

## 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. [1](#)
2. Upon clicking the new button, open a modal dialogue. [2](#)
  - a. If not logged in, prompt the user to do so before proceeding
  - b. Two inputs should display, a concern title textbox and a concern details textarea for patrons to describe their concern in detail.
    - i. Optionally, allow for a template to be used to pre-populate the content of the textarea.
    - ii. Optionally allow for help text to describe the library's policy for dealing with such reports.
  - c. Submit & Cancel buttons
  - d. Submission should record patron id, biblio id and message text.

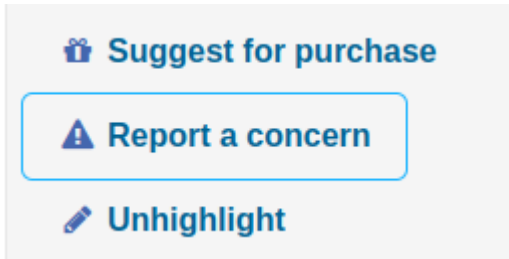
### Staff side

1. Upon patron submission, alert staff to the new report [3](#)
  - a. Via 'problem reports pending' display in the staff client [4](#)
  - b. Via email driven by a new system preference containing the email address to send this type of report to.
    - i. The default email template should include a link to the staff view of the report.
2. Send a confirmation notice to the patron to inform them of what they have sent and that the concern has been received.

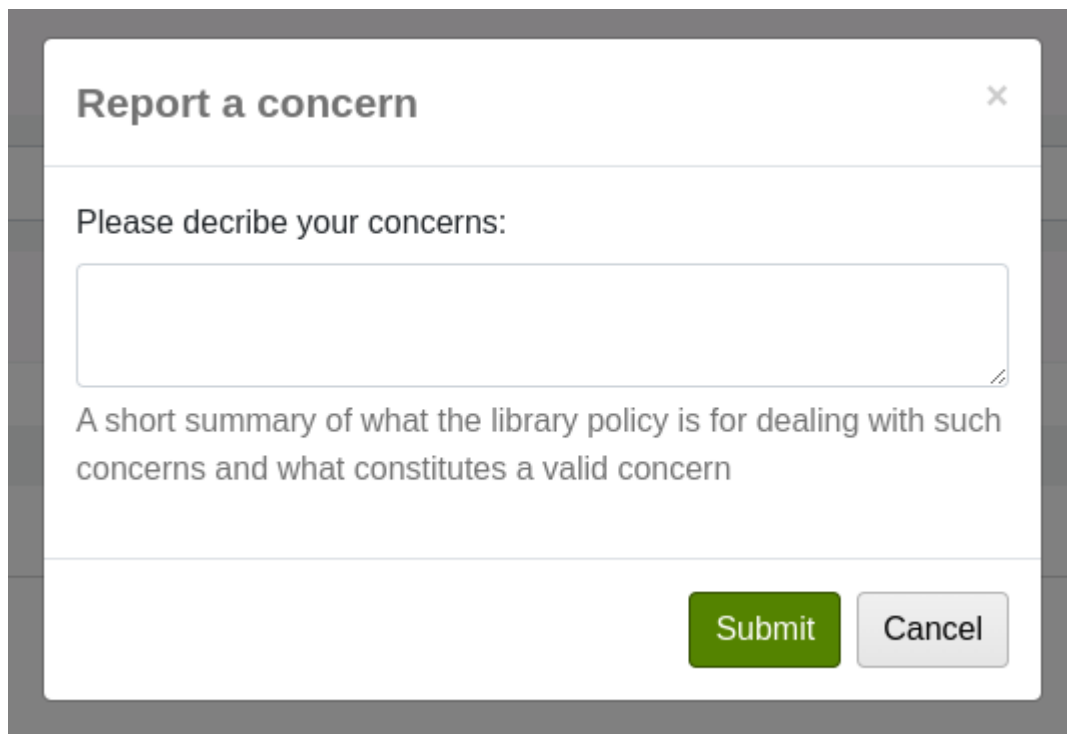
3. Include a link directly to the bibliographic record in the staff client view page.
4. Allow replying to the report (via email), both from the staff client and the email notification, using the Reply-To email headers.
  - a. Two actions should be available from the staff client
    - i. Update - Allowing staff to update the request with further details and notify the patron.
    - ii. Resolve - Allowing staff to mark the request as resolved and notify the patron.
      1. Re-opening a concern is currently out of scope
      2. Resolving with an authorized resolution type is currently out of scope
    - iii. Assigning the concern to a staff member is currently out of scope
5. 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

A modal window titled 'Report a concern' with a close button (X) in the top right corner. The main content area contains the text 'Please describe your concerns:' followed by a large text input field. Below the input field is a short paragraph: 'A short summary of what the library policy is for dealing with such concerns and what constitutes a valid concern'. At the bottom right of the modal are two buttons: a green 'Submit' button and a grey 'Cancel' button.

### Staff call to action

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

## Staff concerns view

### Concerns

☐ Hide resolved | ☒ Show all

Showing 1 to 2 of 2 entries Show  entries [« First](#) [< Previous](#) [1](#) [Next >](#) [Last »](#) Search:  [✕ Clear filter](#) [📄 Export](#)

Reported	Concern	Title	Status	Actions
08/07/2022 13:15 <a href="#">David Roberts</a>	My shiny new concern...	<a href="#">What next?!</a>	Resolved by: <a href="#">Fiona Borthwick</a> 08/07/2022 14:02	<input checked="" type="checkbox"/> Resolve
08/07/2022 13:23 <a href="#">David Roberts</a>	Another concern I have...	<a href="#">Epidemic and peace, 1918 /</a>	Open	<input checked="" type="checkbox"/> Resolve

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