Catalogue concerns

This development is around enhancing the existing problem reports functionality to allow for reporting issues/concerns around specific bibliographic records in the catalogue.

Public side

1. Add a new ‘Report a concern’ link beneath the ‘Suggest for purchase’ link in the actions box available on the right side of the record detail display page.  
2. Upon clicking the new button, open a modal dialogue.  
   a. If not logged in, prompt the user to do so before proceeding  
   b. Single input textbox for patron to describe their concern  
   c. Optional help text describes the library's policy for dealing with such reports and sets out what details the patron should try to include in their report. - Defined in a new system preference.  
   d. Submit or Cancel buttons  
   e. Submission should record patron id, biblio id and message text.

Staff side

1. Upon patron submission, alert staff to the new report  
   a. Via ‘problem reports pending’ display in the staff client  
   b. Via email driven by a new system preference containing the email address to send this type of report to.  
2. Include a link directly to the bibliographic record in the staff client view page  
3. Allow replying to the report (via email), both from the staff client and the email notification using the Reply-To email headers.  
4. Catalogue concerns should be independent of the ‘OpacProblemReports’ system preference allowing the two reporting opinions to be enabled/disabled individually.
Appendix - Mockups

OPAC Button

OPAC Modal

Staff call to action

- Patrons requesting modifications: 1
- Catalog concerns pending: 3
- Checkout notes pending: 1

A short summary of what the library policy is for dealing with such concerns and what constitutes a valid concern
### Staff concerns view

<table>
<thead>
<tr>
<th>Reported</th>
<th>Concern</th>
<th>Title</th>
<th>Status</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>08/07/2022 13:15</td>
<td>My shiny new concern...</td>
<td>What next???</td>
<td>Resolved by Fiona Borthwick</td>
<td>Resolve</td>
</tr>
<tr>
<td>08/07/2022 13:23</td>
<td>Another concern I have...</td>
<td>Epidemic and peace, 1918 /</td>
<td>Open</td>
<td>Resolve</td>
</tr>
</tbody>
</table>