

Guidelines for Creating an Actionable Enhancement Request

- 1.) Check the [Enhancement Portal](#) to see something like your request has already been submitted. If not, carry on.
- 2.) Create a short and descriptive title.
- 3.) Describe the functionality being requested, in detail, including:
 - a.) Technical requirements
 - b.) Non-technical requirements
 - c.) Clear, concise user story - As a <<patron, staff, system administrator>>, I would like to <<xxx>> so that I can <<yyy>>
 - d.) Justification/impact–Why is this enhancement important? What is the impact if this is developed or not developed?
 - e.) Replicate steps with screenshots and attachments if available/appropriate
- 4.) Once you're ready, follow the instructions for how to submit your enhancement idea.

Tips

- Write the problem in a positive statement
 - NOT - 'There is no...' or 'We can't...'
 - RATHER - 'We would like the ability to..' or 'Allow option for...'
- Do not include multiple requests within a single enhancement submission.
- Do not rely on referring to an Idea Exchange request to explain the requested functionality; provide all the information a user needs to evaluate the request via the Enhancement Portal.
- Do describe the desired outcome of the enhancement but do not specify how it should be done; Ex Libris will need to determine development paths and possibilities.
- Once you've created a draft, have someone who is not familiar with the workflow read the document. Incorporate their feedback to make the document clearer.
- Bugs or functions that don't work as expected should be submitted as a support case. If your submission is the result of a support case, include the case number for Ex Libris' reference.

References

Collins, Kevin J. and Friesen, Betsy and Greenspun, Cindy and Moore, Lesli. [Enhancing Your Enhancement Request](#). In: ELUNA 2018 Annual Meeting, May 1-4, 2018, Spokane, Washington.

Kucera, Ann, and Pepitone, Anne. *Enhancements: Make 'em Sparkle*. Webinar, January 28, 2021. [Recording](#) | [Slides](#) | [U-Washington's enhancement collection form questionnaire](#)

Moore, Lesli M. and Kristin, Sherrie. [Enhance Your Request](#) – *Tips for better enhancement requests*. In: ELUNA 2012 Annual Meeting, May 9-11, 2012, Salt Lake City, Utah.

Example enhancement request

[Retain checkbox selection of records in brief results](#)

NERS #8797

It is possible to use the bulk checkboxes in Primo brief results to select up to 50 records on a page and then pin these records to My Favourites or choose an action such as export to RIS for EndNote. However, these selections are unexpectedly lost in some cases. This includes if a patron moves to another page of results to continue making more selections, if they realise they have not logged in yet and then choose to login, if navigating to My Account or My Favourites, and if clicking on a link to leave Primo and then using the browser back button to return. ExLibris describes this as expected behaviour for the selections to not be retained, despite our raising also the accessibility issue that forces our site to choose to configure links to open in a new browser tab, to ensure the selections are not lost in this scenario. This issue causes complaints from staff and users who may have spent considerable time selecting resources, and then have to redo their work or give up in frustration. This enhancement request is for the bulk checkbox selection choices to be preserved in all cases, not limited to the ones listed here, rather than being lost by navigation actions.