

Sample responses to user feedback

- **New exhibit request (once exhibit is created):**

- Your exhibit has been created: (provide URL)

You should have received an automated email invite. Be sure to click the link in the email that say "Accept invitation." After you do that you should have administrator access to the exhibit site. Use the links in the blue box on the home page to get started, or click "Dashboard" in the pulldown menu in the top right corner of the website to access the administration section of the exhibit site.

Let us know if you run into problems or have questions, by sending email to: exhibits-feedback@lists.stanford.edu

- **Bug report (where you know/have confirmed it is a bug):**

- Thank you for reporting this issue. We have filed a bug ticket in the Spotlight queue. This issue will be addressed and prioritized when we have our next development team work rotation on Spotlight. Thank you kindly for your patience in the meantime.

- **Bug report (where you know/have confirmed it is a bug) AND the reporter has provided excellent specifics and/or screen shots:**

- Thank you for reporting these issues, and for providing such helpful specifics. We have filed bug tickets in the Spotlight queue. These issues will be addressed and prioritized when we have our next development team work rotation on Spotlight. Thank you kindly for your patience in the meantime.

- **Additional text to add if the reporter used an email OTHER than exhibits-feedback@lists.stanford.edu:**

- Going forward, if you have feedback or questions regarding how to set up your Spotlight exhibit -- or how the site works once you have it published, please send this to: exhibits-feedback@lists.stanford.edu

- **Modifying a saved search**

- Run the search in your exhibit to get the new set of results you'd like to save. Click the "Save this Search" button at the top of the search results. The pop-up window now includes an option to "Select a title to update a previously saved search." Select the search you want to update from the list and click save to update the search. This action will replace the previous set of search results associated with that browse category with the new set of search results.

- **For an anxious user, wondering why we haven't dropped everything to fix the (non-show-stopper) issue they reported:**

First -- we have validated the issue you reported. Xxx responded to you right after you filed the ticket on xx date:
([link to JIRA ticket with comment thread](#))

Secondly, I'm writing to let you know a bit more about the Spotlight at Stanford service. I am the service manager (*or member of the service team*), (and in collaboration with the service team) we offer a diverse array of support for exhibit creators, including:

- training
- consultation
- documentation
- troubleshooting of reported problems, which can result in one or more of the following:
 - an immediate solution or workaround
 - more communication with the reporter if we are not able to repeat the problem (requesting clarification)
 - if the problem is repeatable when the service team troubleshoots, a ticket is created in Github for our engineering team

We do not have a full-time dedicated engineering team for Spotlight, nor in fact -- for any of our digital library services. Instead, we queue up Github tickets, and when we are allocated engineering resources for one of our services (like Spotlight), we prioritize the tickets in the queue and focus on accomplishing the highest priority items. For any digital library service, we *may* be allocated a couple of engineering "work cycles" per year (ie, a period of weeks, typically).

(*this section would need to be modified depending upon when the next work cycle is scheduled*) We have a Spotlight at Stanford work cycle scheduled to start later this fall (around the beginning of November). We will review and prioritize tickets at that time. Please understand, tickets in the queue are a mix of new features or feature enhancement requests, often must-haves for granting agencies and projects. The bug tickets are important too, and we are passionate about fixing as many as we can when we have resources available, to provide reliable service. All of these needs must be balanced, a tricky prospect, but one where we do our best.

When we have more information to share, we will reach out. Please feel free to check back in, in early November.