Reviews

Reviews

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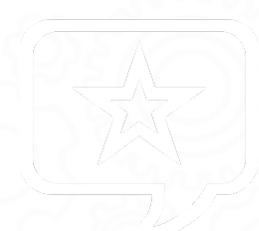
ⓘ This information has been migrated to https://support.goalexandria.com/builder/reviews/

Alexandria allows patrons to Submit a Review and assign ratings ranging from one- to five-stars. It's quick, it's easy, and it's something your patrons will love! Don't worry–you can evaluate patron reviews before they are posted.

Reviews

Last Up...

- The left hand side of the Reviews Management window belongs to the Reviews List, used for browsing and searching for reviews.
- The larger, right-hand portion of the Reviews Management window consists of the Current Review pane where the selected review is displayed.

By default, only records that match your current Site code are returned when making selections from the Quick Search menu. However, if you choose to locate reviews using the Search icon, additional sites can be searched as long as you've been granted access to them.

Although you are unable to modify a patron's one- to five-star rating, the written review can be adjusted—or deleted entirely. If you would like to remove all the written text and save the record, it will not delete the review; the review will be accepted as a star-only review.

If one of the patron's reviews is Rejected, they are allowed to modify and resubmit it. A patron can even modify one of their previously Approved reviews; however, doing so will treat the modified review as if it were newly created (the determined action depends on the patron's security group settings). If desired, a patron can even delete one of their own reviews. However, a patron's review is not automatically deleted when the patron is removed from your system. Instead, their name will appear as "Anonymous" and their barcode will change to "(Removed)", indicating that the patron record no longer exists in the database.

When a title record is removed that all associated reviews for that title are also removed.

See Reviews Security Preferences for info about Patron review management.

Reviews List

The left-hand section of the Reviews window contains the Reviews List pane, where all the reviews matching your Find and/or List selection criteria are displayed and sorted in the user-specified View order. Highlighting/selecting an entry in the Reviews List will make that review 'current' in the right-left section of the Reviews Management window.

This dropdown located at the top of the Reviews List allows you to sort reviews in one of several different orders:

- **Patron, Title.** Sorts the reviews list by patron and then by title—ignores sorting by status; for example: Anderson, Darla - The Hunger Games.
- **Title, Patron.** Sorts the reviews list by title and then by patron—ignores sorting by status; for example: Holes - Cushman, Jason.
- **Status, Patron, Title.** Sorts the reviews list first by status (in Needs Approval, Approved, and Rejected order), and then by patron and title; for example: ! Arias, Mark - Wolf Rider.
- **Status, Title, Patron.** Sorts the reviews list first by status (in Needs Approval, Approved, and Rejected order), and then by title and patron; for example: The Door to Time - Arias, Mark.
- **Date Submitted.** Adds a date element to the reviews list and sorts in reverse chronological order (i.e. from newest to oldest) followed by the patron and title; for example: 2013/12/31 - Amstead, Lonnie Ann - Dragon's Breath.

 Quick Search

This list icon contains some simple, predefined search and sort order tools that change what reviews appear in the Reviews List. When a search is performed, the View selection will automatically adjust accordingly. The Quick Search menu contains the following, predefined searches:

- **Newest Reviews**. This selection will display the first one-hundred most recently submitted reviews (in reverse chronological order). However, reviews will only appear for sites in which the current operator has access.
- **Needs Approval**. This selection shows only the reviews that require approval (in reverse chronological order) in the Reviews List.
- **Rejected**. This selection shows only the reviews that were rejected (in reverse chronological order) in the Reviews List.
- **Approved.** This selection shows only reviews that have already been approved.
- **Most Recently Modified.** This selection populates the Reviews List with the last fifty reviews modified.
- **Most Recently Created.** This selection populates the Reviews List with the last fifty reviews created.
- **Modified Today.** This selection populates the Reviews List with any reviews that were modified today.
- **Created Today.** This selection populates the Reviews List with any reviews that were created today.
- **Modified in the Last Week.** This selection populates the Reviews List with all the reviews that were modified within the last week.
- **Created in the Last Week.** This selection populates the Reviews List with any records that were created during the last week.

Find

Clicking this icon triggers the Review Selection modal sheet pane and allows you to perform a review search based on a number of different search criteria. Any search performed using this pane will populate the Reviews List which is then sorted by Patron, Title view order.

- **Patron Last Name.** Locate a particular review using a specific patron last name.
- **Patron Barcode.** Locate a particular review using a specific patron barcode.
- **Rating.** Locate reviews based on their five-star rating. Your choices are Any and 5-star through 1-star.
- **Status.** Locate reviews based on their status. Possible status selections include Any, Needs Approval, Approved, and Rejected.
- **Patron Site.** Locate reviews based on the patron's site. This drop-down menu contains the Any Authorized selection followed by a list of sites that the operator is authorized to access. If the operator is only allowed to access one site, the Patron Site drop-down menu will only contain that site.
- **Homeroom.** Locate reviews based on a specific patron homeroom. Your choices include Any, followed by a list of site-specific homerooms.
- **Title.** Locate reviews based on a specific title.
- **Date Submitted.** This search allows you locate reviews by providing a date range between a starting (i.e. From) and ending (i.e. Through) value. If you enter only a From value, the program will select all reviews that were submitted on that date.
- **Add to Current Results.** If this box is checked, it will append any new review results found from the search to the end of the current data already existing in the Reviews List. Otherwise, when a newly performed search is successful, the current information existing in the Reviews List is cleared.

Current Review Pane

The right-hand section of the Reviews Management interface is dedicated to the current review, which contains complete information about the review selected from the Reviews List on the left. At the very top of the Current Review pane is an area used for displaying status information; Save and Revert, the Support Center icon, the Lock/Unlock icon and an Actions icon which contains functions specific/unique to the current record.

Unlock/Lock

Before reviews can be modified, they must first be unlocked. When the Reviews Management interface is opened, it's default state is "locked". When locked, reviews can be viewed, approved, and rejected—but not modified; this prevents you (or others) from making unintended changes to someone else's review. Clicking on the lock icon unlocks the interface; it stays unlocked until the you click the lock icon again or the interface is closed.

Click the **lock** icon to *unlock* the page for editing.

Click the **unlock** icon to *lock* the page.

Actions

This gear/cog icon contains site-specific actions and other tools.

- **Delete Review.** This selection will completely remove the review. Be aware that there is no deletion confirmation dialog; you will not be asked if you are sure you would like to delete the review. Deletion is permanent and can not be undone.
- **Approve All Reviews.** Approves all the reviews in the list that have a status of Needs Approval only. Remember, the operator could have loaded all Rejected reviews or any other strange set. Automatically sorts by Status, Patron, Title when this selected to show the results to the operator.
- **Show History.** This selection triggers a dialog that contains a complete history of review and any/all patron or operator flags or actions. You aren't allowed to edit history; entries are shown in reverse chronological order (i.e. from newest to oldest).

Review Status Settings

The Rejected, Needs Approval, and Approved buttons located along the bottom of the Current Review pane are used to change the status of the currently selected review. If you click one of these buttons without modifying the review, then the status of the review is changed to that which was selected and you will automatically be advanced to the next review in the Reviews List (if one exists).

If one of these buttons is clicked during modification of the review, then the status is changed, but the focus doesn't automatically advance—not even after Save or Revert has been clicked.

The button that is highlighted at the bottom of the Current Review pane determines the current status of the review. If the status is changed, the highlight moves to depict this change.

✗ Rejected. A review that is rejected will not appear in the Reviews dialog of Researcher modules.

❗ Needs approval. Reviews that are awaiting approval will not appear in the Reviews dialog of Researcher modules.

✔ Approved. A review that had been approved will appear in the Reviews dialog of Researcher modules.