

Documentation

Enhancement#: 4065 (12/03/2004)

Category: Documentation

Subcategory: General

Software Version/Release:

Subject: Boolean AND in Log Express

Proposal: Searching in Log Express defaults to Boolean OR and there is no apparent way to change this. At a minimum, the default operator should be changed to AND to make it easier to narrow searches of existing resolutions, requests, enhancements, etc. An advanced searching option allowing string and mixing Boolean operators would be preferred.

Example, searching resolutions for ``receipt printer`` will bring up items for NOTIS, Dynix and Horizon. Searching for ``receipt printer dynix`` will bring up all the items in the previous search, plus every last resolution for Dynix.

Enhancement#: 4066 (12/06/2004)

Category: Documentation

Subcategory: General

Software Version/Release: 7.32

Subject: Provide Overview of an Area

Proposal: I find it essential to understanding a system or product to have an overview of not just what specific functionality is but what makes it work & how it fits into the broader scope of the ILS. Rather than say that the Location record in Horizon is a record for each library location, give a summary of all the settings contained in the location record. Rather than say `enter a value` in a particular field, give a summary of the impact of entering certain values or groups of values. At the very least, reference where else in another manual or on the company website, more information about the area can be found.

Enhancement#: 4067 (12/06/2004)

Category: Documentation

Subcategory: General

Software Version/Release: 7.32

Subject: Provide Setup Instructions in Logical Order

Proposal: When providing setup, configuration or install documentation, present clear, specific steps *in the order in which they must be taken*. Documentation for the past 3-4 years has failed miserably in this regard., necessitating me taking several hours to comb through reams of mostly unneeded verbiage to cull out and order the steps actually needed to perform the task I am undertaking. You cannot write one document that will be all things to all people. Write steps for Task A, then steps for Task B in separate documents. People wishing to do Task A can go there but will then have a clear set of steps they can follow without calling support to accomplish the required task. The old Dynix documentation in the grey & maroon binders provide an excellent example of this type of instruction.

Enhancement#: 4068 (12/06/2004)

Category: Documentation

Subcategory: General

Software Version/Release: 7.32

Subject: Provide Usable Indexing

Proposal: Indexing of Dynix manuals has always been a weak point and remains so. The listing under which a topic may be indexed is very often mystifying. Only once you know under what heading to look can you find what you're looking for. Topics should be cross-indexed so that you might find it by looking under several different headings rather than just one, often oblique, heading.

Enhancement#: 4069 (12/07/2004)

Category: Documentation

Subcategory: Systems

Software Version/Release: Horizon 7.32
Subject: Sort Processor
Proposal: Please provide detailed documentation on various sort processor regarding to how it works, what it based on, etc. See log 1521694.

Enhancement#: 4094 (12/13/2004)
Category: Documentation
Subcategory: General
Software Version/Release: Horizon 7.33
Subject: Error Message Explanations
Proposal: I would appreciate having a printed listing of error messages and error codes that are translated to explain what they are describing, what conditions cause the error, and possible remedies.

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Enhancement#: 4319 (06/02/2005)
Category: Documentation
Subcategory: General
Software Version/Release:
Subject: Enhancement Request Discussion
Proposal: Why do we need to enter a subject to get our discussion accepted? Surely the subject is obvious from the subject of the enhancement request? I get frustrated trying to think of something meaningful to put in this field when I can see what useful purpose it serves.

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Enhancement#: 4483 (01/05/2006)
Category: Documentation > General
Subcategory:
Software Version/Release: Horizon 7.4 HIP 4.1
Subject: Have a single manual for each point release or searchable online documentation system
Proposal: I'd like ALL electronic manuals to have a merged complete document as an option - this would contain all updated information in the one PDF and either complement or do away with the base manual + update pages approach. Even better would be doing away with the PDFs altogether and putting up a searchable (with sensible limiting options - not like log express) documentation system - something that allows version tracking on the changes so you could simply see the change history for functionality. I find the current base manual + update page strategy nullifies most of the merits of having them in electronic form as you end up having to troll through many documents to understand what has supplanted prior functionality and arrive at the picture of what is the current functionality. This would also get away from PDFs altogether and their accessibility problems.

Enhancement#: 4548 (03/13/2006)
Category: Documentation
Subcategory: General
Software Version/Release: Horizon 7.4
Subject: QUALITY CONTROL - Have Supports Documents Tested More Thoroughly As Accurate And Useable Before Being Released
Proposal: I submit that the documentation quality control system needs an overhaul. I find errors in the current SirsiDynix documentation for Horizon and HIP nearly every day. Some are instances where the documentation is just plain wrong, others are things like inconsistent use of terminology, inability to describe the data that needs to be input adequately (eg omitting what unit type a

field accepts), lack of troubleshooting steps (if it didn't work what then?), lack of start-to-finish process descriptions to complete a common task. This leads to disgruntled customers, lack of faith in the software and its designers, lack of faith in the documentation and probably a far higher incidence of support calls than otherwise would be the case.

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