Gmail

Rose Ziech <[redacted]>

Re: New form response notification - Patron suggestion for LINKcat Checkout History

2 messages

Amy Gannaway <[redacted]> Fri, Mar 12, 2021 at 4:07 PM
To: [redacted]
Cc: Rose Ziech <[redacted]>

Good afternoon,

Rose forwarded your form submission to me. Thank you for sending these comments along. I am sorry that the checkout history list is not as easy to use as it was before we migrated to Bibliovation. The checkout history was split out into separate pages due to extreme response time problems with loading the entire checkout history on one page.

I agree that the checkout history list could use some improvements and we have enhancements to the checkout history on our Bibliovation software development wish list, including making the checkout history searchable as well as downloadable. I will add this patron's comments to the ticket.

I also wanted to let you know that you can report all LINKcat or Bibliovation problems to the Help Desk by using the Help Desk Portal or by sending an email to [redacted]. This includes any suggestions for LINKcat or Bibliovation improvements! The technology and ILS staff regularly monitor the Help Desk Portal and email address so the appropriate staff person can respond to any issues that are submitted.

Please let me know if you have any additional questions about this. Thanks again!

Amy

On Thu, Mar 11, 2021 at 10:32 AM Rose Ziech <[redacted]> wrote:

---------- Forwarded message ---------
From: **Mark Ibach** <[redacted]>
Date: Mon, Mar 8, 2021 at 10:39 AM
Subject: New form response notification
To: [redacted]

Your form has a new entry. Here are all the answers.

Library (so we can follow up if needed)	MID
Email Address (so we can follow up if needed)	[redacted]
Do you have...	A Problem?
What problem can we help resolve?	
Please describe the problem or issues you are having. Be sure to protect privacy if this	From a patron: Is there any way of searching one's checkout history, or possibly downloading the history? It is very difficult to find items previously checked out since it is presented in numerous pages. Before the upgrade of

issue involves patron or staff interactions.	the LinkCat system, one's past history had a short list, and also available was a complete list of all previously checked out items, so it was easy to find titles using CTRL F. It would be great to have this feature brought back instead of the separate pages, which really is not very useful, since it is so time consuming to search each page.
Anything else you want us to know about this problem or issue?	I told the patron this wasn't currently an option, and while staff have access to the full history on a single page, it's not in a format that is easy to print or send to the patron. I told the patron I would pass along their comments and suggestions. Thank you!

Sent via [redacted]

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Rose Ziech
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South Central Library System
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[redacted]

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