

## The LOCAL\_FEEDBACK Target in CARLI's SFX Environment

To improve SFX service for all CARLI users, and to direct users' reports about problems with SFX to the agency best able to respond to those reports, CARLI staff have activated the LOCAL\_FEEDBACK target for each SFX instance on the CARLI server. The LOCAL\_FEEDBACK target allows users to report a problem directly to their own library. Perhaps more significantly, the LOCAL\_FEEDBACK target allows users to include in their problem report (without the need for conscious action) the OpenURL that generated the SFX Menu on which they encountered the problem they are reporting. This will greatly facilitate troubleshooting.

As implemented by CARLI staff, the LOCAL\_FEEDBACK target will display under the heading "Get Help," at the bottom of the "Basic" group of services on the SFX Menu. The target itself will say "Did a link fail? Report a problem." Libraries may customize the target's appearance from this CARLI default.

For libraries that have opted to link their SFX instance to the CARLI shared instance, CARLI staff placed the LOCAL\_FEEDBACK target on the libraries' SFX Menus by activating the target in the shared instance. For the remaining libraries, CARLI staff activated the target in the libraries' own SFX instances. In order to customize the appearance of the target, a library will need to activate and configure the target in its own instance. Libraries that do not use the SFX UNIX File Manager may request the necessary files from support@carli.illinois.edu.

### The LOCAL\_FEEDBACK Target on the SFX Menu



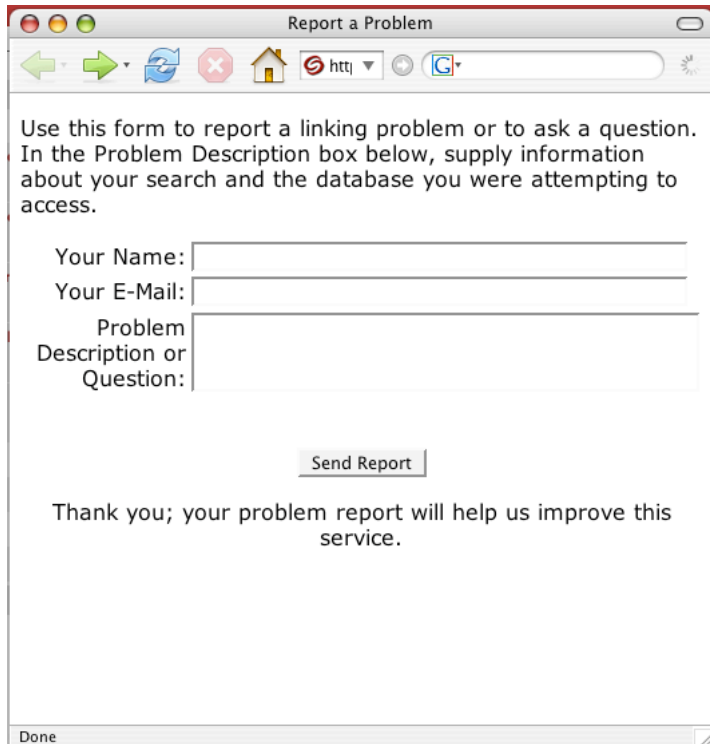
The "Report a Problem" text should probably not be customized, since the standard server error message, if it ever displays, will refer users back to the "Report a Problem" link on the menu of services.

To customize the "Did a link fail?" text, activate LOCAL\_FEEDBACK-getWebService in your local SFX instance. Then, either edit the Public Name of the service (SFXAdmin→Targets→LOCAL\_FEEDBACK→[S]ervices→[E]dit→Public Name).

To customize the "Get Help" heading text, edit config/services\_public\_name.config\_, "group\_names" Section, getWebService definition.

To change the position of "Get Help" and the services beneath it, relative to other groups of services, edit config/sort\_services.config\_ or config/basic\_grouping.config\_. (The LOCAL\_FEEDBACK target must continue to display without requiring an extra click.)

### The LOCAL\_FEEDBACK Form



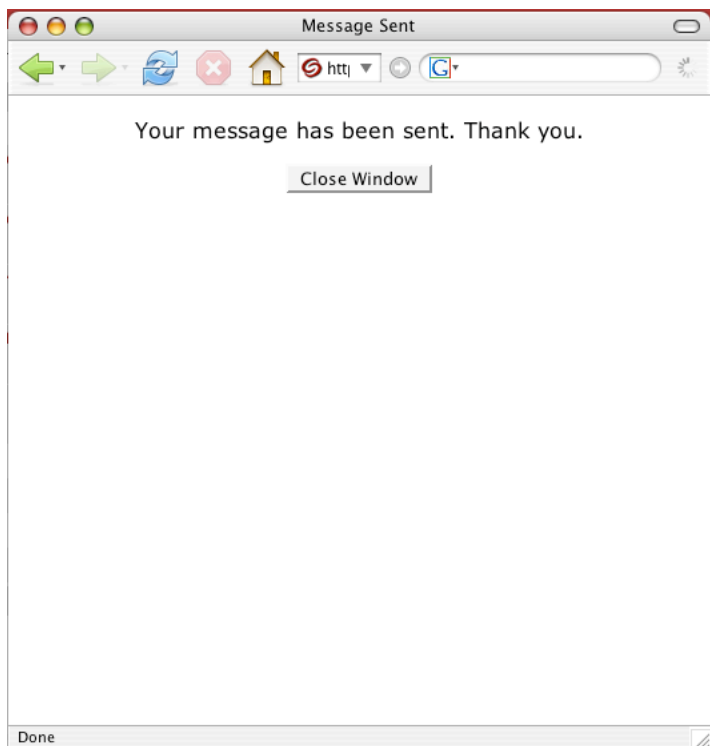
The screenshot shows a web browser window titled "Report a Problem". The address bar contains "http://". The main content area has the following text: "Use this form to report a linking problem or to ask a question. In the Problem Description box below, supply information about your search and the database you were attempting to access." Below this text are three input fields: "Your Name:", "Your E-Mail:", and "Problem Description or Question:". A "Send Report" button is centered below the fields. At the bottom of the form, it says "Thank you; your problem report will help us improve this service." The browser's status bar at the bottom shows "Done".

The "Report a Problem" form is fully customizable.

To customize wording or formatting, edit templates/targets/feedback/feedback.tpl.

To add fields or to change which fields are required, edit cgi/public/feedback.cgi.

### The LOCAL\_FEEDBACK Acknowledgement Page



The screenshot shows a web browser window titled "Message Sent". The main content area contains the text: "Your message has been sent. Thank you." Below this text is a "Close Window" button. The browser's status bar at the bottom shows "Done".

The "Message Sent" page is fully customizable.

To customize, edit /templates/targets/feedback/msgsent.tpl.

### The LOCAL\_FEEDBACK Form's Output

```
Subject: SFX Feedback
Date: Wed, 22 Nov 2006 13:46:30 -0600
Mime-Version: 1.0
Content-Type: text/plain; charset=UTF-8
To: refdesk@statecollege.edu
Content-Transfer-Encoding: quoted-printable
From: Jane Doe<jane.doe@statecollege.edu>
Return-Path: jane.doe@statecollege.edu

** User Comments **
When I click on "GO" for <snip> I get "Page not found."

** Metadata **

Journal: The publishers weekly
Year: 2004
ISSN: 0000-0019
SID: DEFAULT
OpenURL:
http://sfx.carli.illinois.edu/YOUR_SFX_INSTANCE?ctx_enc=info:ofi/enc:UTF-8;ctx_id=10_1;ctx_tim=2005-7-20T10:18:58CDT;ctx_ver=Z39.88-2004;res_id=http://sfx.carli.illinois.edu/sfxlcl3;rft.date=2004;rft.genre=article;rft.issn=0000-0019;rft_val_fmt=info:ofi/fmt:kev:mtx:journal;svc_val_fmt=info:ofi/fmt:kev:mtx:sch_svc;url_ctx_fmt=info:ofi:fmt:kev:mtx:ctx;url_ver=Z39.88-2004
```

Problem reports, including the OpenURL that generated the particular Menu, are emailed to the address defined in the KnowledgeBase.

- If the LOCAL\_FEEDBACK target appears on the library's SFX Menu because the target has been activated in the CARLI shared instance, CARLI staff must modify the address to which problem reports are sent. Send requests for change to support@carli.illinois.edu.
- If the LOCAL\_FEEDBACK target is activated in the library's own SFX instance, the library's SFX administrator can modify the address to which problem reports are sent, at  
SFXAdmin→Targets→LOCAL\_FEEDBACK→[S]ervices→[U/P]→\$\$YOUR\_EMAIL\_ADDRESS.