

Review Management

When a patron submits a review in the Researcher, you will need to approve it through Review Management.

Note: Whether reviews require approval depends on the patron Security Group settings. We will go over this later in the video.

You can also access Review Management on your iPad. Go to Tools, and Reviews.

Review Management will open in a new tab or window in your browser, so you can work in the module while keeping Circulation handy.

Otherwise, from Tools, go to Reviews. You are automatically logged in and can view your patrons' reviews.

The left pane lists the patrons who have submitted reviews, along with the title of the item they reviewed. View and sort the list in different ways by clicking the View area at the top. Choose Date Submitted to find the most recent reviews.

Use the document icon at the bottom to bring up for example all Rejected records.

You can search reviews. In this case I've brought up all 5-star reviews. Say I want 4-star reviews as well. I'll search for a Rating of 4, then check 'Add to current results'. Press Search.

To see recently submitted reviews again, I'll use the selection menu and choose Newest Reviews.

Notice the icons in the list. The exclamation mark means the review has not been reviewed, the checkmark means it has been Approved, and the X means the review was Rejected.

I'll click on this recent review by Marijane. You can see the review details on the right. This review Needs Approval, it's for Howl's Moving Castle, this review hasn't been reviewed yet, and it was submitted by Marijane today. She gave it 5 stars, called it 'amazing', and you will choose whether the review is Rejected or Approved.

You can unlock the record if you need to make textual changes, then click on Approved.

The review now sports a nice checkmark, and your patrons will see the rating and review in the Researcher.

To remove a review, use the gear icon to select Delete Review. Use this ONLY when you want to remove the review entirely from the Researcher and from Review Management.

From the gear menu you can also choose to Approve All Reviews. This will only affect reviews currently listed that Need Approval. So if you do a search for all 5-star reviews that Need Approval, choosing Approve All Reviews will approve these 5-star reviews.

Use Show History to see past details of this review's management.

Note that patrons can edit their reviews in the Researcher by selecting 'Add Review' for a title they have already reviewed. It will show their review, and they can change their star rating and edit the text. Once they do so, you will need to Approve the review again through Review Management.

Security

To require that reviews be approved before they are posted, in Preferences, open Security.

For each patron category, most importantly Patron, under the Researcher tab, set Reviews to Add - Requires Approval.

To prevent certain patrons from posting reviews, you can use the Patron Limited security group (or create a new group). Set Reviews to View only, then in the patron's record, change their Security Group from Patron to Patron Limited.

To give library aides permission to access Review Management, select their Security Group and go to the Tools tab. Change Reviews to View, Edit, or Remove.

If you have a separate Security Group for teachers, you could set the Reviews setting to Add - Always Approved, so their reviews show up automatically in the Researcher.

It's easier than ever to manage your reviews!

Tip of the Week 2013