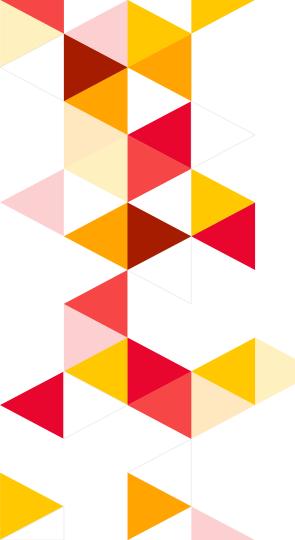# Enhancements: Make 'em sparkle

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Enhancements & Idea Exchange

What's the difference?

Enhancements & Idea Exchange

Enhancements (NERS)

The IGeLU and ELUNA enhancement request process ("NERS") is the only channel for "road-map commitment"
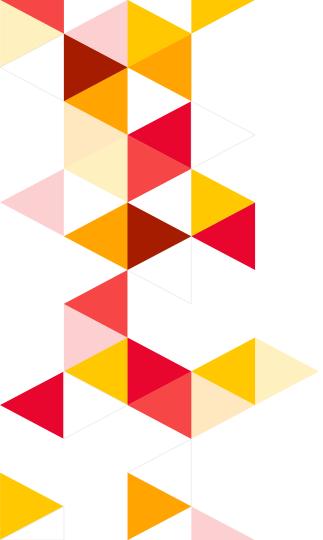
Idea Exchange

Communication directly between the user and the Ex Libris product management team, to help the team set development priorities. As mentioned by Ex Libris "Popular ideas suggested on the Idea Exchange site can influence the Ex Libris road map but do not have the force of a road-map commitment. To help drive road-map commitments for functionality that you or others propose, please participate in the IGeLU and ELUNA enhancement request process (NERS)."

Can I submit to both?

Yes, you can submit to both. What many people tend to do is submit to NERS first and if it doesn't get enough votes then they post it in the Idea Exchange.

Enhancements:

What do we need to know?

Elements of an Enhancement

- **Title**
  - *Short and Descriptive*

- **Description**
  - Description of the functionality
  - Technical Requirements
  - Non-Technical Requirements

- **Use case**
  - Describe what the user is trying to accomplish

- **Justification/Impact**
  - Why is this enhancement important? What is the impact if this is developed or not developed?

Demo Time!

Breaking down a sample enhancement

Example Enhancement

Prompt to sign in when adding to Favorites

What we would like is when the user makes their first pin, there is a prompt to let them know to sign in. Currently, when a user goes to pin an item to favorites it does not alert the user to if they are logged in or not which results in the user losing any favorites pinned while not logged in when they leave the website. There are customization options out there but this should be built into the system and be accessible which the customizations out there are not.

Step 1: Description

With the description below what would help to make this stronger?

"What we would like is when the user makes their first pin, there is a prompt to let them know to sign in."

Step 1: Description

It could look something like this:

"Currently, when a user pins an item to their favorites, Primo does not alert the user if they are not logged in. We would like Primo to prompt the user to log in when the user makes their first pin."
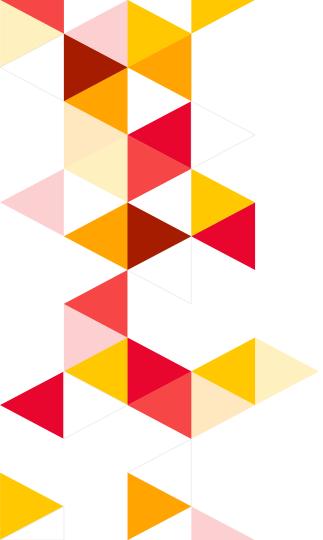
Additional ways to make this description stronger, the submitter might want to consider the following:

- If the user does not log in when prompted, additional prompts (are/are not) necessary?
- Does there need to be a statement on the prompt that this is the last reminder they will get for the session?

Step 2: Use Case

With the use case below what would help to make this stronger?

"Currently, when a user goes to pin an item to favorites it does not alert the user to if they are logged in or not which results in the user losing any favorites pinned while not logged in when they leave the website."

Step 2: Use Case

It could look something like this:

"Typically users who pin items expect the items to be added to their account so they can retrieve the item another day"
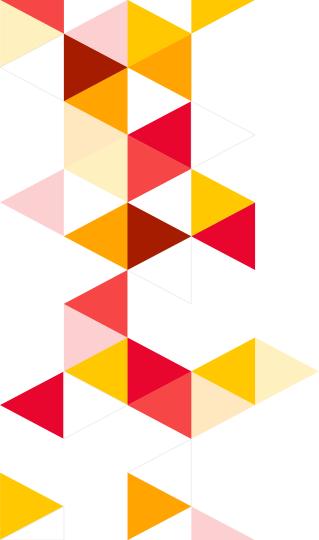
Additional ways to make this use case stronger, the submitter might want to consider the following:

- Think about the user journey
- Describe what the user is trying to accomplish. Think about it like the following: As a [role], I can [action] so that [reason]

Step 3: Justification/Impact

With the impact statement below what would help to make this stronger?

"There are customization options out there but this should be built into the system and be accessible which the customizations out there are not."
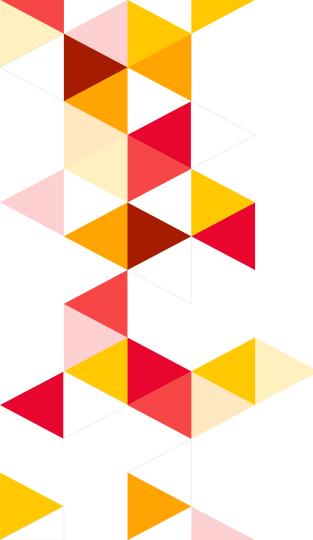
Step 3: Justification/Impact

It could look something like this:

"Current customizations for this functionality are available in the ELUNA community but they are not compliant with accessibility standards. This enhancement will benefit end users by helping them achieve the results they expect."

Additional ways to make this justification/impact statement stronger, the submitter might want to consider the following:

- Do you have statistics to share? Example: How many calls are you getting about this each semester?
- How widespread is it?
- Any testimonials?
- Who are the users? Faculty? Staff? Students? All of the above?

Final Result

Prompt to sign in when adding to Favorites

Currently, when a user pins an item to their favorites, Primo does not alert the user if they are not logged in. We would like Primo to prompt the user to log in when the user makes their first pin. If the user does not log in when prompted, additional prompts are not necessary. Typically users who pin items expect the items to be added to their account so they can retrieve them another day. We currently see over 25 complaints a week because of this particular issue.

Current customizations for this functionality are available in the ELUNA community but they are not compliant with accessibility standards. This enhancement will benefit end users by helping them achieve the results they expect.

Thanks!

Any questions?

You can find more information at:

Primo Product Working Group

https://el-una.org/working-groups/primo/

Alma Product Working Group

https://el-una.org/working-groups/alma/