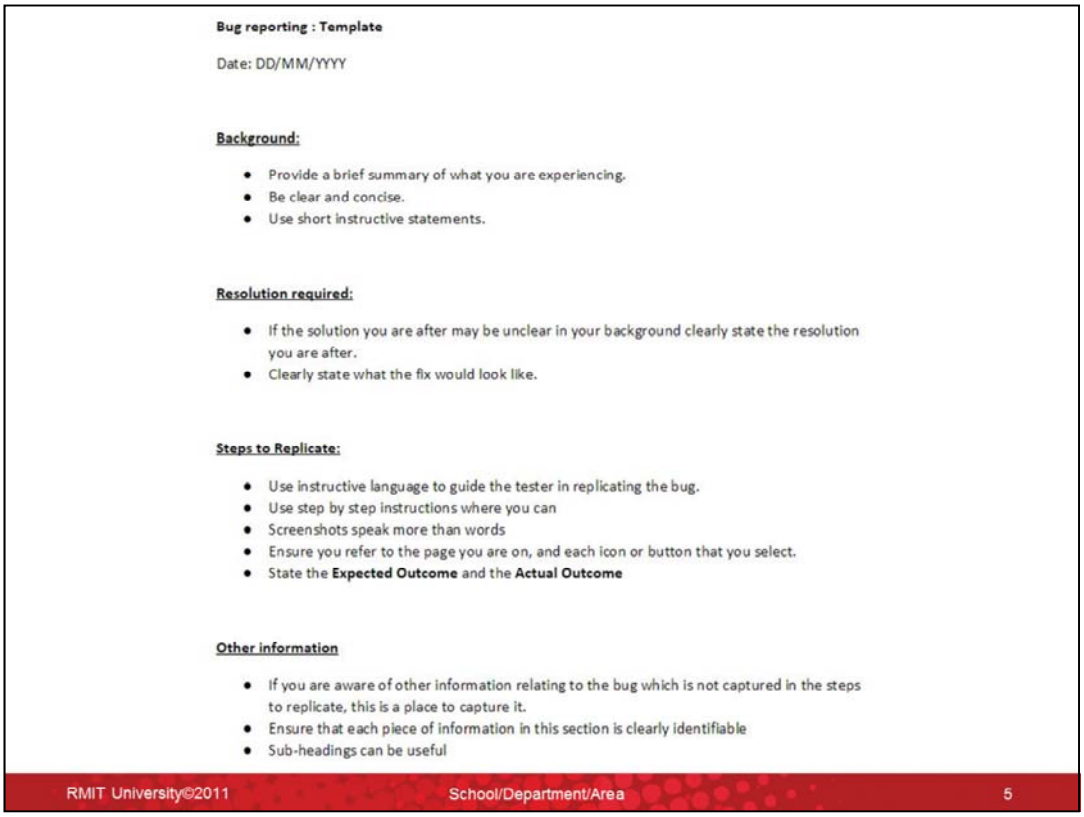
Links to some articles for the journal Meanjin are generating an Error page when attempting to link to the items.

Other information:

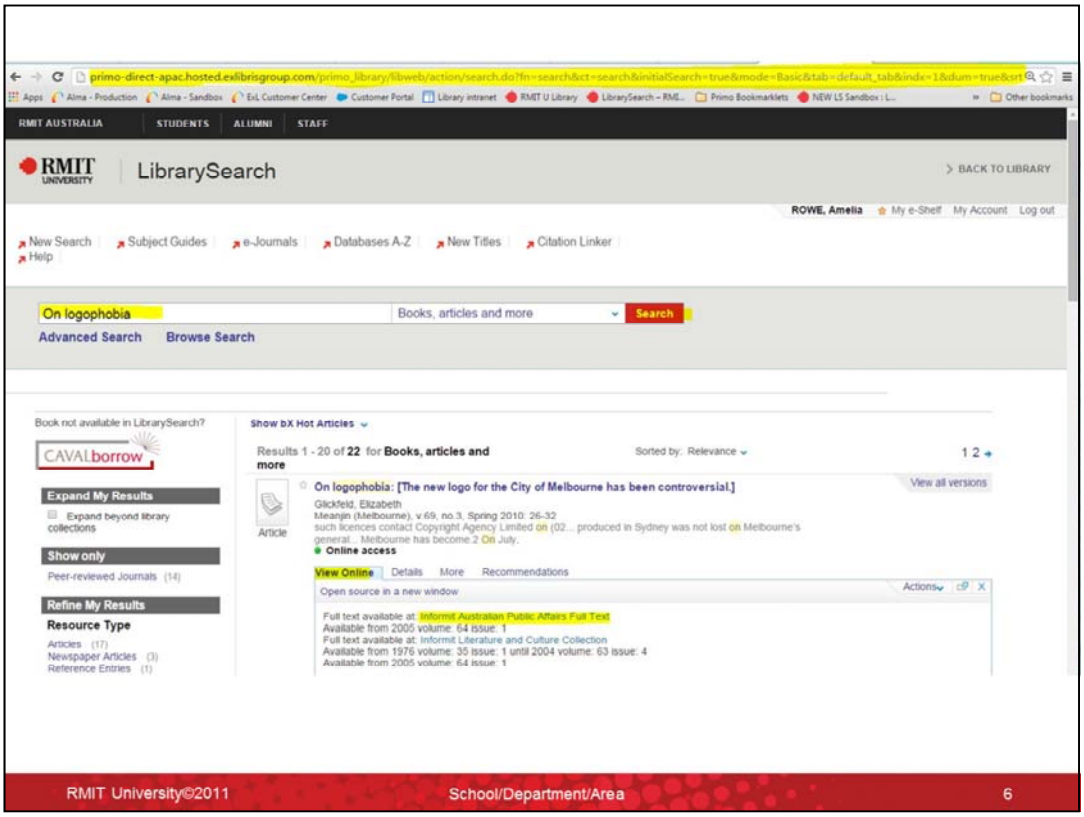
It appears that the incorrect document number is being parsed to the Informit platform.

Can you please ensure you have the correct record IDs for records coming from Informit.

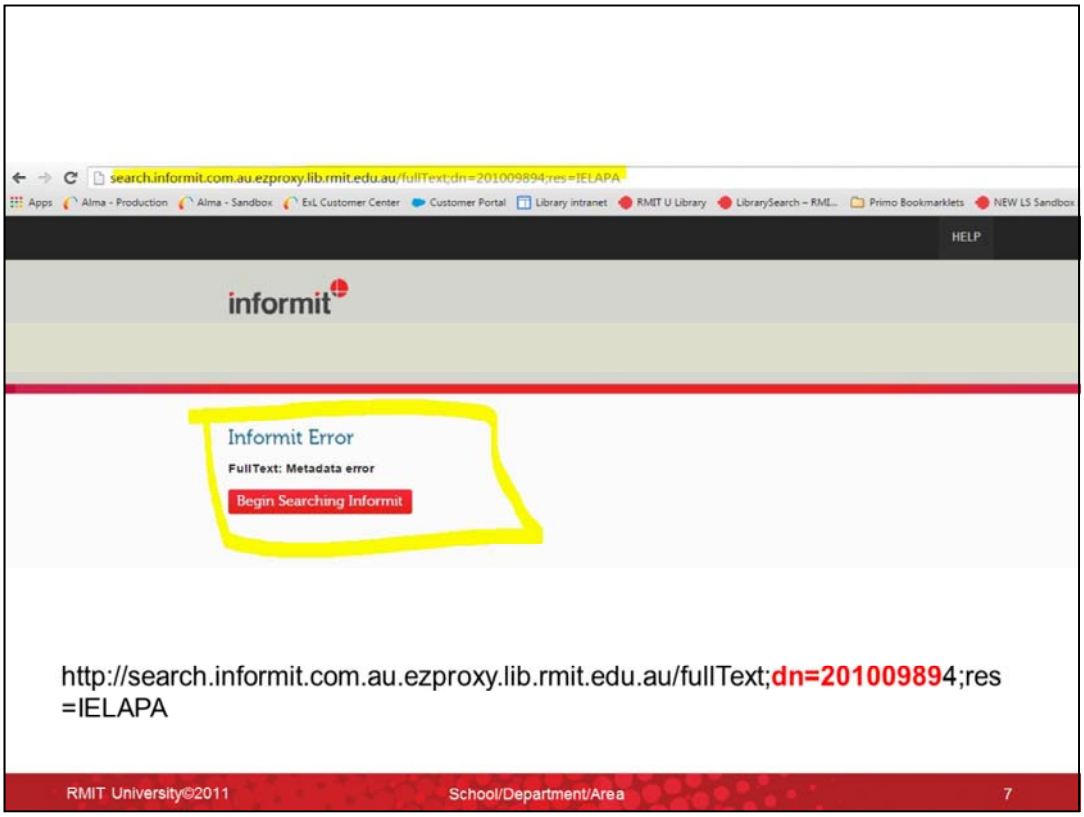
<note I copy the information from background and solution required into my sales force case – not duplication of effort needed>



Screenshot of Template

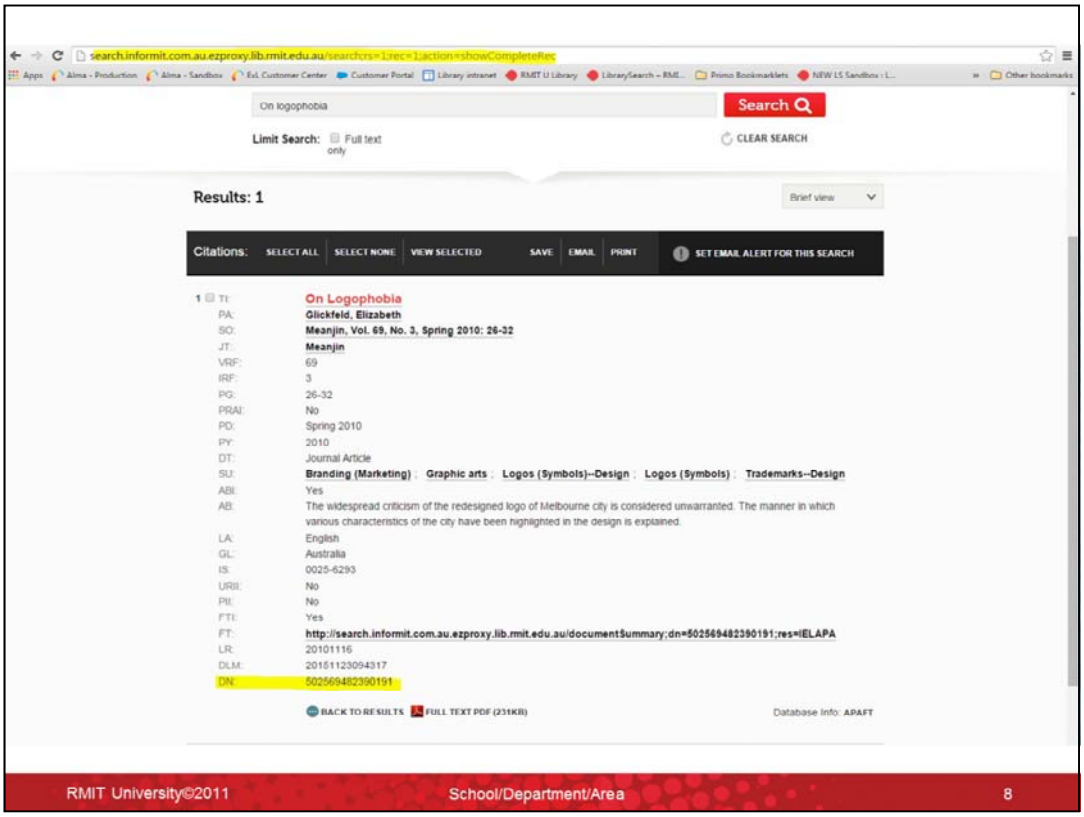


Screenshot of steps to replicate



Screenshot of Error

Note URL using DN



Screenshot of other information – record is available on informit and noting DN

Screenshot of PNX record

Any Questions?

Thank-you