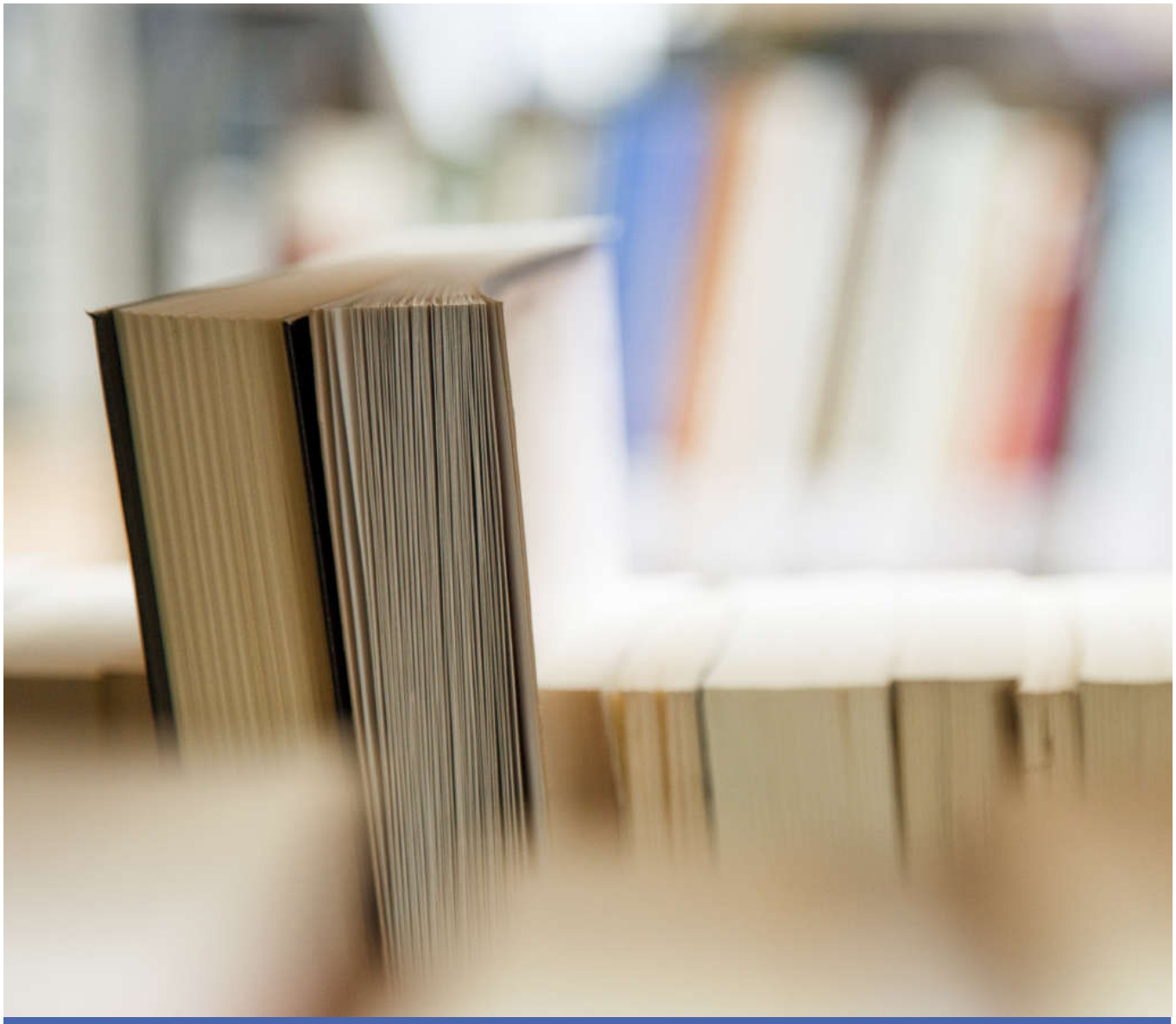

UP LIBRARY ASSISTANT USER MANUAL

UP LIBRARY ASSISTANT

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Introduction

This user manual is created for the purpose of instruction regarding UP Library Assistant, it is designed to educate the user and train the user on the system. This document is can be used as part of self-training or as part of a training course to ensure that all the users of the system are properly educated. The document is a guide for the system and is aimed at being as user-friendly and easy to understand as possible. The capabilities and functionality of UP Library Assistant are also explained in depth.

The user manual is structured in the logical way in which the requirements of the system are structured. The user manual follows a step-by-step process and is aimed mainly at assisting the user in understanding the functionality of each component which makes up the system. The user manual is not a training manual and for training purposes the Training Manual should be used because it provides the user with examples and activities to assist in the learning processes.

Other than the functionality, this document contains a section on the contact details of the Meraki team, for any of the issues and concerns that may arise which require information from the team. The configuration of UP Library Assistant is also discussed and explained. UP Library Assistant overview is provided for the sake of clarity, along with a glossary to help a user understand terms that are part of this document and may be found in the system itself. We would also encourage the user of this User Manual to make use of the Table of Contents as it will guide the user to specific sections of interest.

UP Library Assistant Overview

UP Library Assistant is a system created to act an assistant and help perform tasks that are commonly performed by the staff members of The University of Pretoria's Department of Library Services Learning Centre. The Learning Centre which is primarily involved with students, providing constructive spaces where work can take place, providing relevant training courses to assist with learning and other interactions with students with regard to the questions they may have about the library and the university as a whole.

On the User side the UP Library Assistant aims:

- Provide a way to gain necessary feedback
- Provide a way for the Library to gain awareness for events and courses provided
- Provide a way for students to access tutorials and answers to frequently asked questions
- Provide a way for students can make their own bookings for training sessions and discussion rooms

On the Administration side the UP Library Assistant aims:

- Create and maintain venues that can be booked to either students or staff members
- View, adjust, manage and create reports on venue bookings that have been created
- Manage venue problems and venue maintenance
- Create and maintain training sessions and other events
- View, adjust, manage and create reports on training session bookings that have been created
- Provide attendees of training courses with certificates
- Create and provide questionnaires to the users to gain feedback
- Collect feedback and view accurate reports pertaining to feedback
- Provide and upload files that can be viewed and downloaded by the users

UP Library Assistant aims assist the Information Specialists of the Learning Centre, allow the students to perform more tasks and allow the administrator to have accurate statistics to assist in making decisions.

Developer Contact Details

If there are any problems or errors are to be reported, if there are any questions that need to be answered or if there are any issues related to UP Library Assistant: Please do not hesitate to contact any of the team members of Meraki.

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kgumi.mashao@gmail.com

Tyler Cleeve

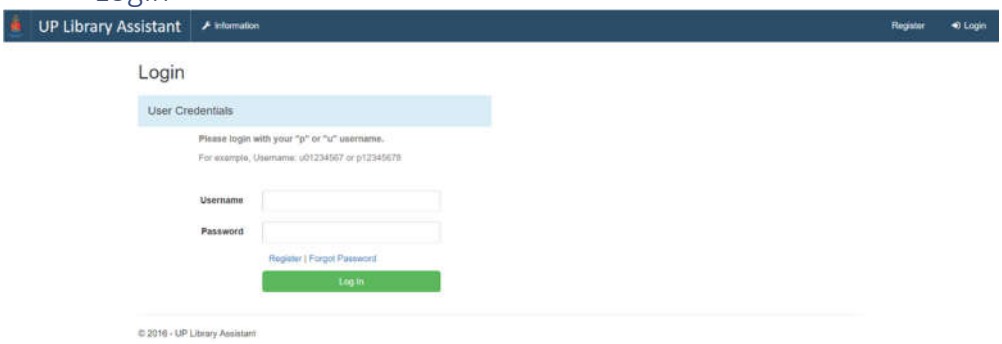
+27 82 450 6794

cleevetyler@gmail.com

System Functionality

1. Login Subsystem

Login



Control	Functionality
Username	This textbox, will accept input from the user. Username should be inputted.
Password	This masked textbox, will accept sensitive input from the user. Password should be inputted.
Register	This hyperlink, will allow new users to register to the system.
Forgot Password	This hyperlink, will allow existing users to retrieve a forgotten password
Log In	This button, will allow the user access to the system after their details have been verified.
Register	This button, will allow new users to register to the system.
Information	This button, display a drop down list of options the user can choose to find out more information about the system

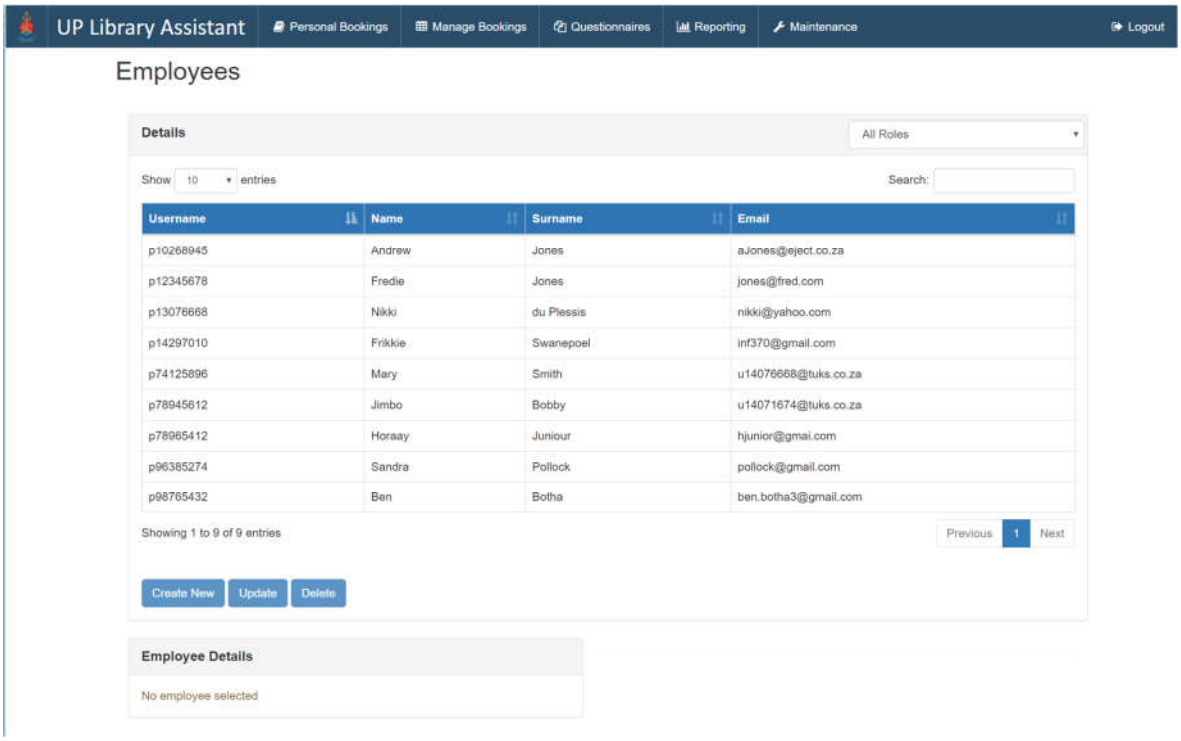
Forgot password

Control	Functionality
Student Number Example: u12345678	This textbox, will accept input from the user. Username should be inputted.
Submit	This button, once clicked will send an email to the respective user to reset their password.

Logout

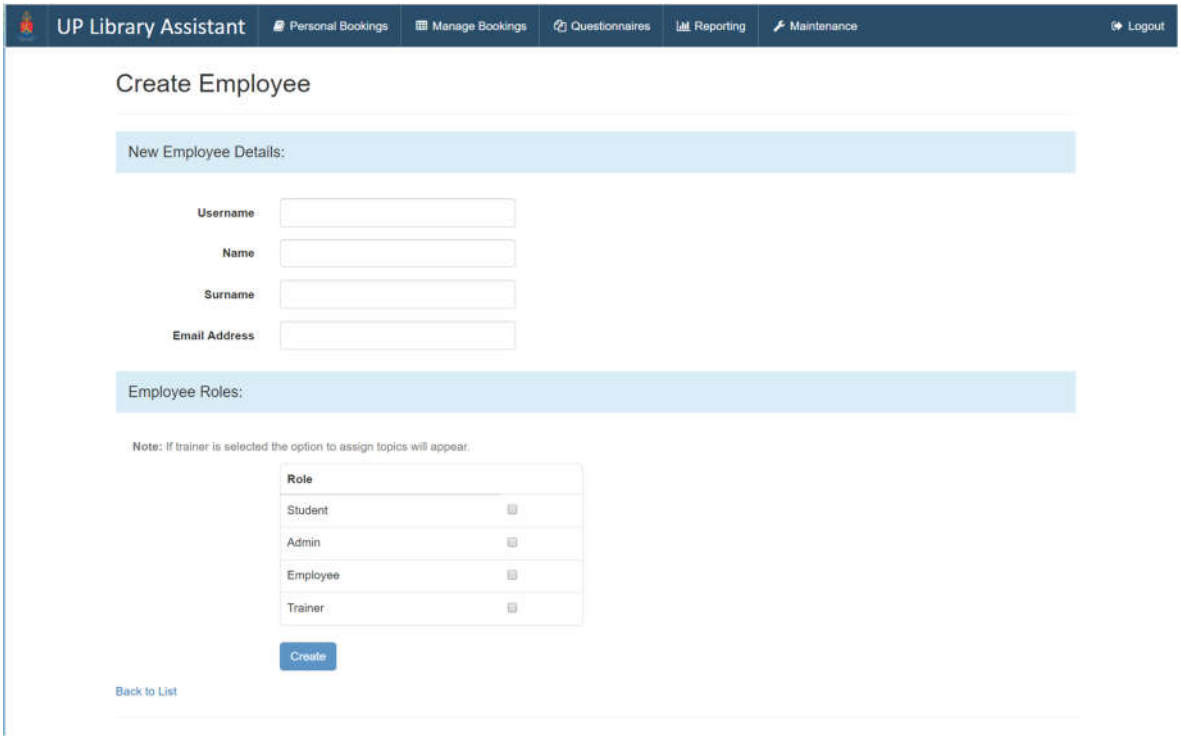
Control	Functionality
Logout	This button, will allow the user to logout of the system.

2. Admin Subsystem

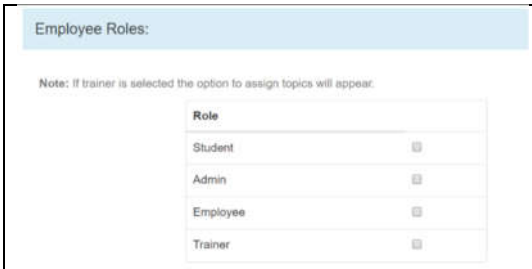


Control	Functionality
Create New	This button redirects the administrator to create new employees screen
Update	This button redirects the administrator to update existing employees screen
Delete	This button redirects the administrator to delete existing employees screen
All Roles	This drop down list allows the employees to be sorted by role
Search:	This textbox allows the administrator to search for a specific employee

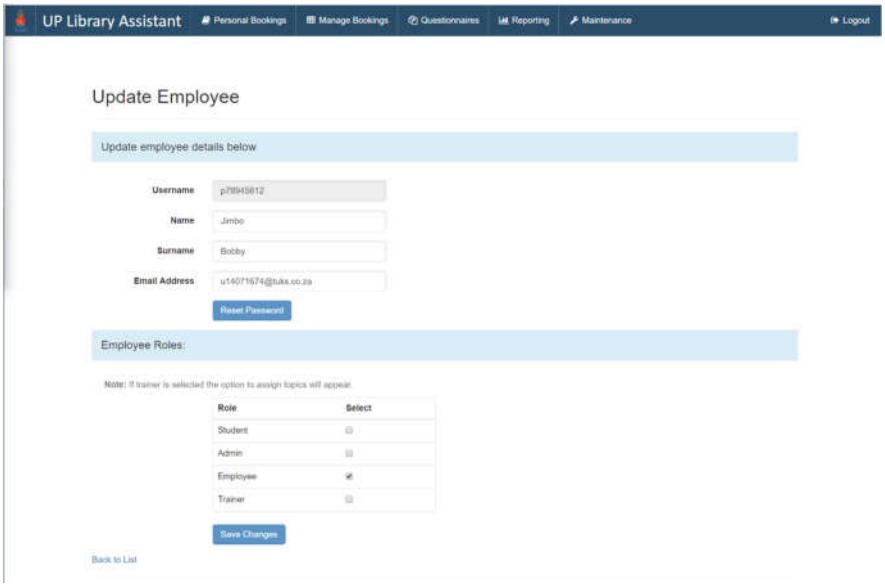
Register Employee

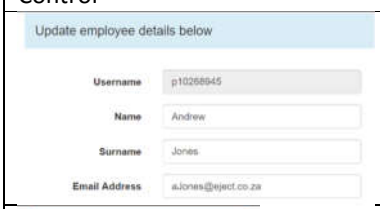


Control	Functionality
	These textboxes are used to capture the new employee details. The labels explain what information must be added into each textbox.

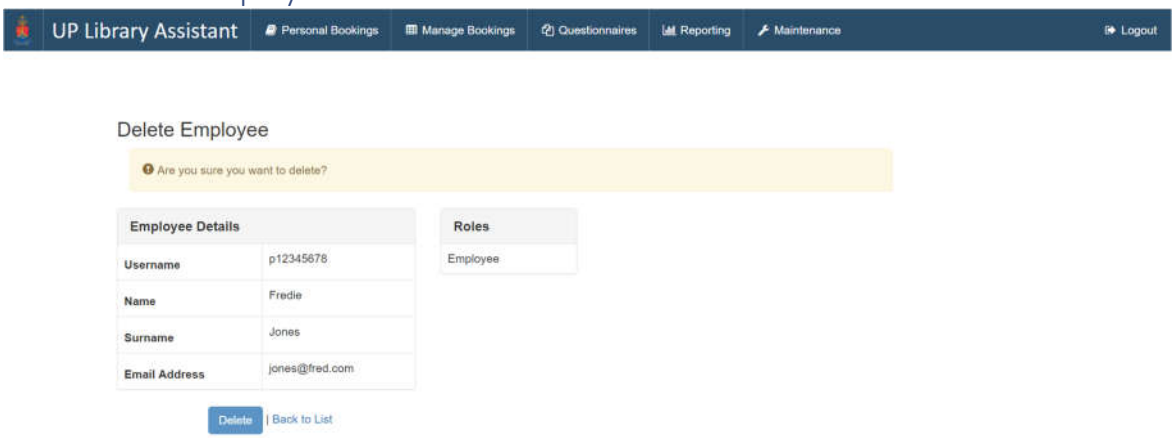
	These checkboxes, are used to capture the roles that will be assigned to the new employee. The labels explain what each role is.
Back to List	This hyperlink will take the user back to viewing the current employees
Create	This button will create a new employee

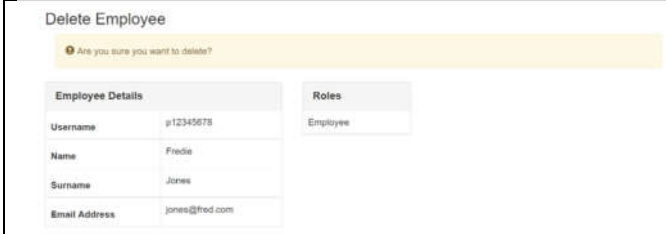
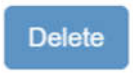
Update Employee



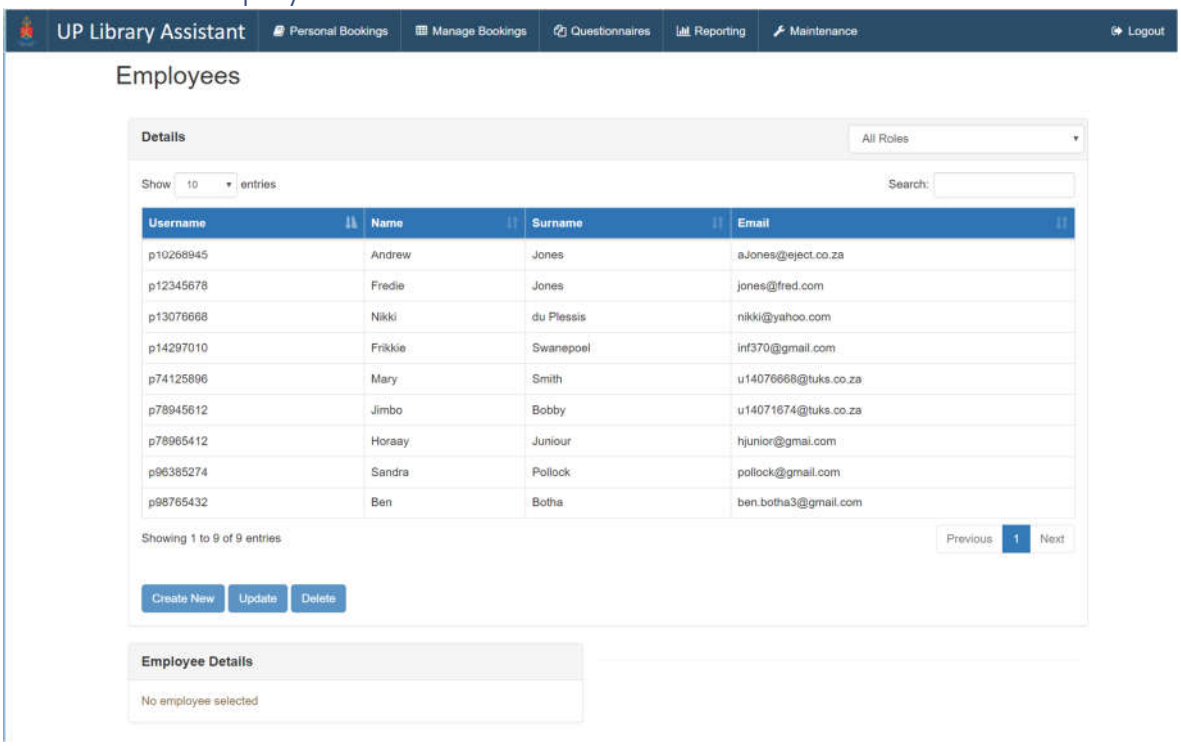
Control	Functionality
	These textboxes are used to capture the updated employee details. The labels explain what information must be updated into each textbox.
Reset Password	This button will allow the administrator to reset the password of the employee that is being updated.
Save Changes	This button allows the administrator to save the newly updated employee details.
Back to List	This hyperlink will take the user back to viewing the current employees

Delete Employee



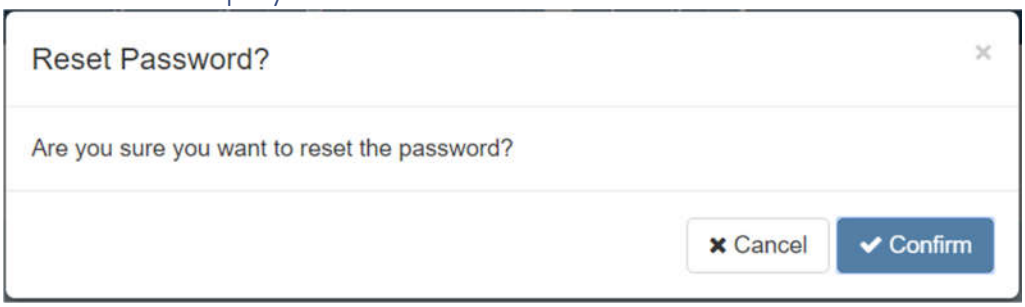
Control	Functionality
	These labels will show the details of the selected employee which the administrator is attempting to delete.
	This button allows the administrator to delete the selected updated employee details.
Back to List	This hyperlink will take the user back to viewing the current employees

Search Employee



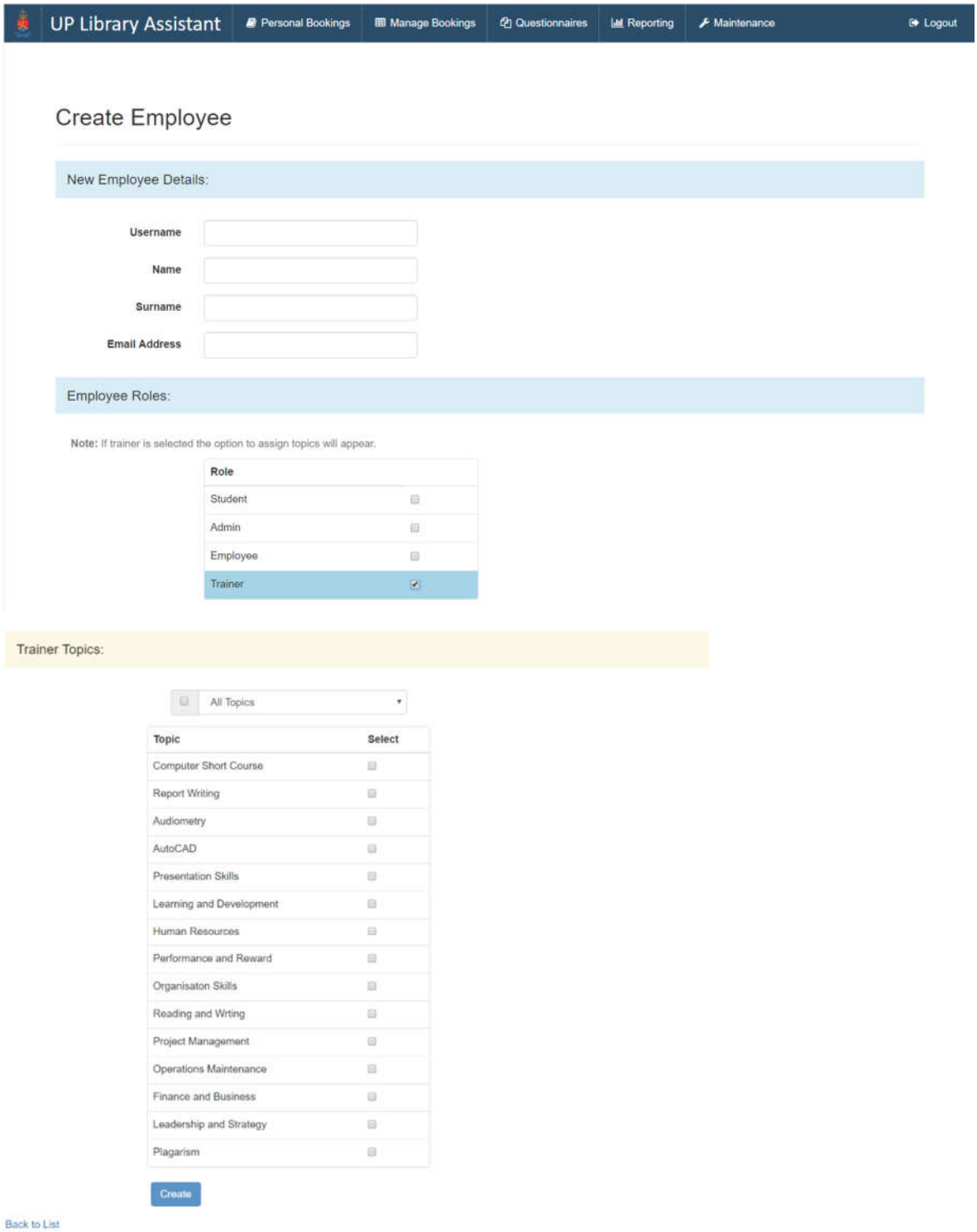
Control	Functionality
Search:	This textbox allows the administrator to search for a specific employee

Reset Employee Password

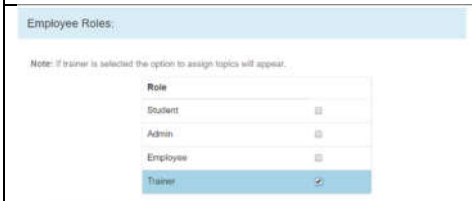
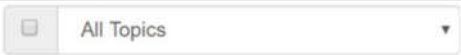
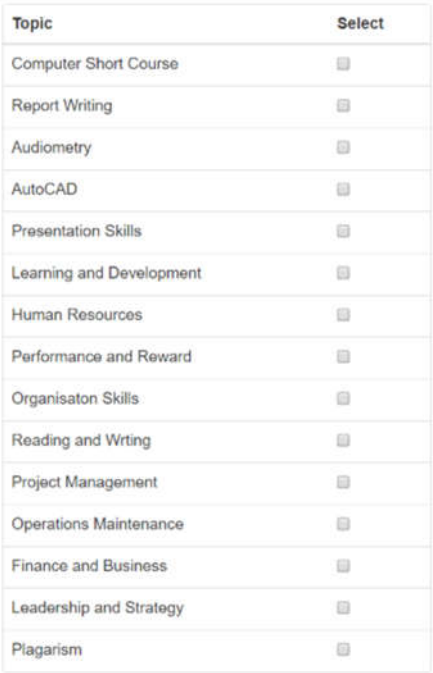


Control	Functionality
Confirm	This button confirms that the system will reset the selected employee's password.
Cancel	This button cancels and does not allow the system to reset the selected employee's password.

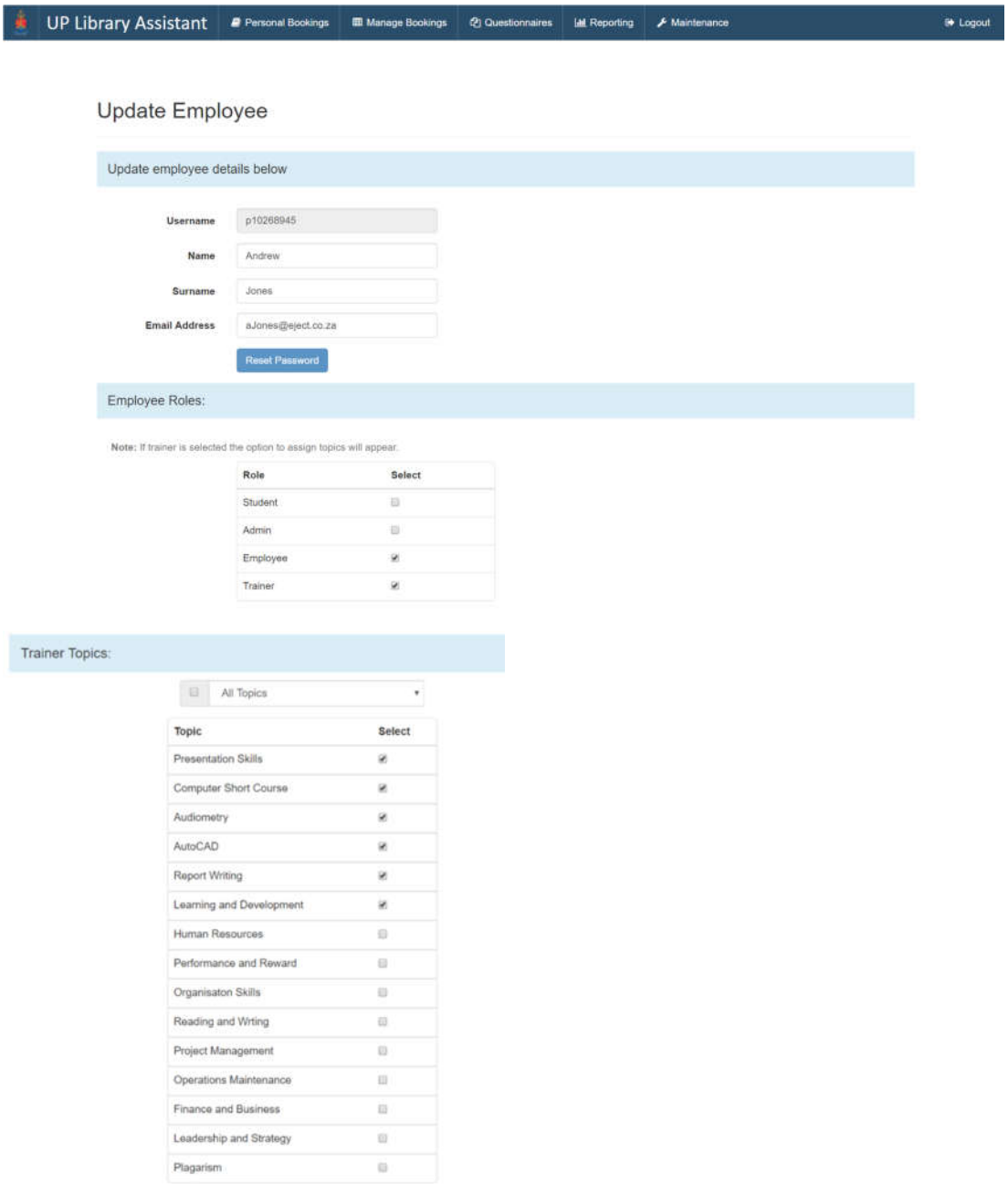
Register Trainer / Assign Trainer Topic



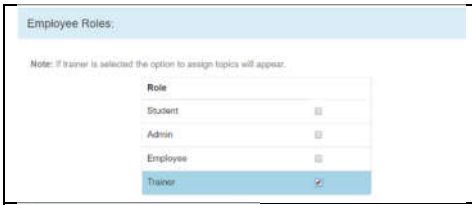
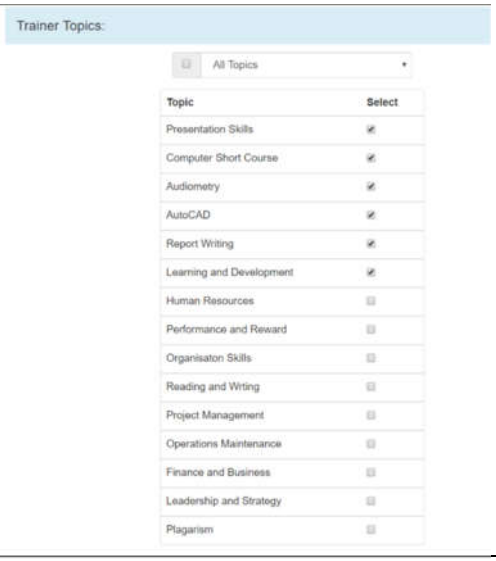
Control	Functionality

	These textboxes are used to capture the new employee details. The labels explain what information must be added into each textbox.
	These checkboxes, are used to capture the roles that will be assigned to the new employee. The labels explain what each role is.
	This drop down list will sort the list of topics by category
	This list of topics has checkboxes next to each topic to be able to be selected to assign to the selected trainer
	This hyperlink will take the user back to viewing the current employees
	This button will create the details of the new trainer

Update Trainer

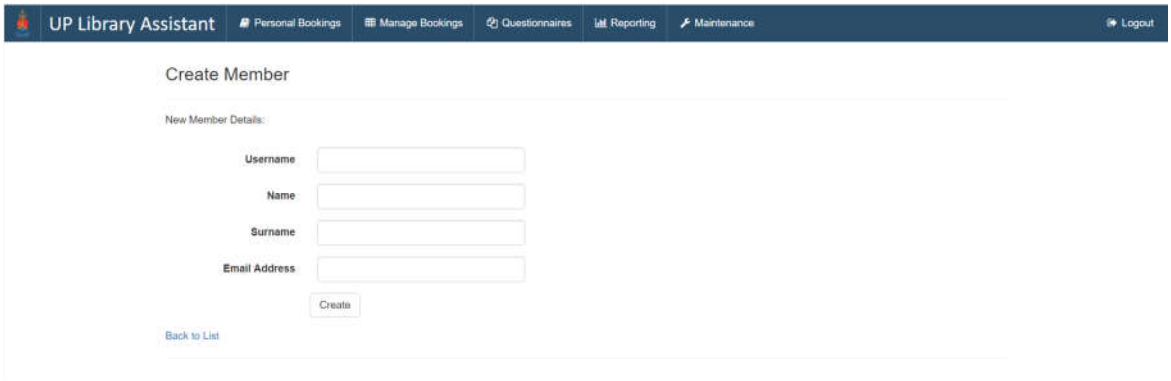


Control	Functionality
	These textboxes are used to capture the updated trainer details. The labels explain what information must be added into each textbox.

	These checkboxes, are used to capture the roles that will be assigned to the updated trainer. The labels explain what each role is.
	This button will allow the administrator to reset the password of the trainer that is being updated.
	This drop down list will sort the list of topics by category
	This list of topics has checkboxes next to each topic to be able to be selected to assign to the selected trainer
	This hyperlink will take the user back to viewing the current employees
	This button will update the details of the new trainer.

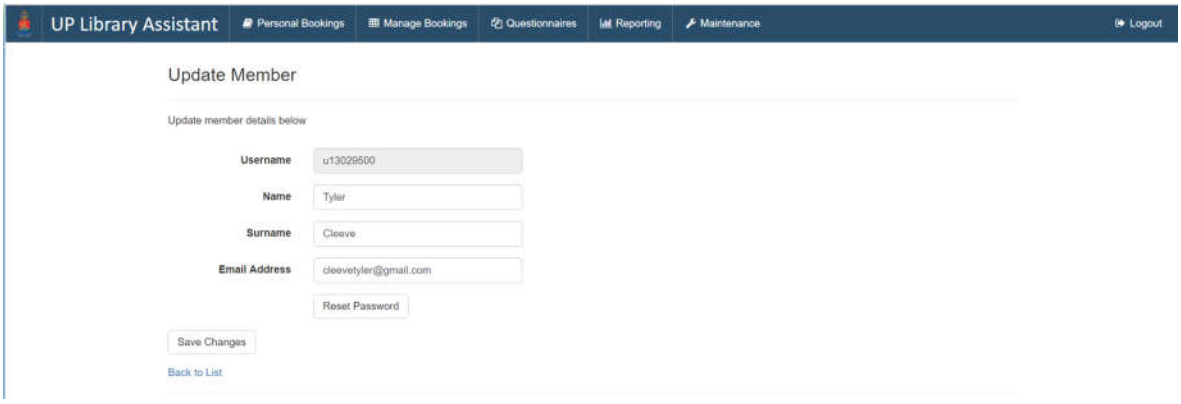
3. Member

Register Member



Control	Functionality
	These textboxes are used to capture the new member details. The labels explain what information must be added into each textbox.
Back to List	This hyperlink will take the user back to viewing the current members
Create	This button will create a new member

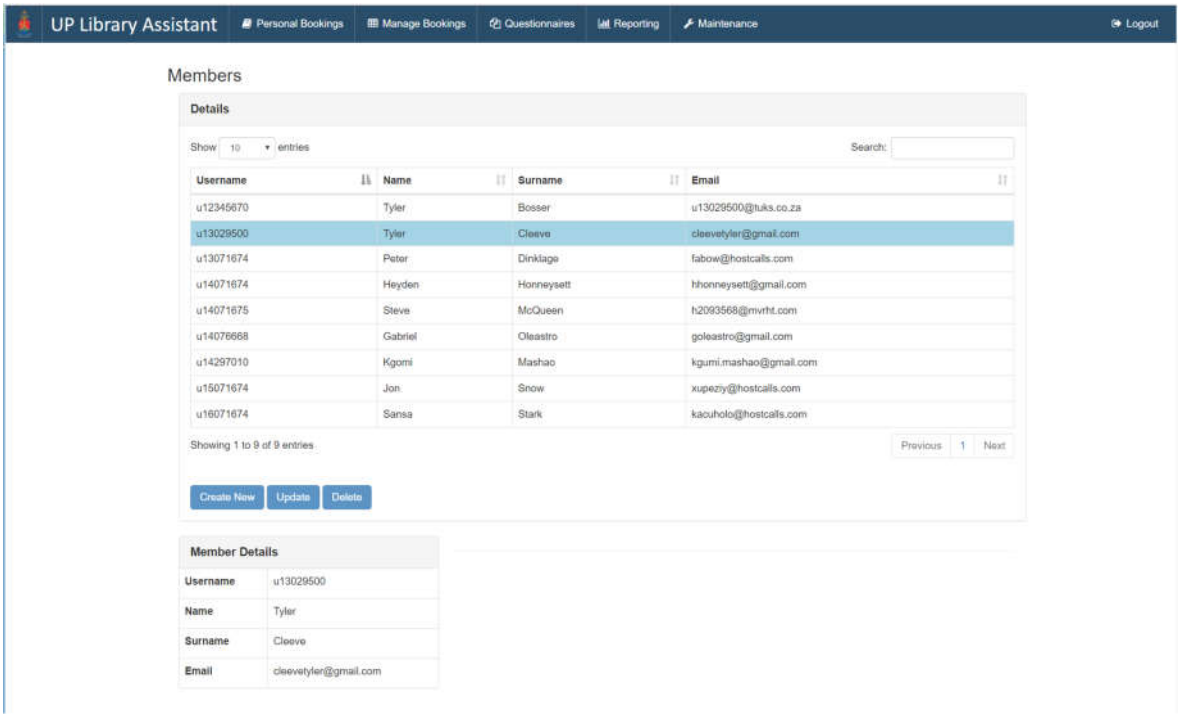
Update Member Details



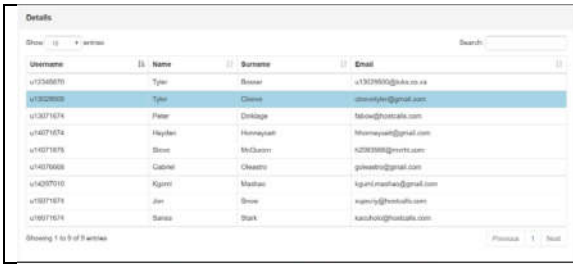
Control	Functionality

Update member details below Username u13029500 Name Tyler Surname Cleeve Email Address cleevetyler@gmail.com	These textboxes are used to capture the updated member details. The labels explain what information must be added into each textbox.
Reset Password	This button will allow the administrator to reset the password of the member that is being updated.
Back to List	This hyperlink will take the user back to viewing the current members
Save Changes	This button will save changes a updated member

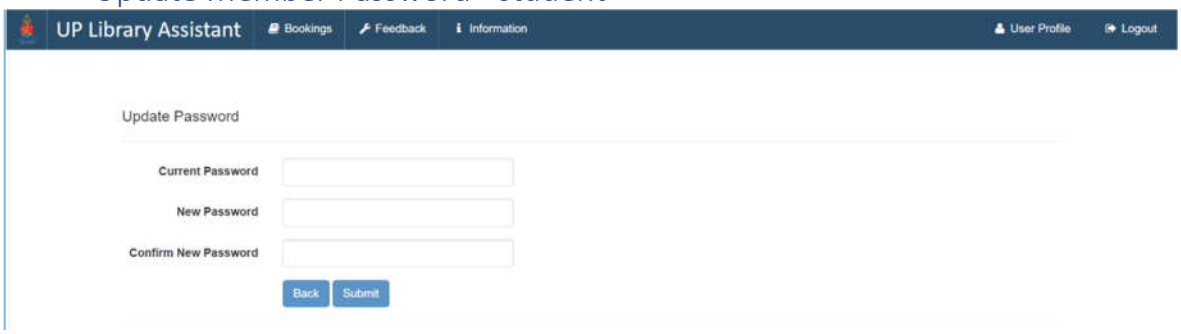
View Member Details



Control	Functionality

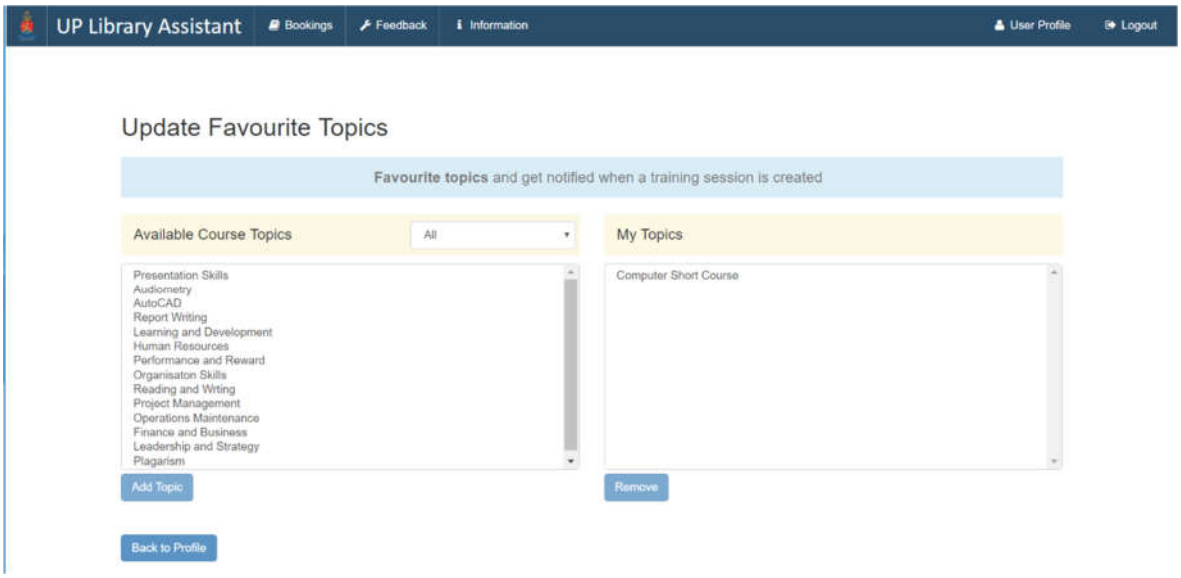
	This table a list of members and a search bar
	These buttons will allow the administrator to create update or delete specific members.
	This tab shows specific details about a member.

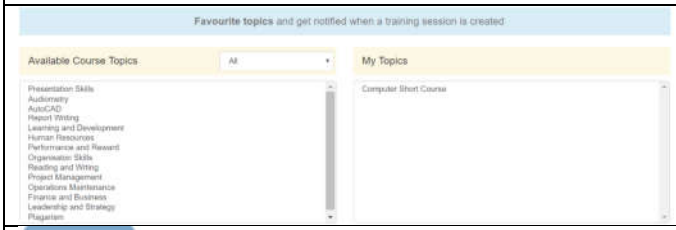
Update Member Password - student



Control	Functionality
	These textboxes are used to capture the updated member password. The labels explain what information must be added into each textbox.
	These buttons will allow the administrator to submit the changes or go back.

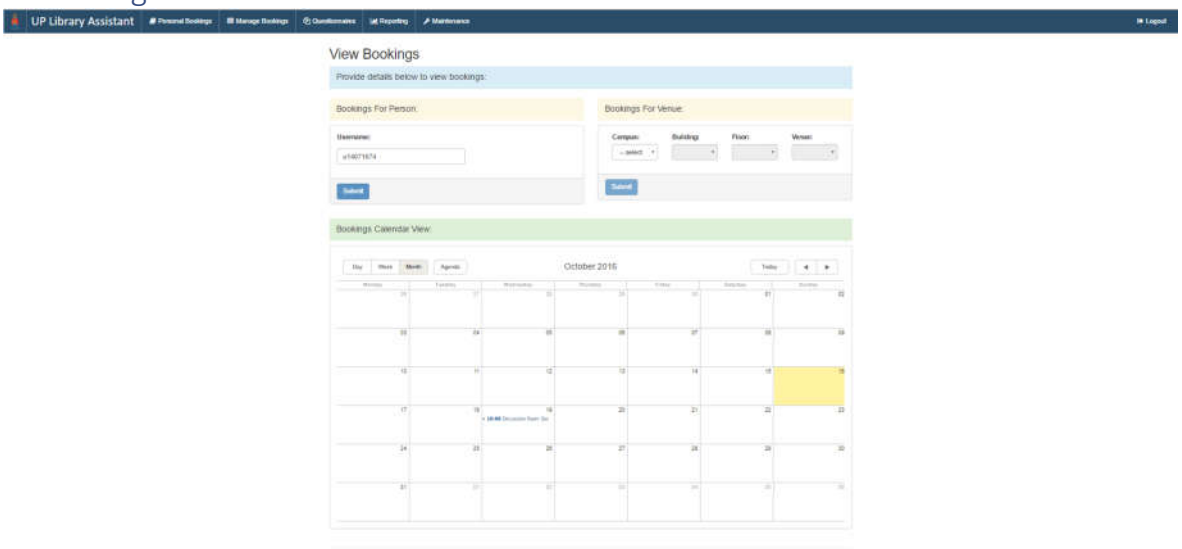
Update Favourite Topics - student

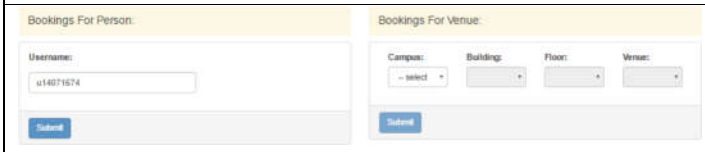
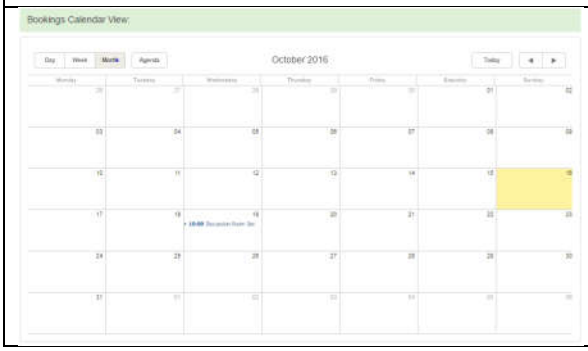


Control	Functionality
	These two tables will allow the member to choose topics to favourite.
	These buttons will allow the member to add a topic to their favourites, remove from their favourites and go back to their profile.

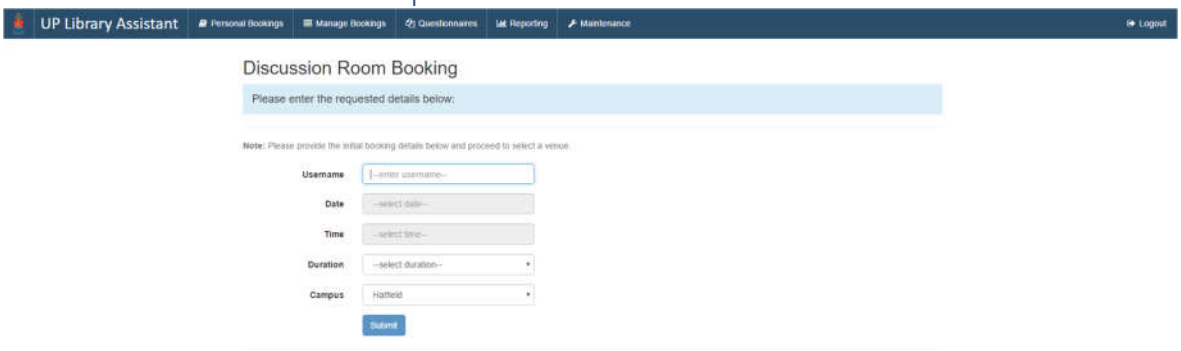
4. Booking Subsystem

View All Bookings



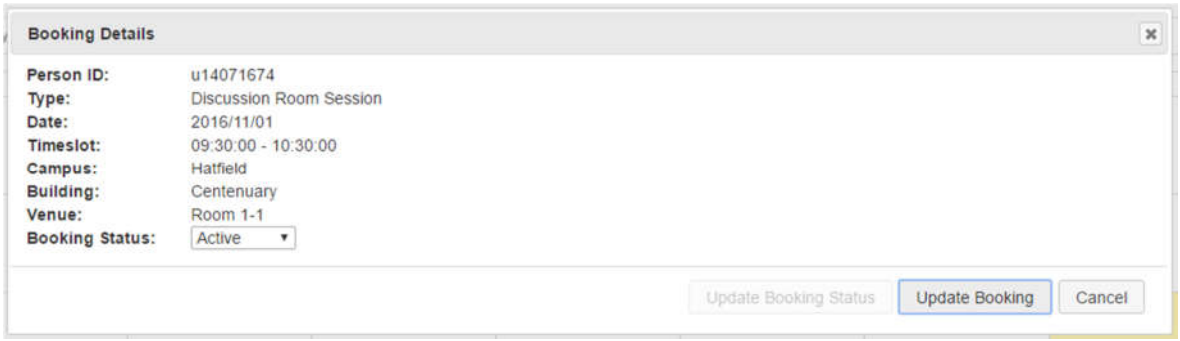
Controls	Functionality
	These panels are for searching for bookings based on a person or bookings by a specific venue, these are submitted by entering a username or selecting a venue combination from the combo boxes
	This table shows all existing bookings for a selected venue or selected user

Book discussion room via help desk



Controls	Functionality
Username --enter username-- Date --select date-- Time --select time-- Duration --select duration-- Campus Hatfield	These textboxes are used to capture the new discussion room booking details. The labels explain what information must be added into each textbox.
Submit	This button submits the newly booked discussion room booking

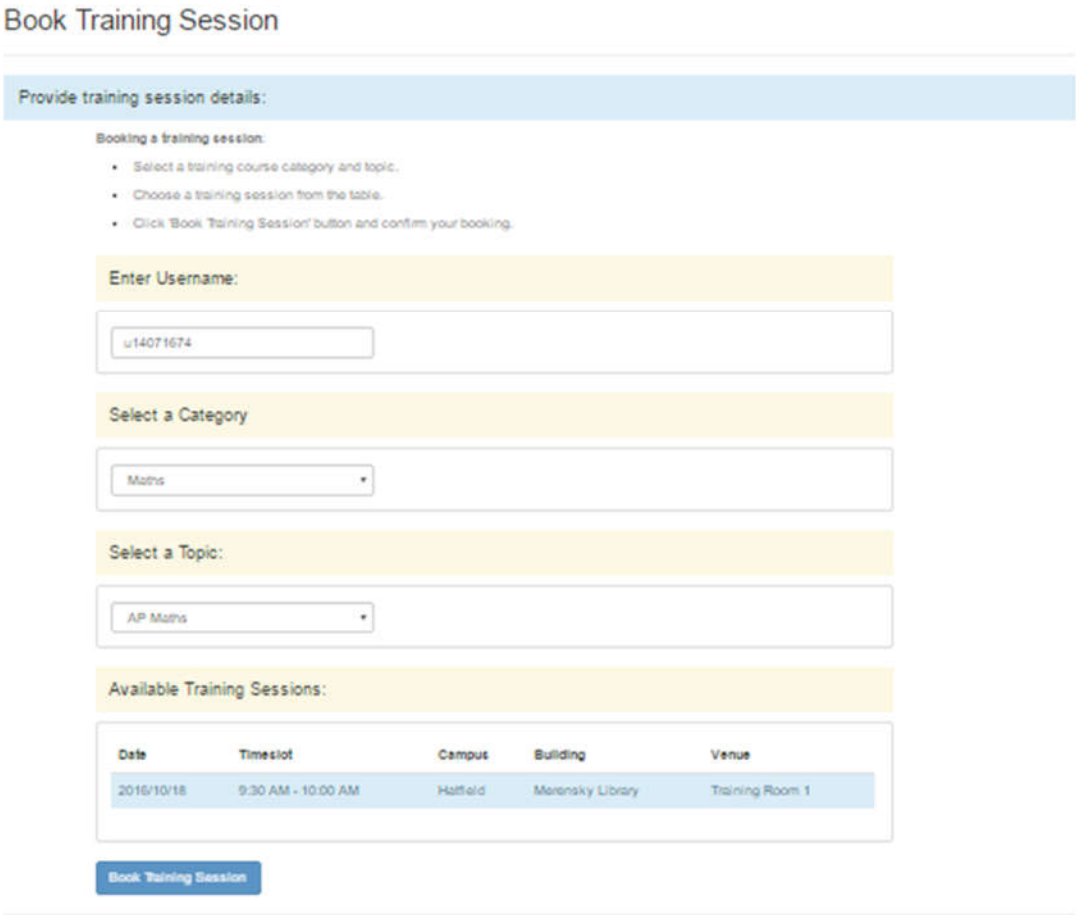
Update Discussion Room Session via Helpdesk/7.5. Update Discussion Room Session Booking Status / 7.6 Cancel booking via Helpdesk



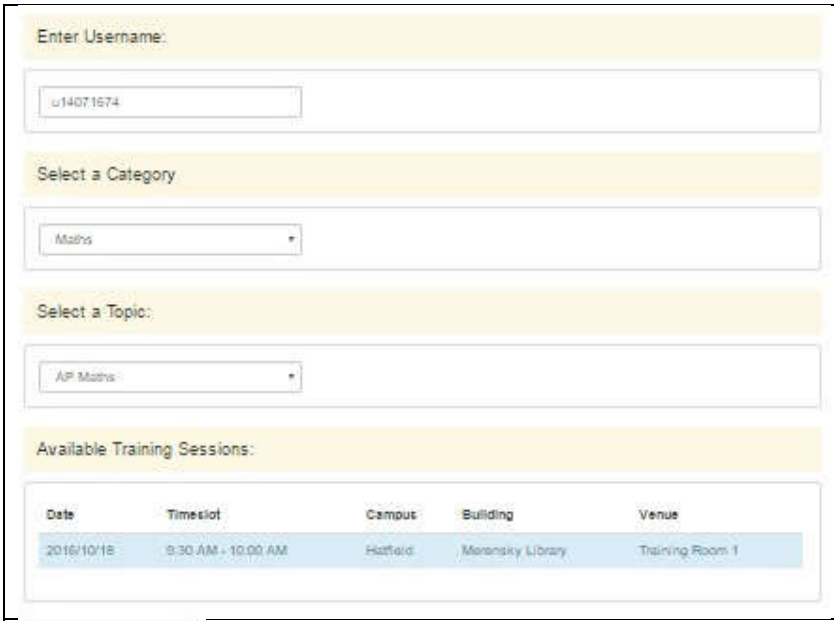
Controls	Functionality
Person ID: u14071674 Type: Discussion Room Session Date: 2016/11/01 Timeslot: 09:30:00 - 10:30:00 Campus: Hatfield Building: Centenuary Venue: Room 1-1 Booking Status: Active	These labels are used to display the slelected discussion room booking details. The booking status can be changed to cancel the session

Update Booking Status Update Booking Cancel	These buttons update the discussion room booking status or the selected discussion room booking details. The cancel button can cancel the entire discussion room update process

Book Training Session via Helpdesk

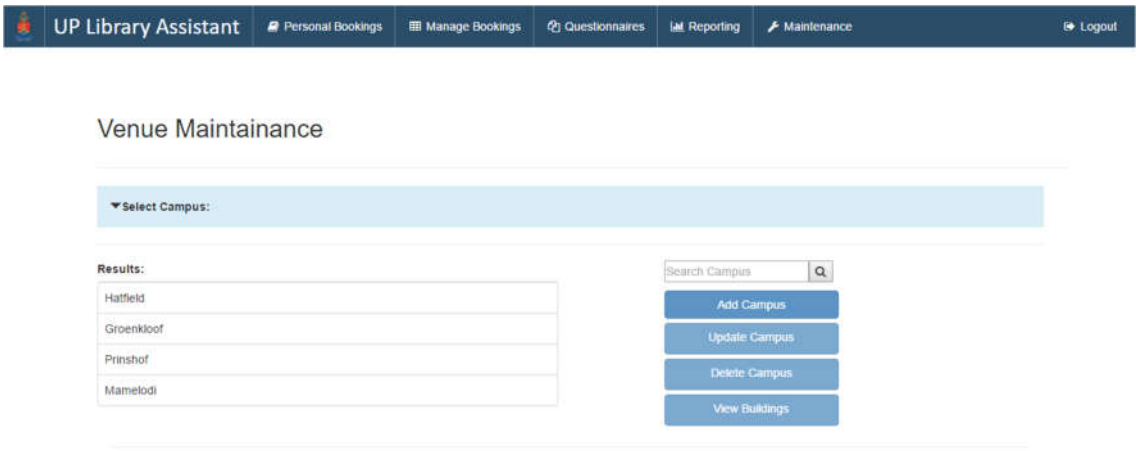


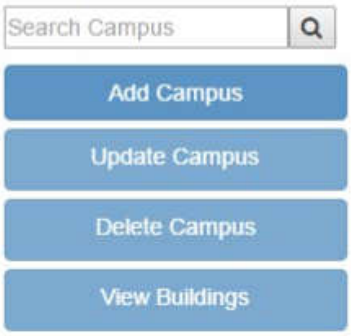
Controls	Functionality

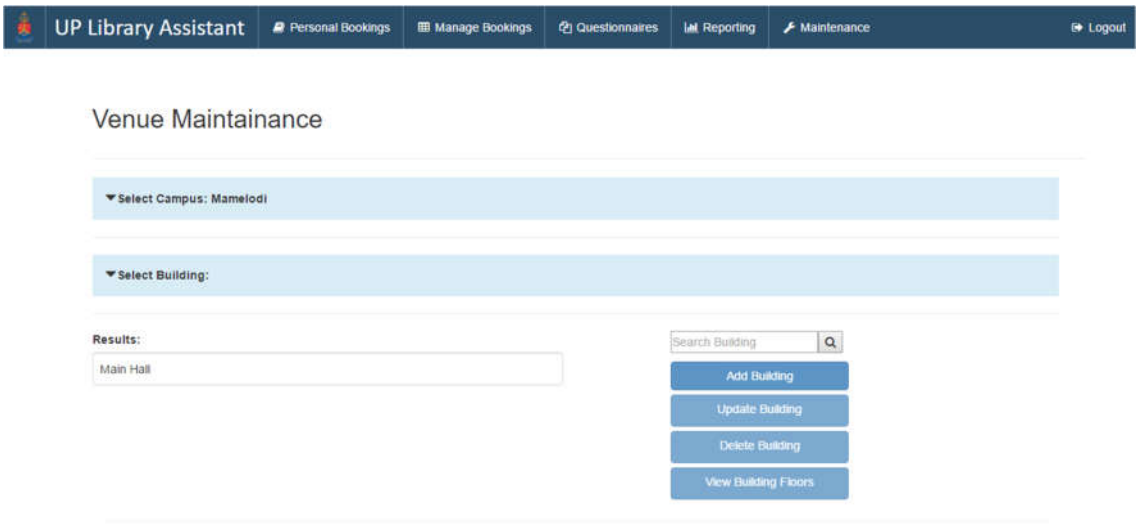
	These textboxes are used to capture the new training session details. The labels explain what information must be added into each textbox. Available training sessions need to be selected from available training session panel.
	This button books a place in the selected training session.

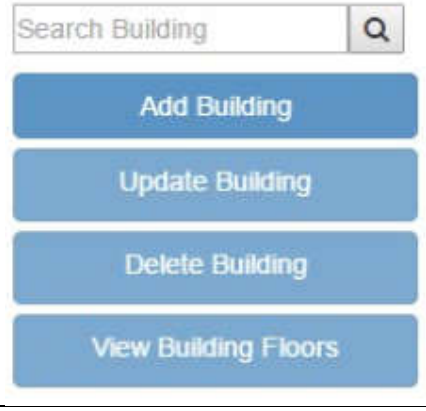
5. Venue Subsystem

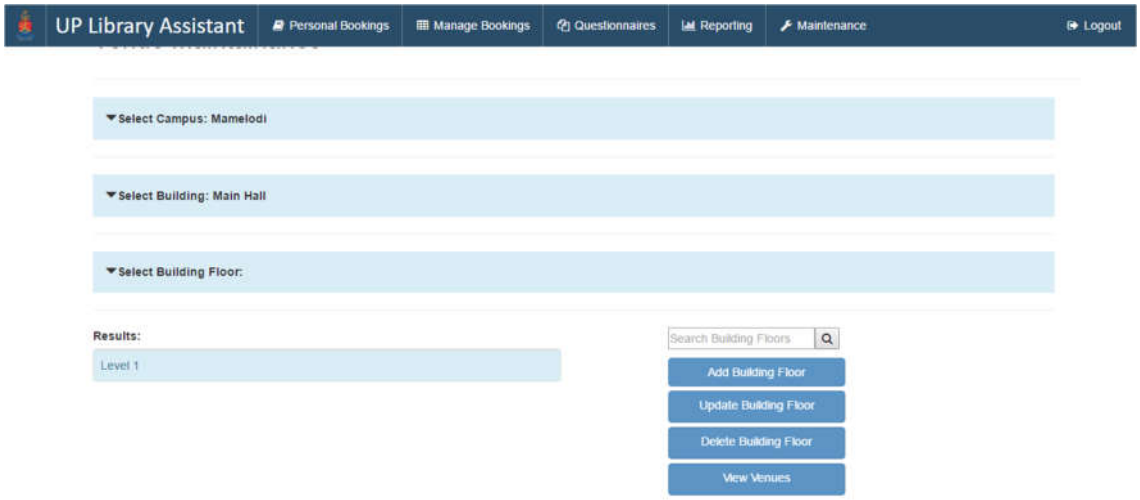
Venue Maintenance

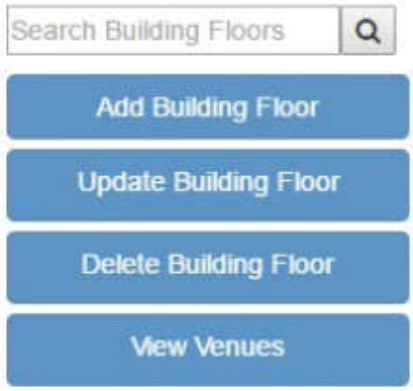


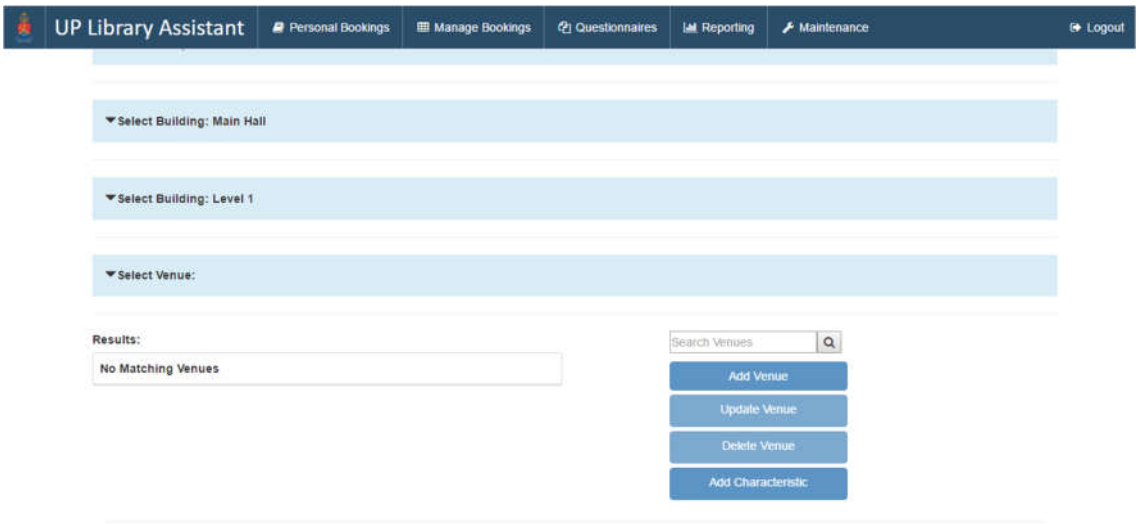
	List of existing campuses.
	Available campus actions. The user is able to add a campus as well as update, delete, and view related buildings, once a campus has been selected.

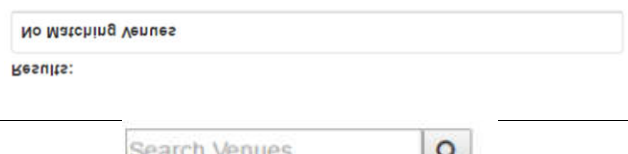
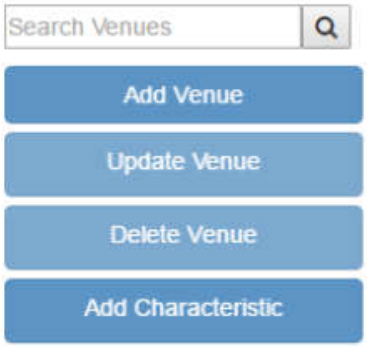


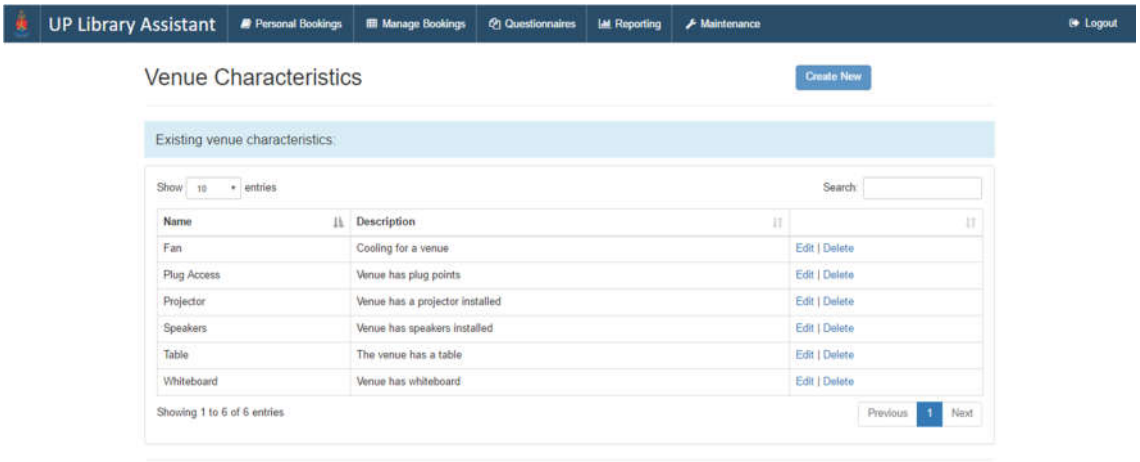
	List of existing buildings related to the campus selected prior.
	Available building actions. The user is able to add a building as well as update, delete, and view related building floors, once a building has been selected.



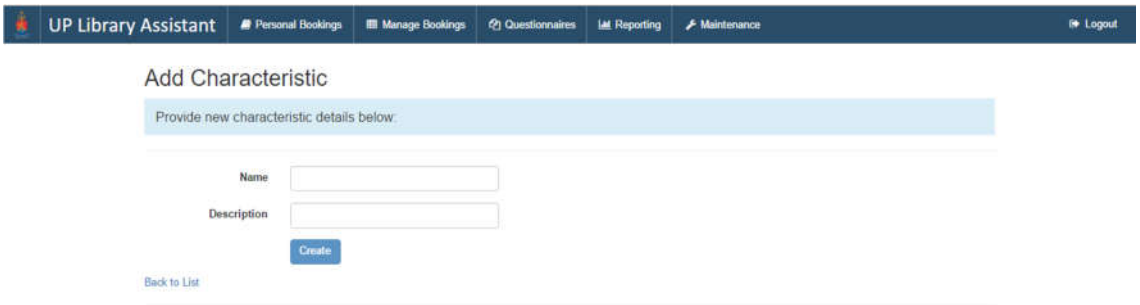
	List of existing building floors related to the building selected prior.
	Available building floor actions. The user is able to add a building floor as well as update, delete, and view related venues, once a building has been selected.



	List of existing venues related to the floor selected prior.
	Available venue actions. The user is able to add a venue as well as update, delete, and add venue characteristics, once a building has been selected.

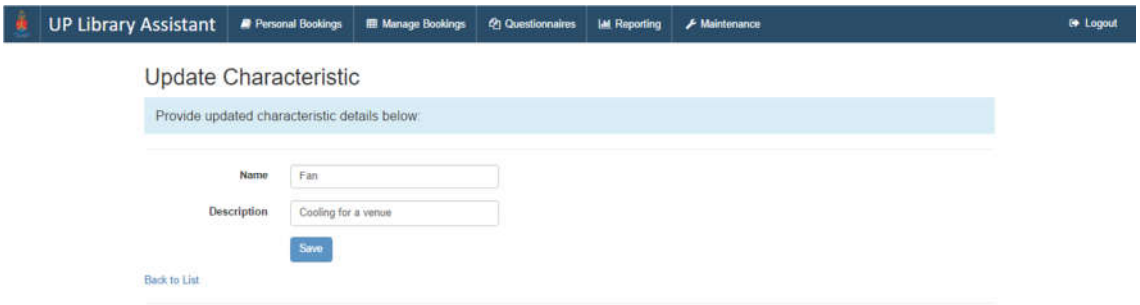


	List of existing venue characteristics, the user is able to edit and delete a selected venue characteristic.
Create New	The user is able to create a new venue characteristic by clicking this button.

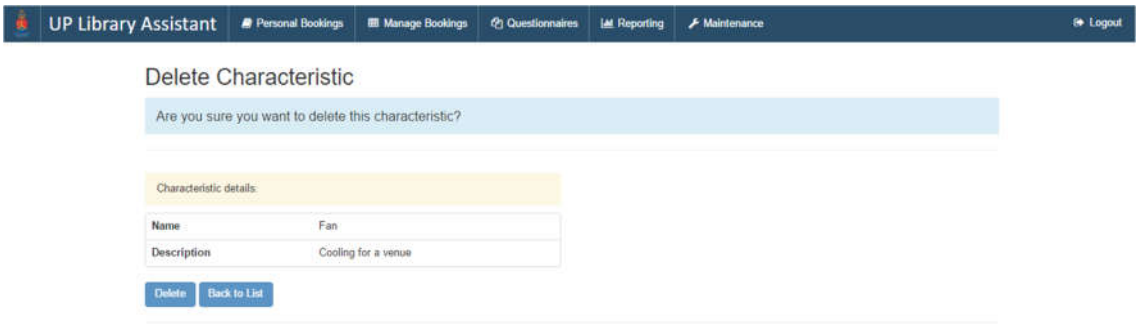


Name Description	The user enters the new venue characteristic details into the textboxes provided.
Create	Submits the new venue characteristic details.

Back to List	Returns the user to the screen displaying all existing venue characteristics

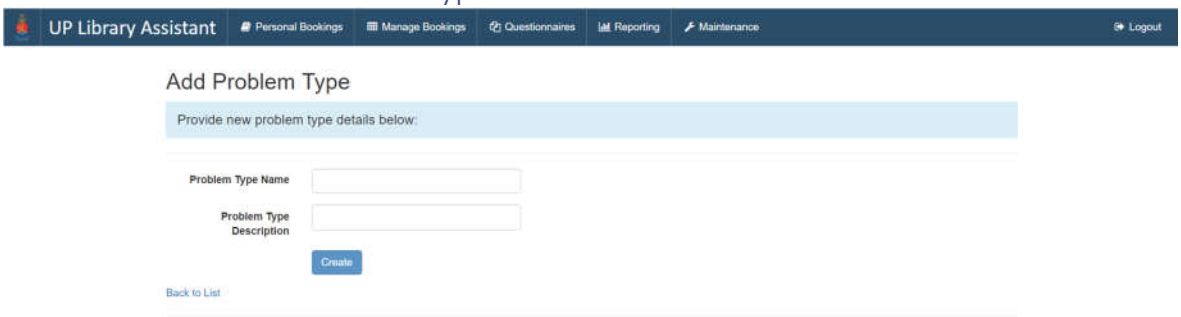


Name: Fan Description: Cooling for a venue	Allows the user to enter updated venue characteristic details into the textboxes.
Save	Submits the updated venue characteristic details.
Back to List	Returns the user to the screen displaying all existing venue characteristics



Characteristic details: Name: Fan Description: Cooling for a venue	Displays the selected venue characteristics details.
Delete Back to List	Delete button captures the delete of the selected venue characteristic. Back to list button returns the user to the screen displaying all existing venue characteristics.

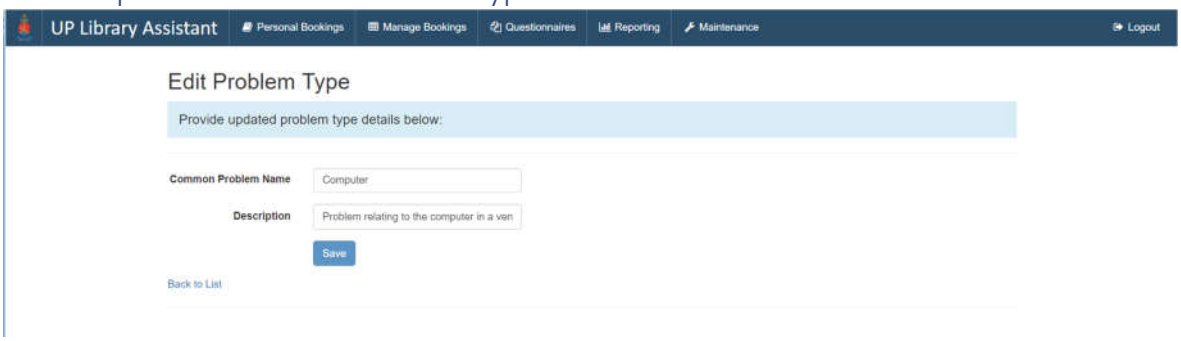
Add Common Problem Type



Control	Functionality

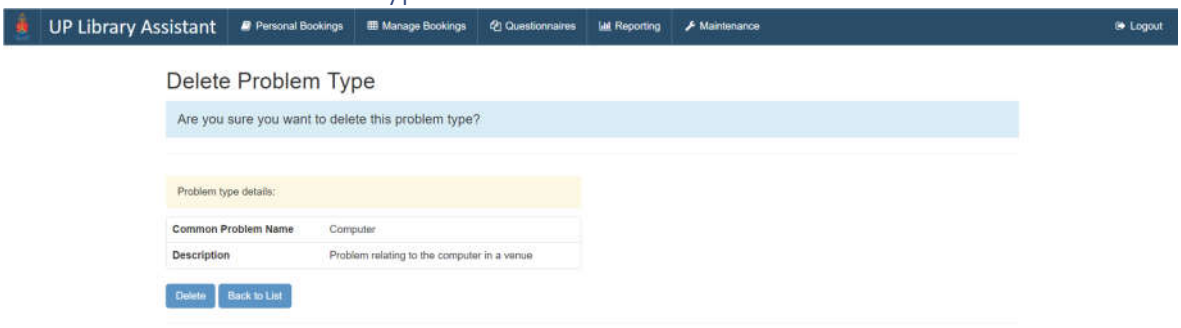
Problem Type Name Problem Type Description	These textboxes are used to capture the new problem type details. The labels explain what information must be added into each textbox.
Create	This button creates a new problem type

Update Common Problem Type



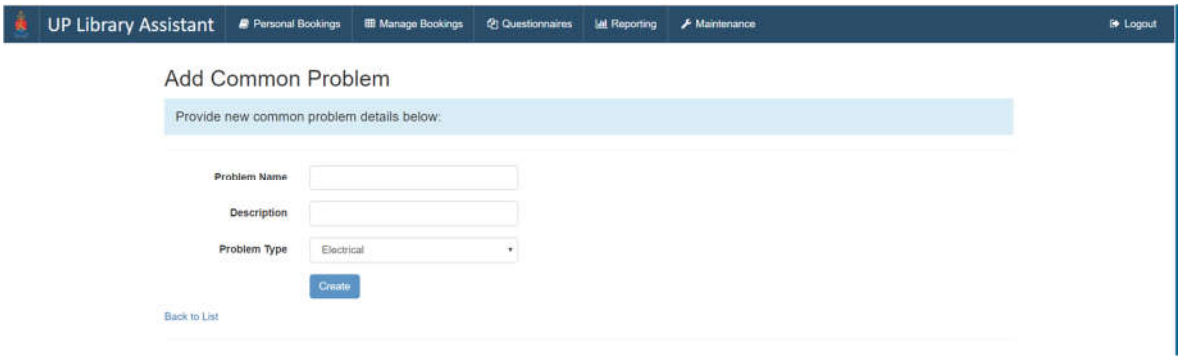
Control	Functionality
Common Problem Name Computer Description Problem relating to the computer in a ven	These textboxes are used to capture the updated problem type details. The labels explain what information must be added into each textbox.
Save	This button saves the updated problem type

Delete Common Problem Type



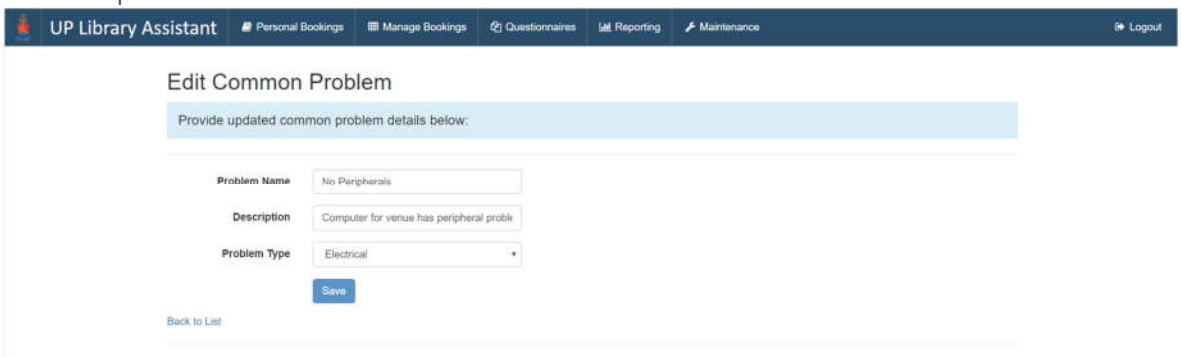
Control	Functionality
Delete Back to List	These buttons delete the selected problem type

Add Common Problem



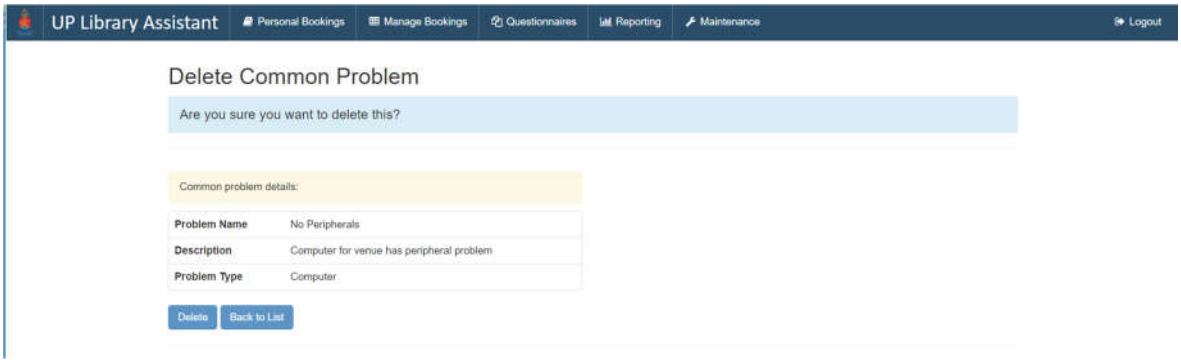
Control	Functionality
	These textboxes are used to capture the new problem details. The labels explain what information must be added into each textbox.
	This button creates a new problem

Update Common Problem



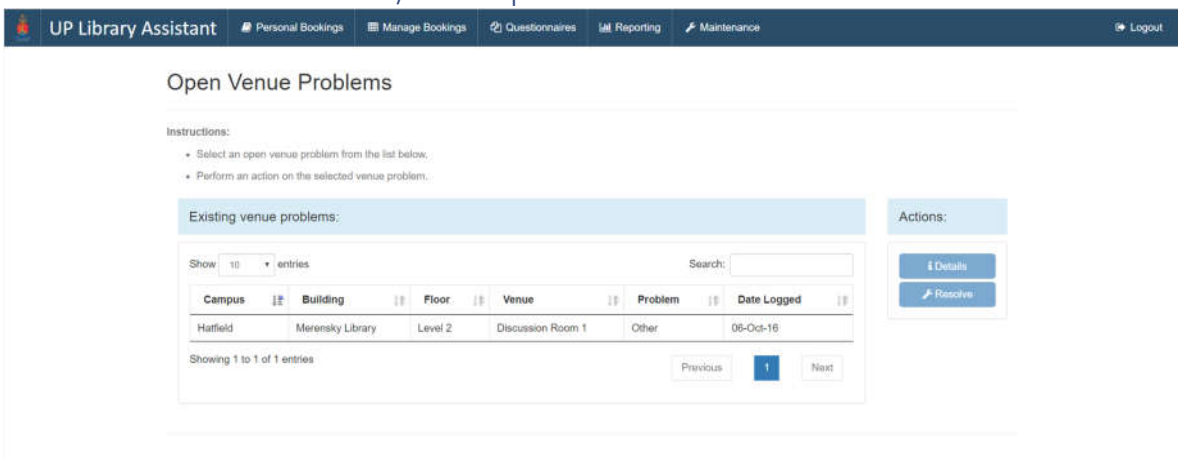
Control	Functionality
	These textboxes are used to capture the updated problem type details. The labels explain what information must be added into each textbox.
	This button saves the updated problem type

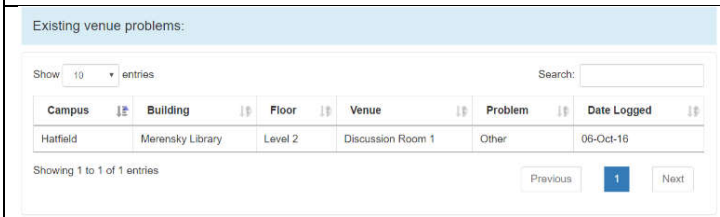
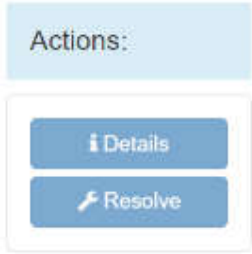
Delete Common Problem



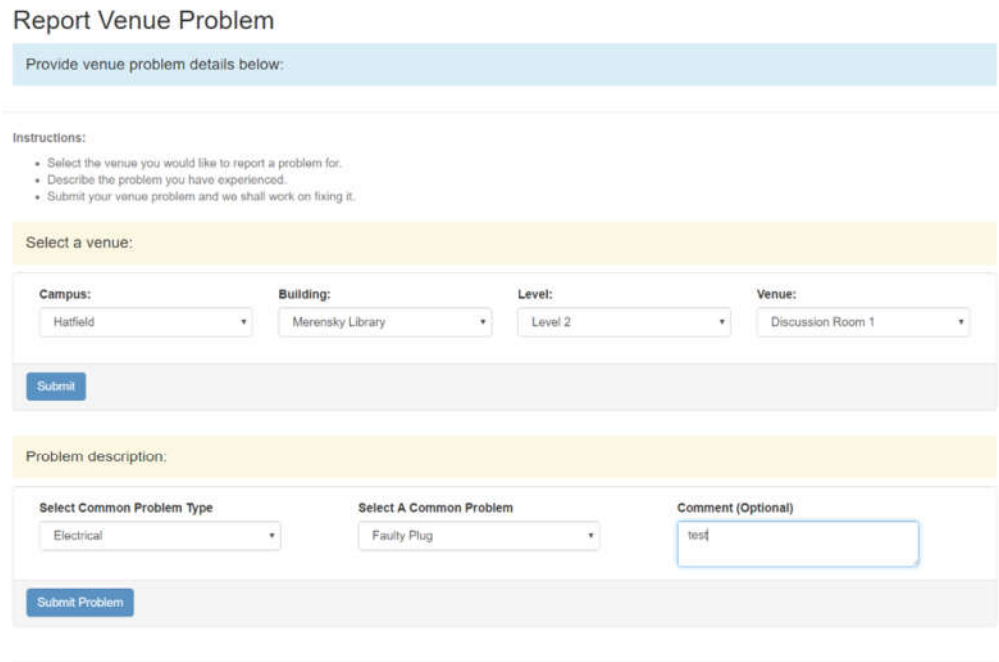
Control	Functionality
	These buttons delete the selected problem type

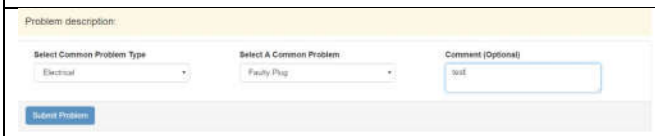
View Venue Problem / 5.29 Update Venue Problem Status



Control	Functionality
	This panel displays the venues that currently have problems that are open
	This panel allows for the administrator to view the details of the problem or to resolve the problem.

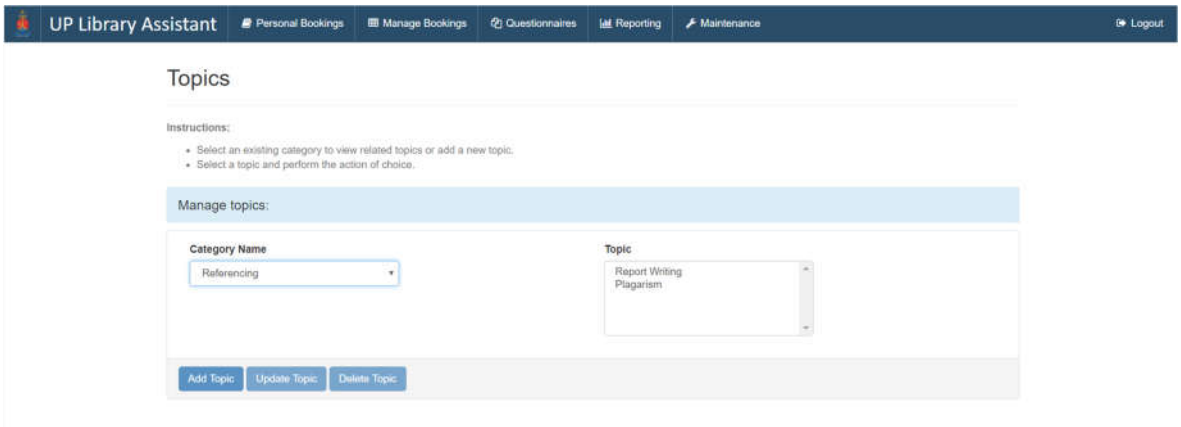
Add Venue Problem



Control	Functionality
	This panel displays the venues that can have problems opened and asks the employee to select a venue
	This panel allows for the employee to report a problem of a specific venue.

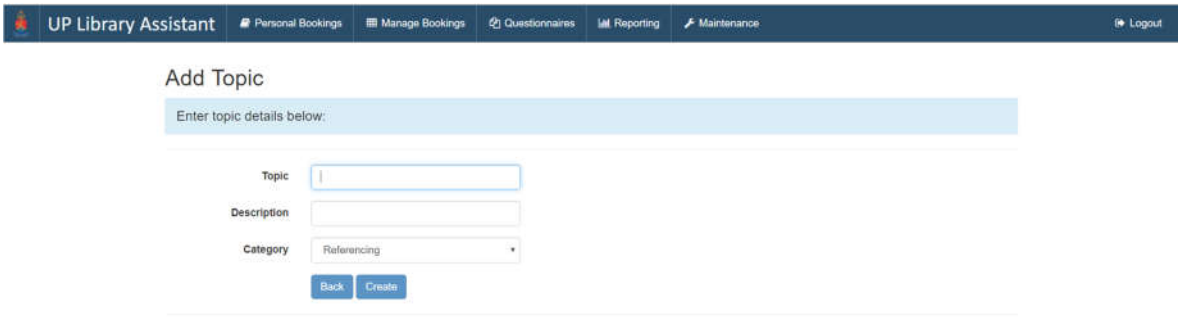
6. Training Subsystem

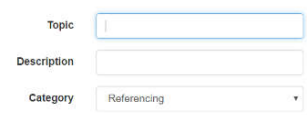
View Topic



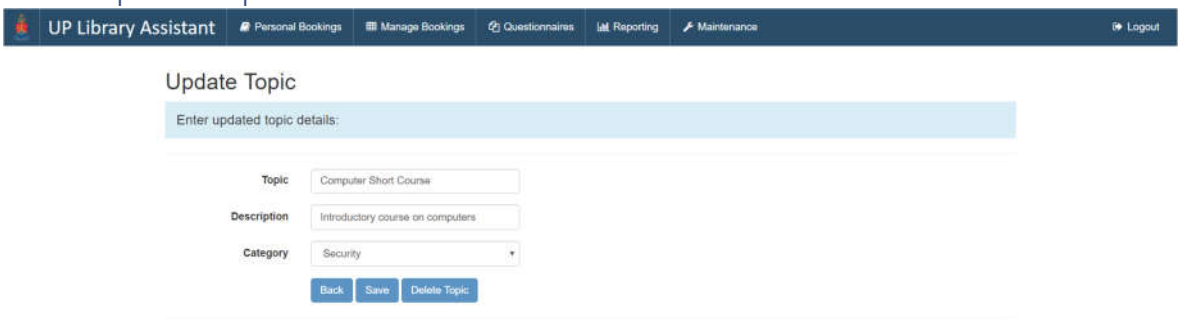
Controls	Functionality
	This panel will show topics based on the category
	These buttons will add, update, delete topics

Add Topic



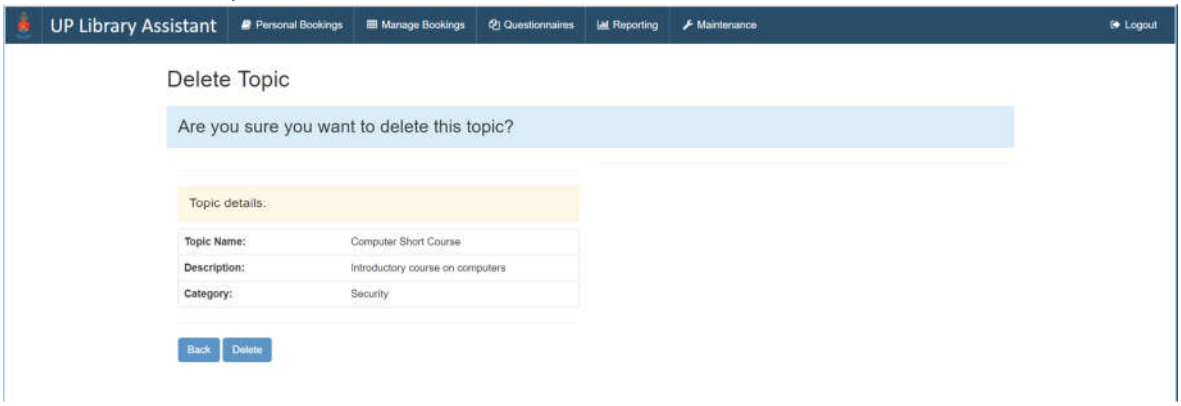
Control	Functionality
	These textboxes are used to capture the new topic details. The labels explain what information must be added into each textbox.
	These buttons creates a new topic or moves back to the view topics screen

Update Topic



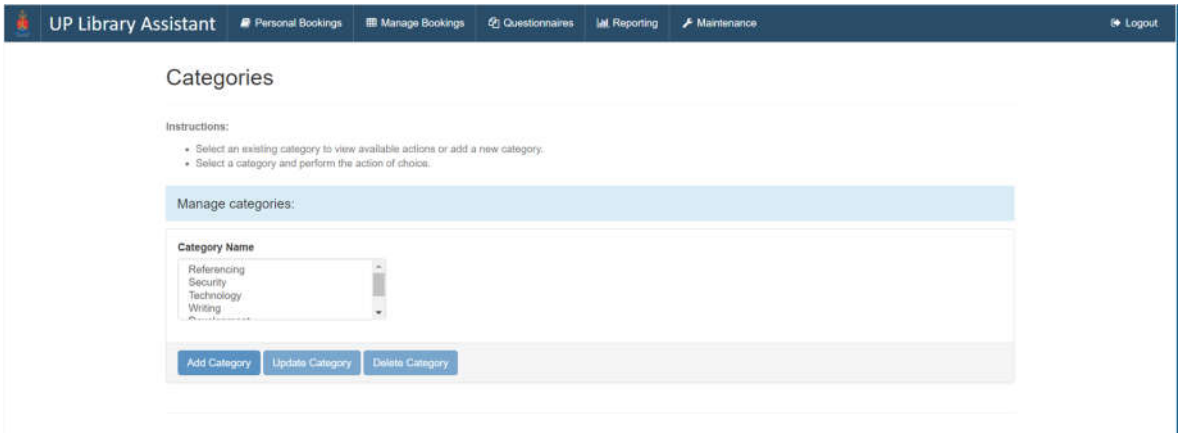
Control	Functionality
	These textboxes are used to update selected topic details. The labels explain what information must be added into each textbox.
	These buttons saves the selected topic or moves back to the view topics screen or deletes the topic

Delete Topic



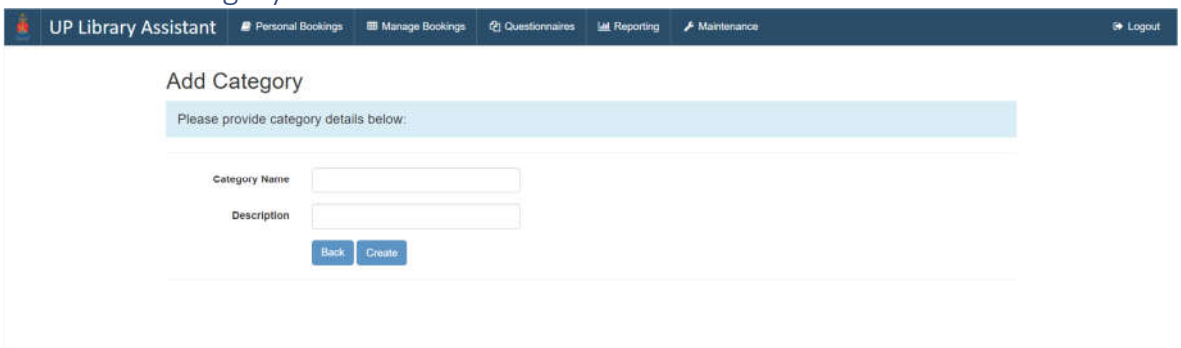
Control	Functionality
	These buttons delete the selected topic or moves back to the view topics screen

View Category



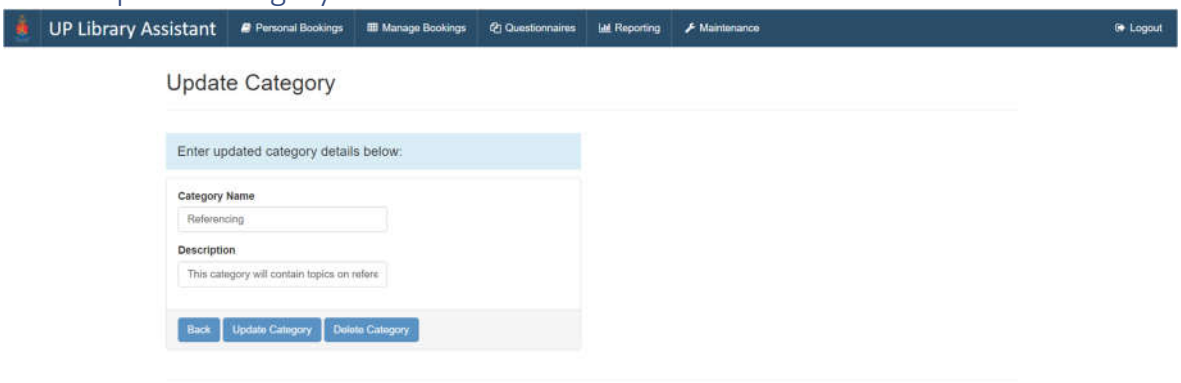
Controls	Functionality
	This panel will show categories
	These buttons will add, update, delete categories

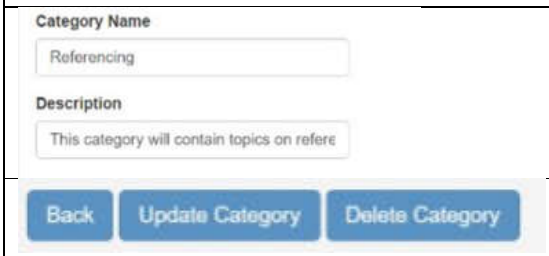
Add Category



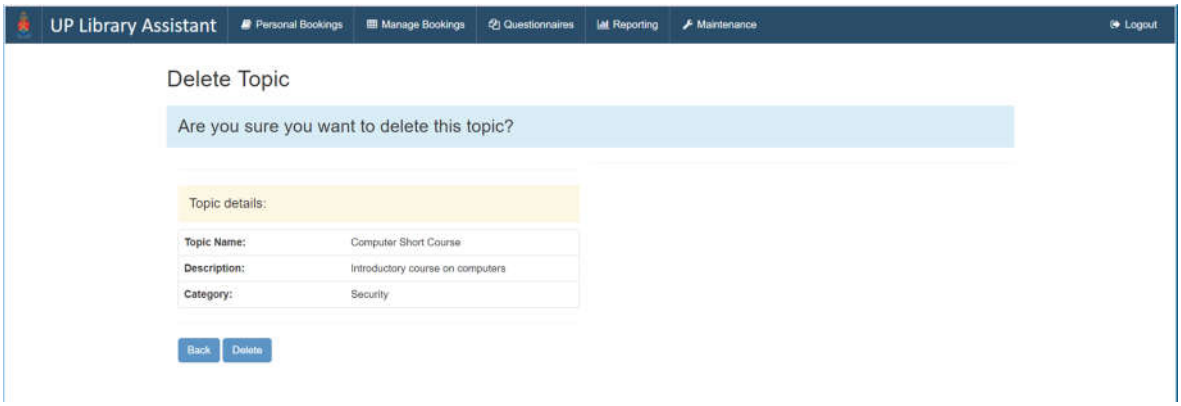
Control	Functionality
	These textboxes are used to capture the new category details. The labels explain what information must be added into each textbox.
	These buttons creates a new category or moves back to the view topics screen

Update Category



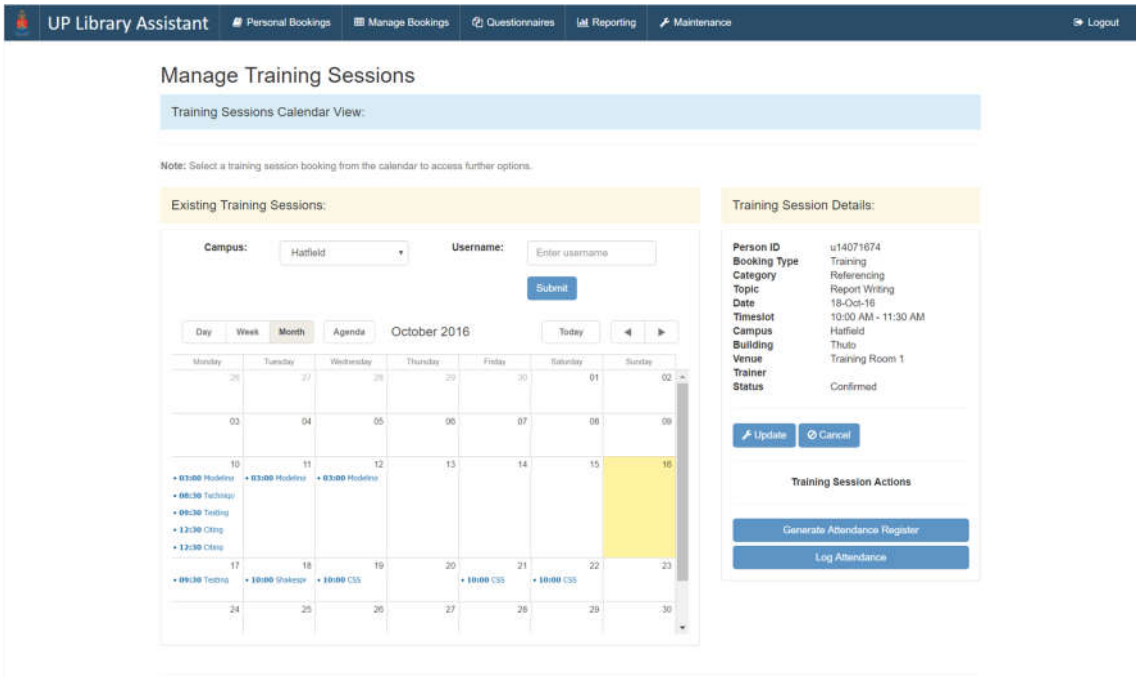
Control	Functionality
	These textboxes are used to update selected category details. The labels explain what information must be added into each textbox.
	These buttons updates the selected category or moves back to the view topics screen or deletes the category

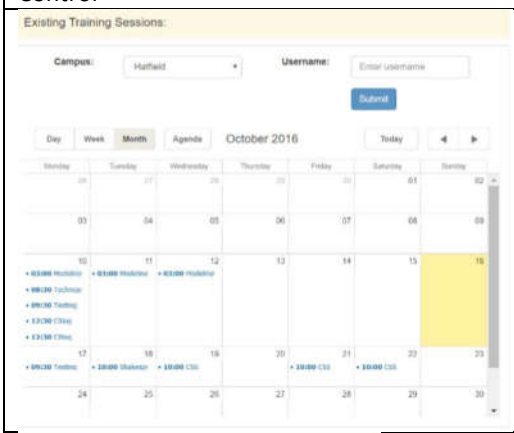
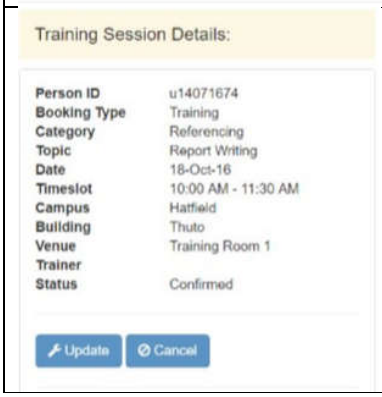
Delete Category



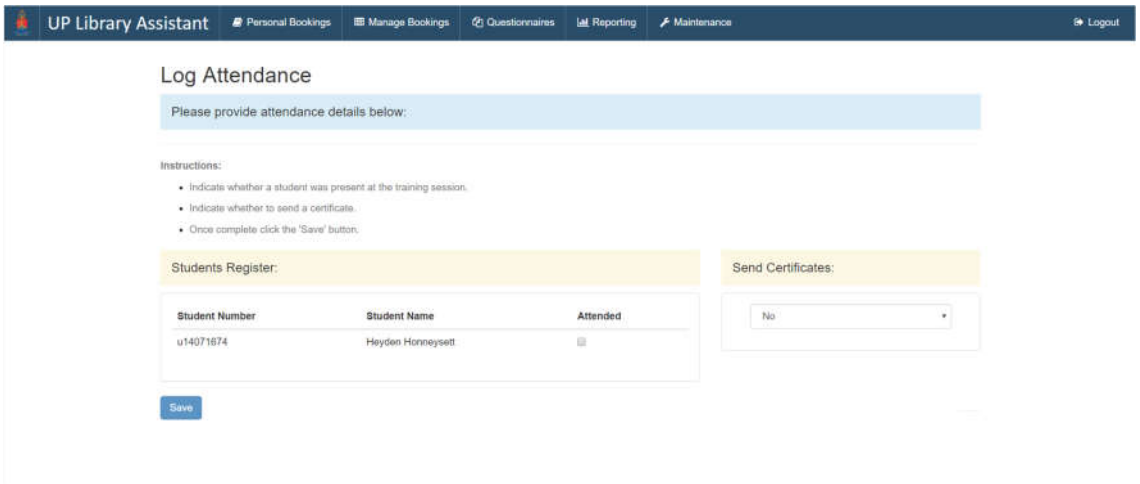
Control	Functionality
	These buttons delete the selected category or moves back to the view categories screen

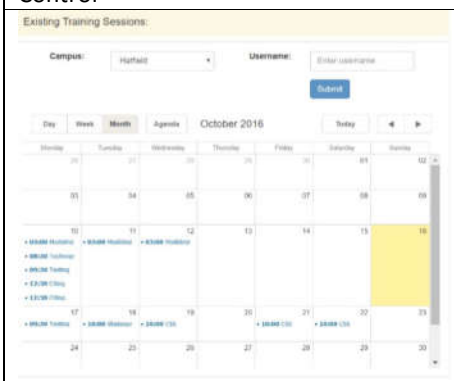
View Training Session / Generate Attendance Register / Log Attendance



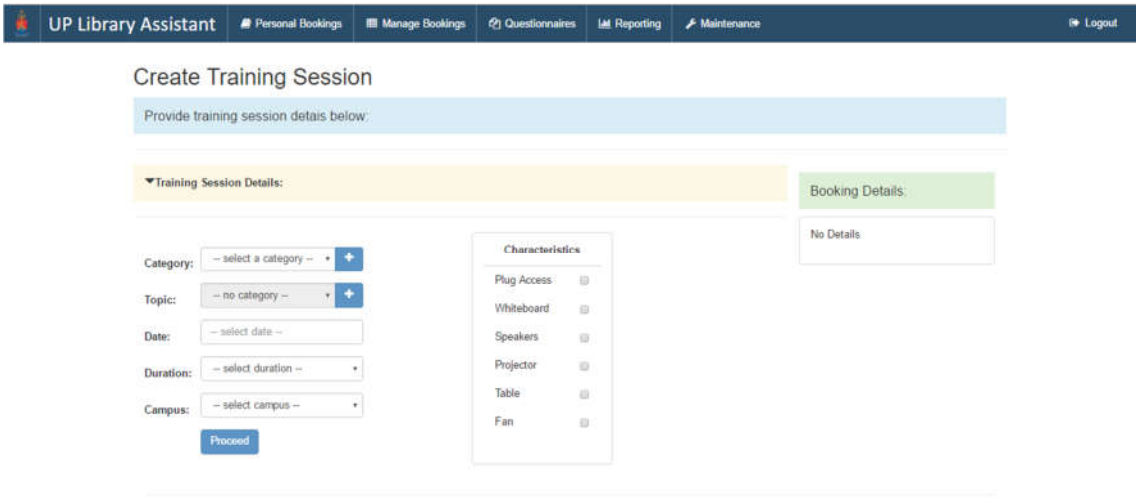
Control	Functionality
	This panel will allow for a search of currently existing training sessions by means of a campus or a searching for a username. The calendar will display all the existing training sessions that have the active status.
	This panel will indicate the details of the selected training session, the user can update or cancel the training session from here by clicking the update or cancel button

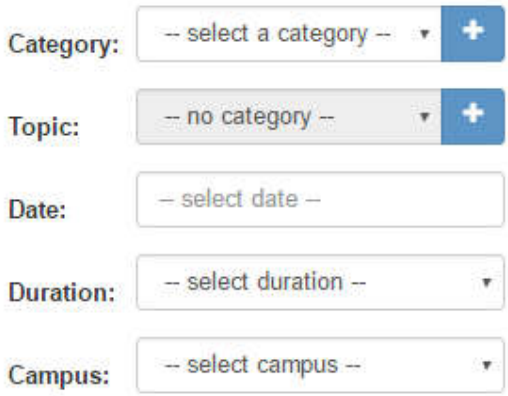
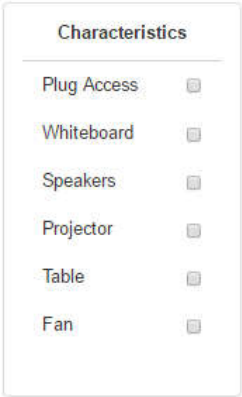
	The actions that can be performed on a training session can be selected here, to generate the attendance register for the training session the user should click on the generate attendance register button similarly for logging of attendance.



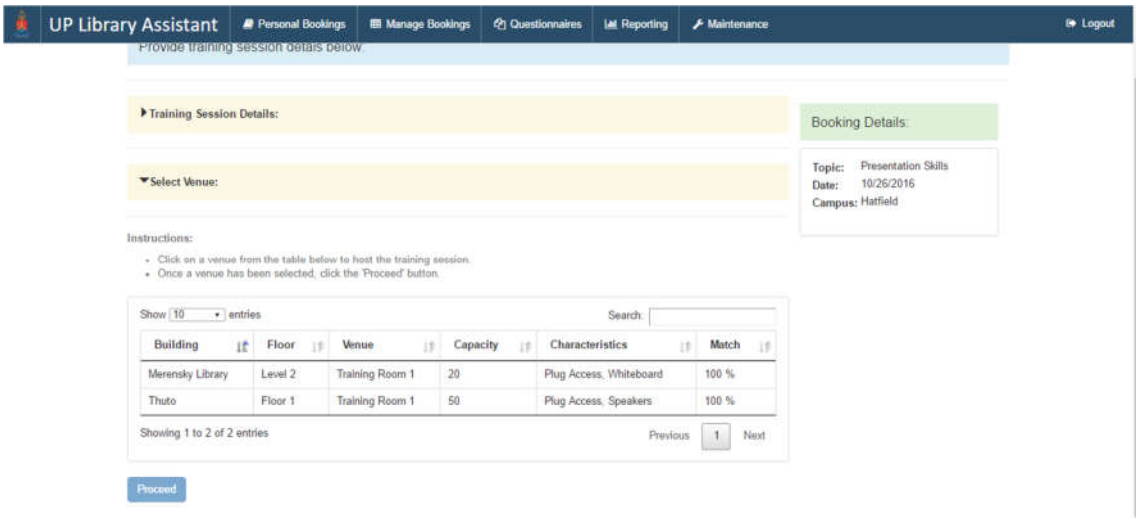
Control	Functionality
	This panel will allow for a search of currently existing training sessions by means of a campus or a searching for a username. The calendar will display all the existing training sessions that have the active status.
	These panels is where the employee will select the attendee status of each student and check if they should send out completion certificates by selecting yes
	This will save the attendance details of the selected training session

Create Training Session

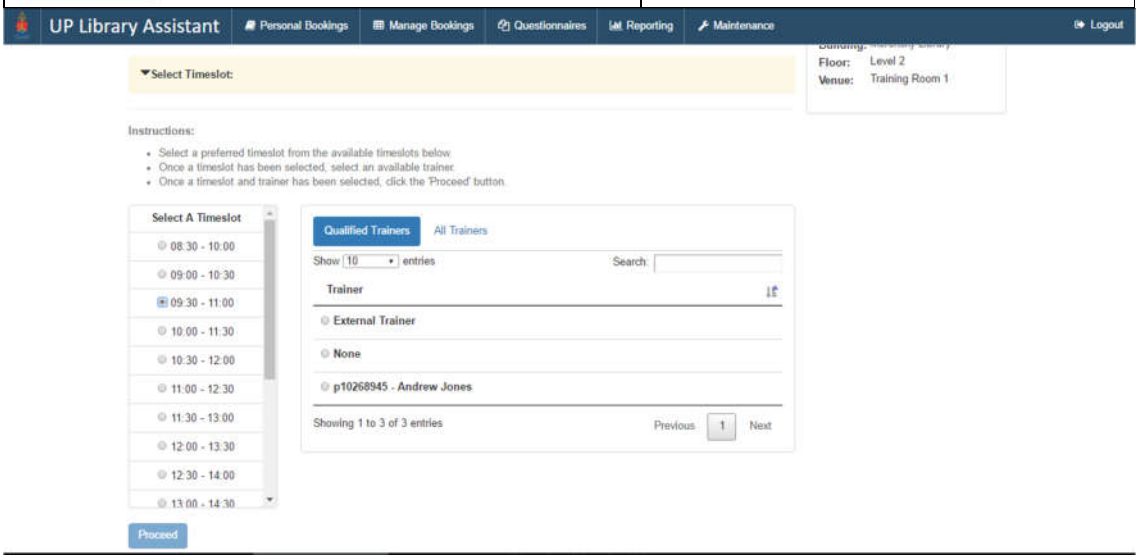


Control	Functionality
	Allows the user to input the preferred category, topic, date, duration, and campus for the training session. Allows the user to add a new category and new topic by selecting the plus buttons.
	Filters available venues by characteristics.
	Displays the training session booking summary as it progresses.

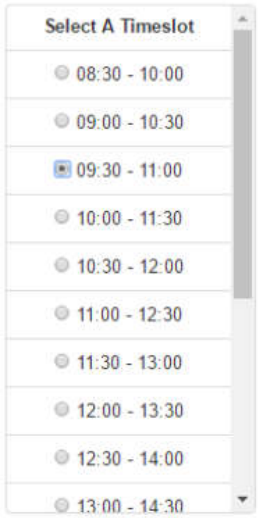
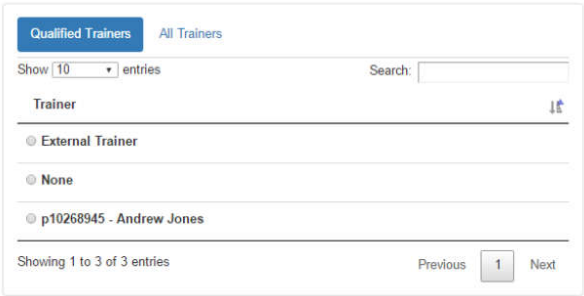
Proceed	Proceed to select a venue to host the training session.

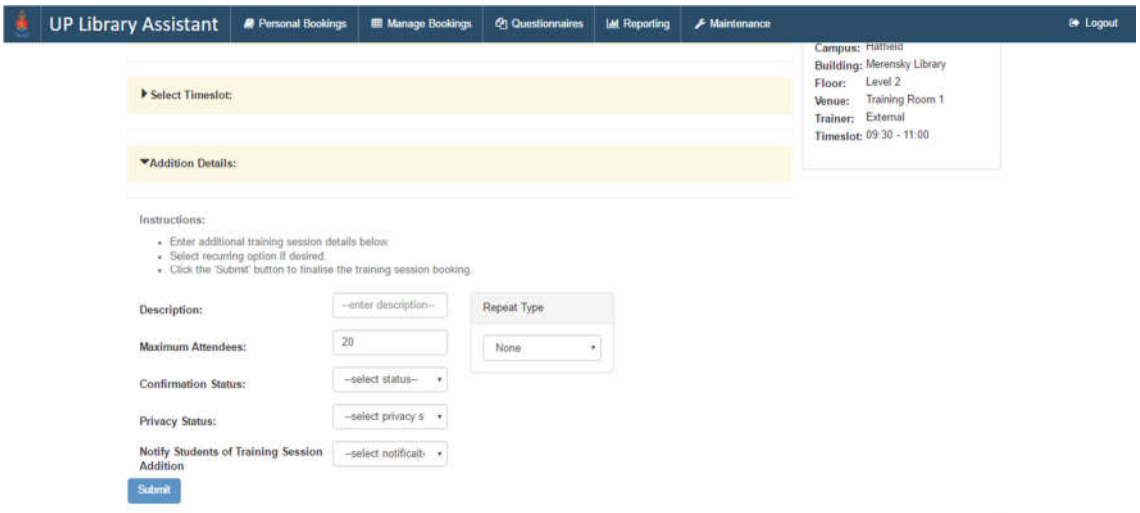


Control	Functionality
	All venues that are available to host the training session. Select the preferred venue to proceed.
Proceed	Captures venue selection and proceeds to the timeslot and trainer selection.



Control	Functionality

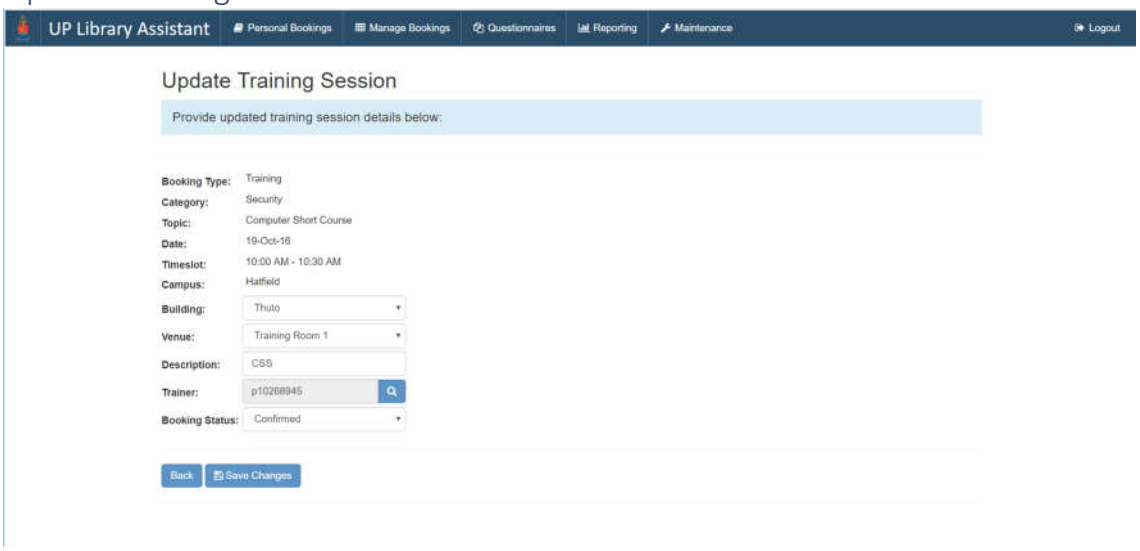
	Timeslots available to for preferred time and date. Select a timeslot to display available trainers.
	List of available trainers, divided by trainers that are qualified to present a training session and all trainers.
	Captures the timeslot and trainer selection. Proceeds to the final details section.

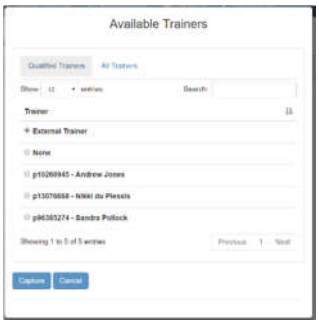


Control	Functionality

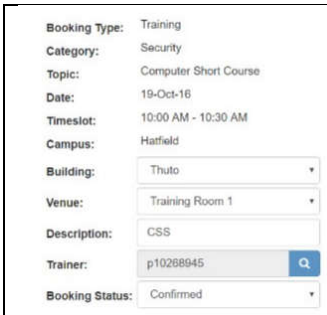
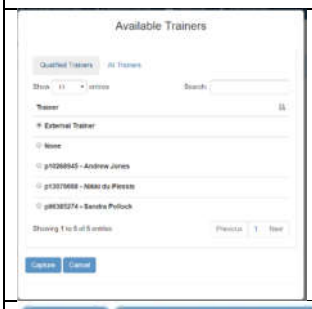
Description: --enter description-- Maximum Attendees: 20 Confirmation Status: --select status-- Privacy Status: --select privacy s Notify Students of Training Session Addition: --select notificait	Allows the user to enter the training session description, maximum attendees, confirmation status, privacy status, and notification status of the training session being booked.
Repeat Type None	Allows the booking to recur over multiple days, weeks, months or years.
Submit	Captures the training session details and finalises the booking.

Update Training Session

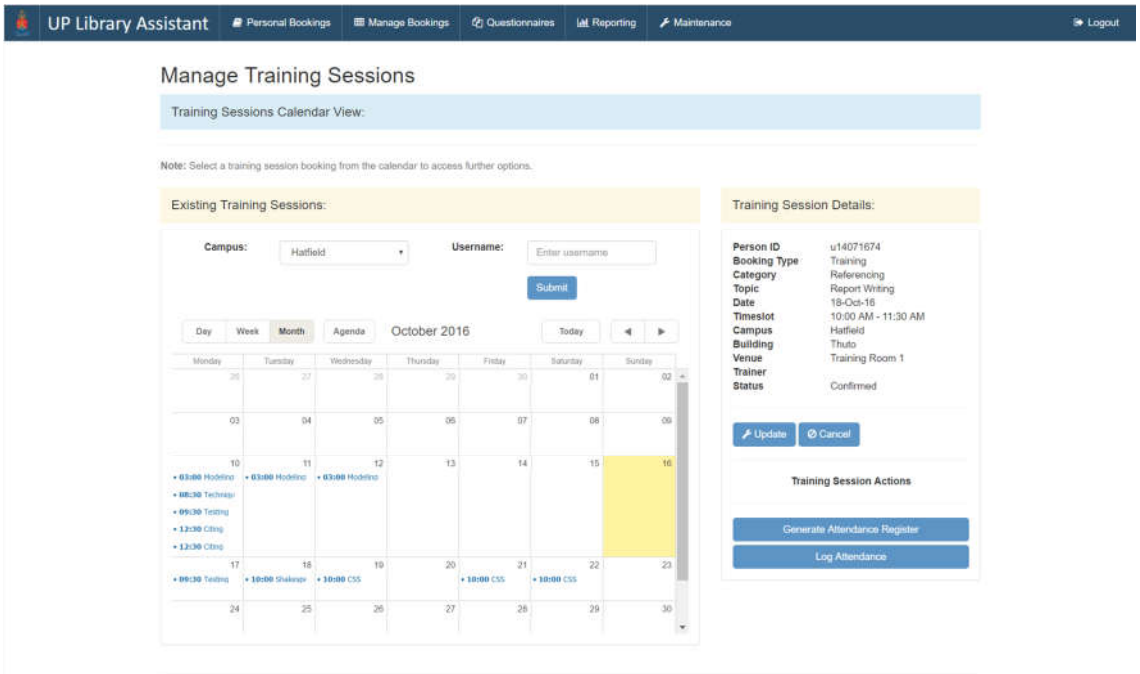




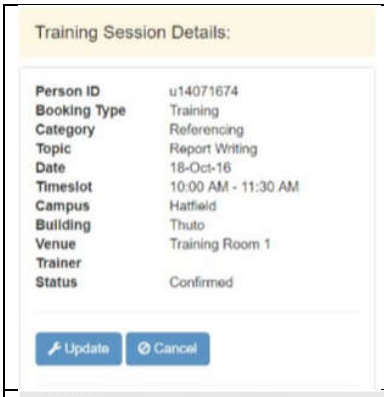
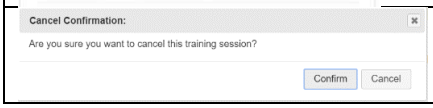
Control	Functionality

	These sets of controls will be edited to change the required details for the newly updated training session
	This panel is used when a trainer needs to be changed or updated. A trainer can also not be selected or an external trainer can be selected. The employee will capture this information to the system.
	Theses buttons will save the overall changes to the training session or can go back to the view training session screen.

Delete Training Session

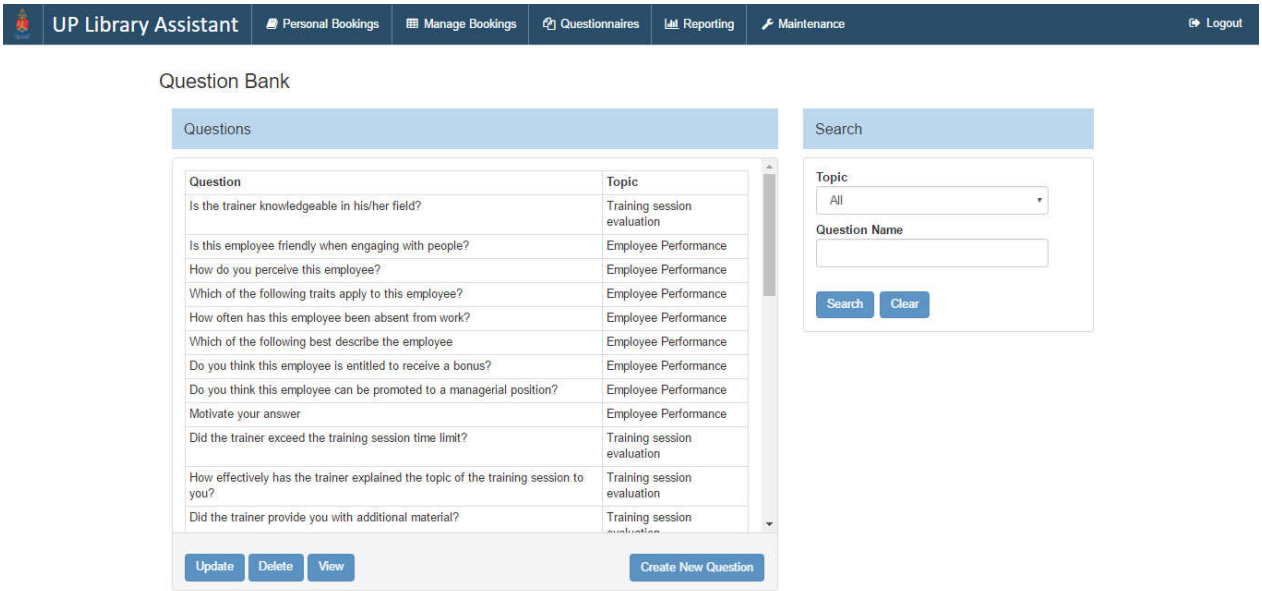


Control	Functionality

	This panel will indicate the details of the selected training session, the user can cancel button
	This panel will request the employee to confirm the cancelation of the training session.

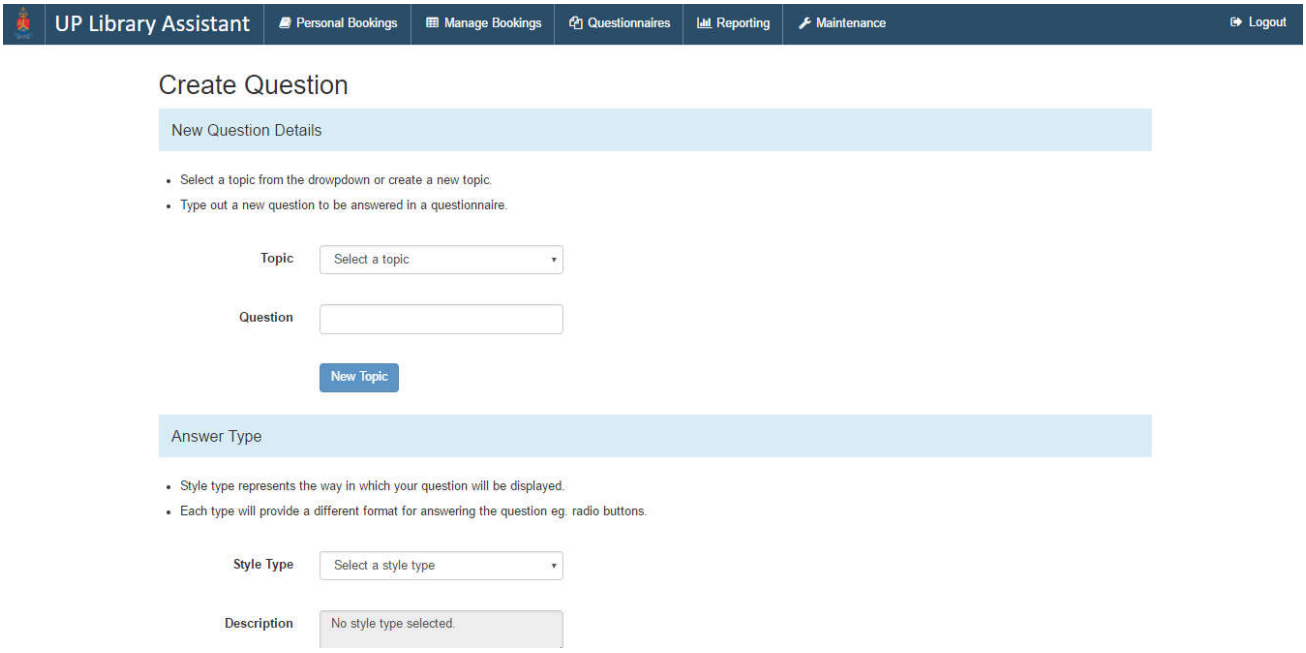
7. Questionnaire Subsystem

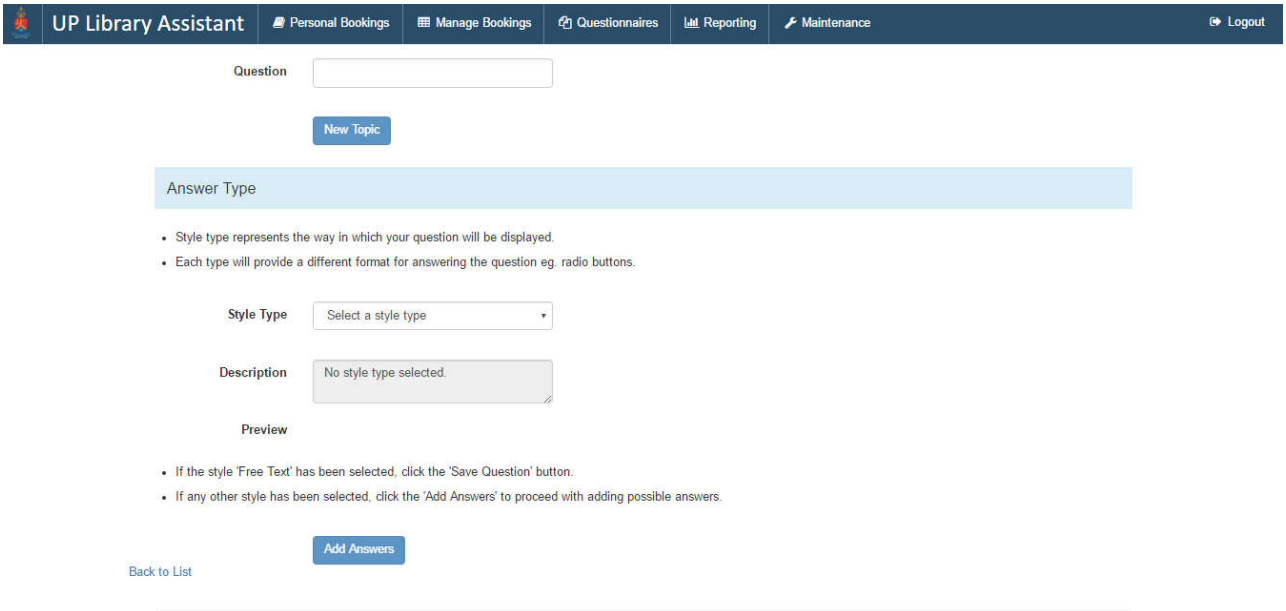
Question Bank



Control	Functionality
Update Delete View	When selected these buttons either 'Update' 'Delete' or 'View' the selected question from the list of questions and takes the user to the relevant screens to perform those functions.
Create New Question	This buttons takes the user to relevant screens in order to create a new question.
Topic All	Select an appropriate topic from the dropdown list that will be used as search criteria to filter the questions.
Question Name	Enter the appropriate question name that will be used as search criteria to filter the questions.
Search Clear	By clicking on the 'Search' button the system will use the search criteria provided and filter the questions in the list accordingly. When the 'Clear' button is clicked then the search criteria will be cleared and all questions will be displayed in the list.

Create Question

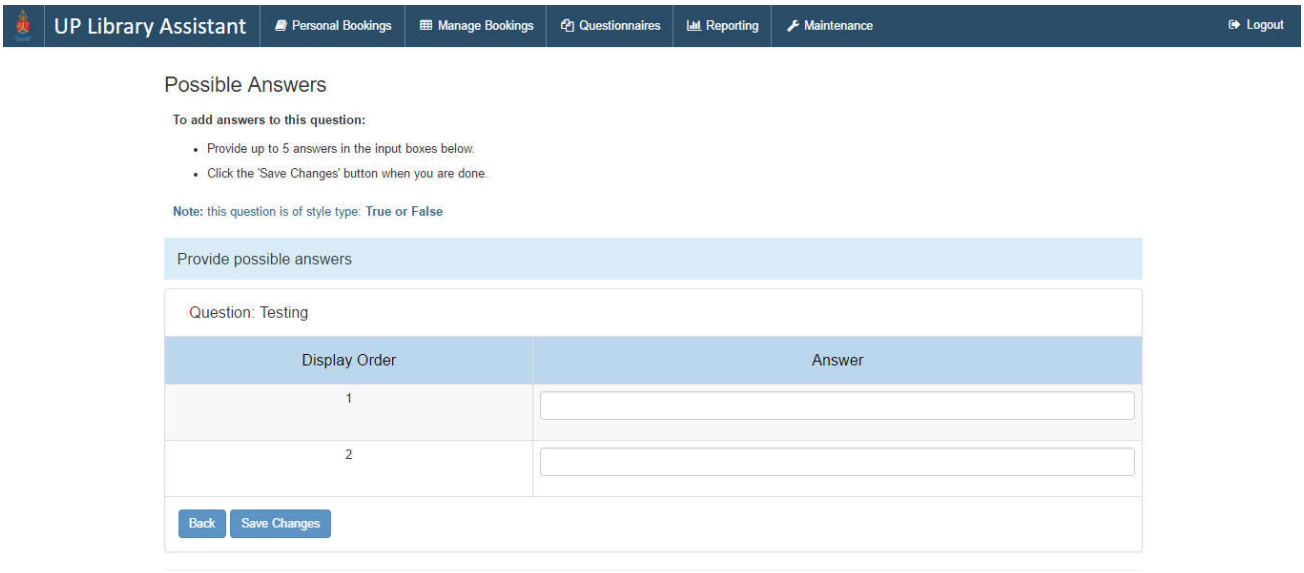


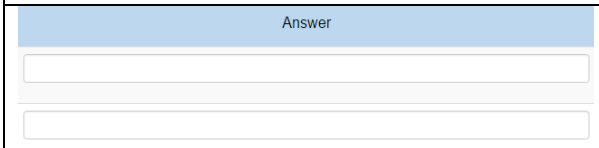


Control	Functionality
Topic Select a topic	Select an appropriate topic to be assigned to this question.
Question	Provide the new question text in this field.
New Topic	If the user cannot find the desired topic then click on this button to add a new topic.

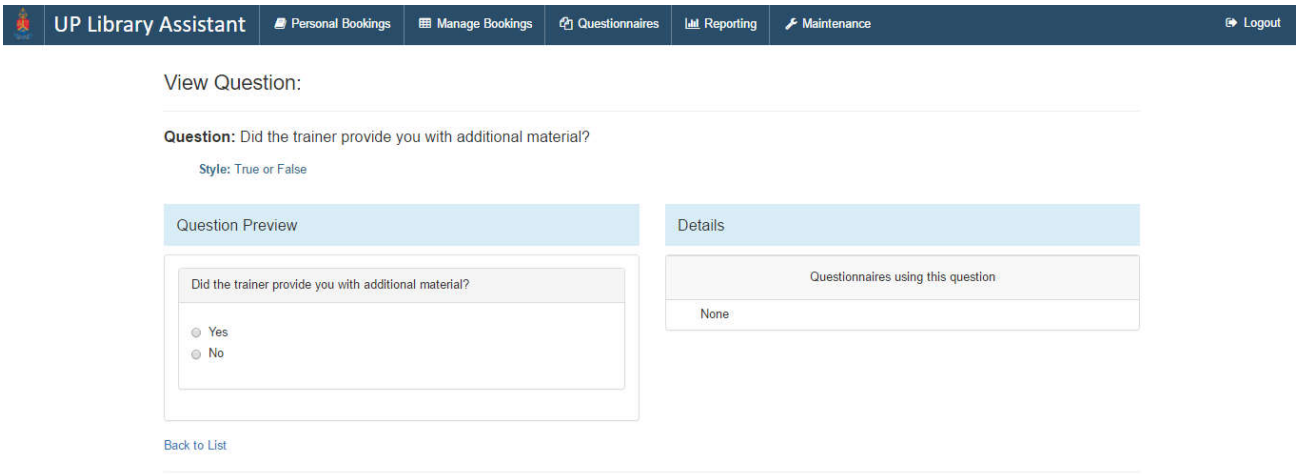
Style Type Select a style type	Select the appropriate style type in which this question must be displayed.
Description No style type selected.	This field will automatically be populated with the description of the selected style type.
Preview	This field will automatically display a preview of the selected style type to display what the style type looks like.
Add Answers	Click on this button to submit the new question details and proceed to add possible answers to the question.
Back to List	By clicking on this hyperlink the create question process will be terminated and the user will be taken back to the question bank screen.

Possible answers



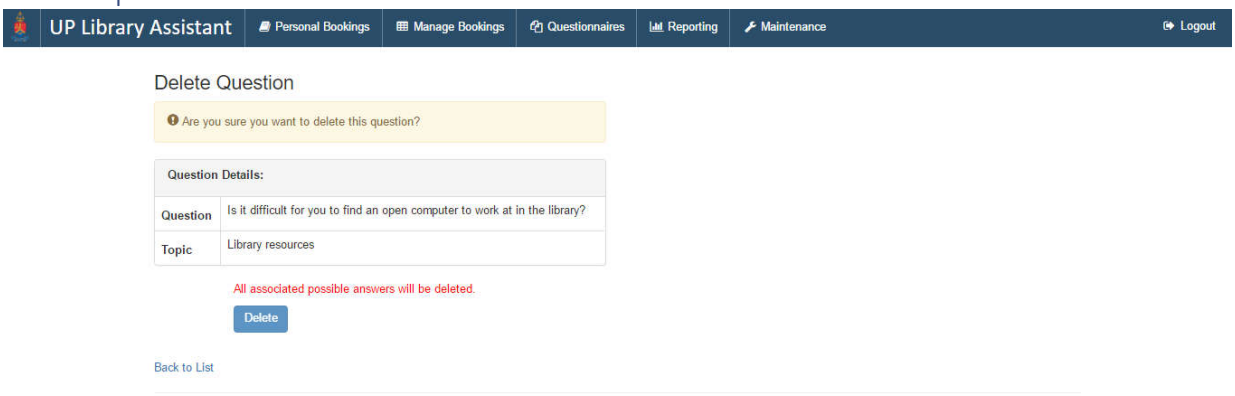
Control	Functionality
	These fields display the order in which the possible answers will appear. Take into account when adding possible answers.
	The possible answer text should be entered in these fields.
	This button will take the user back to the 'Create question' screen. Displaying previously selected information.
	By clicking on this button the possible answers will be saved to the new question and the user will be taken back to the question bank screen. The new question will be created.

View Question



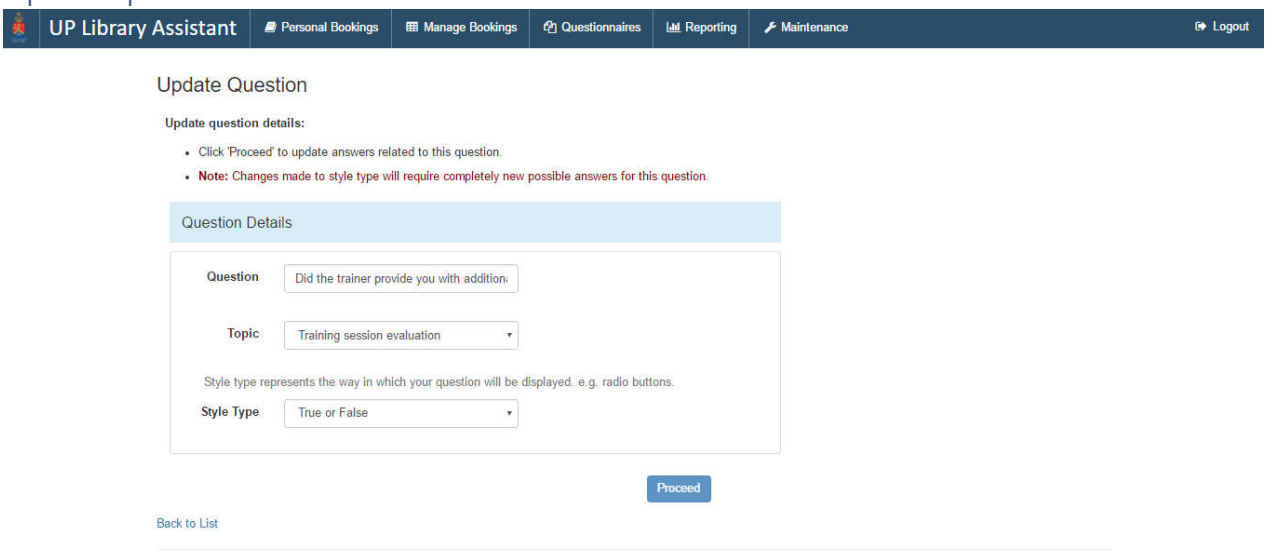
Control	Functionality
Question Preview Did the trainer provide you with additional material? Yes No	This area displays what the question will look like on a questionnaire.
Details Questionnaires using this question None	This area displays information regarding which questionnaires are using this question.
Back to List	This hyperlink takes the user back to the question bank screen.

Delete question



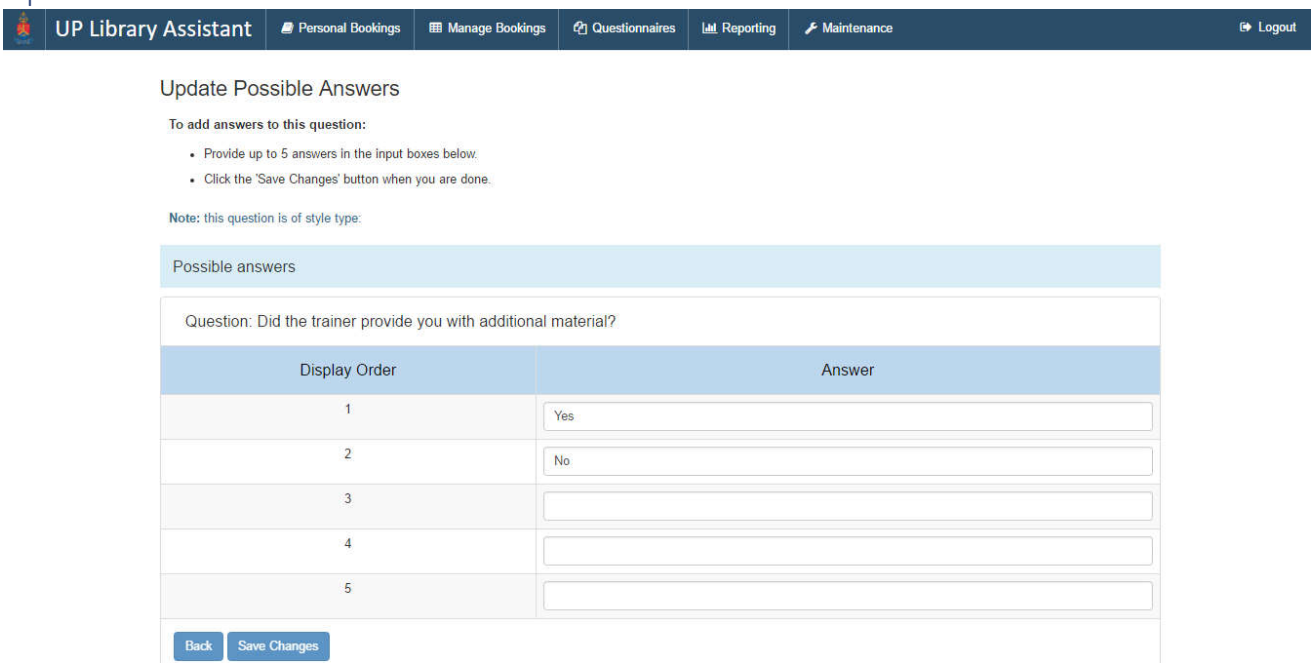
Control	Functionality
Question Details: Question: Is it difficult for you to find an open computer to work at in the library? Topic: Library resources	This area shows the details of the question that is about to be deleted.
Delete	By clicking on this button the user confirms the delete action and thus the system will delete the selected question from the system.
Back to List	This hyperlink terminates the delete question process and takes the user back to the question bank screen.

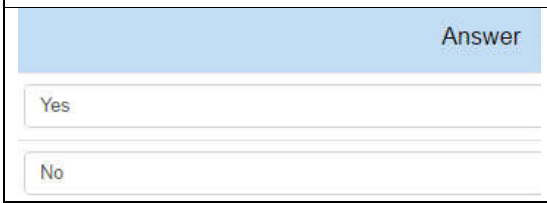
Update question



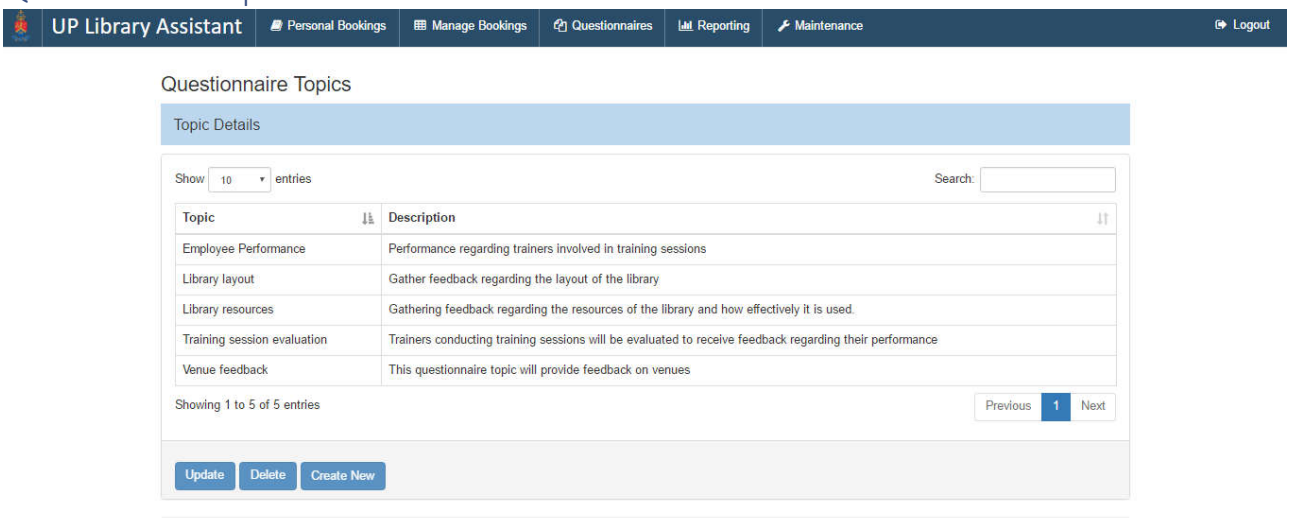
Control	Functionality
Question Did the trainer provide you with addition	This field displays the previously saved question text that can be edited.
Topic Training session evaluation	This field displays the previously saved topic that can be edited.
Style Type True or False	This field displays the previously saved style type that can be edited.
Proceed	By clicking on this button the updated information will be saved and the user would be taken to the possible answers assigned to the question to be edited.
Back to List	By clicking on this hyperlink the update question process will be terminated and the user will be taken to the question bank screen.

Update Possible Answers



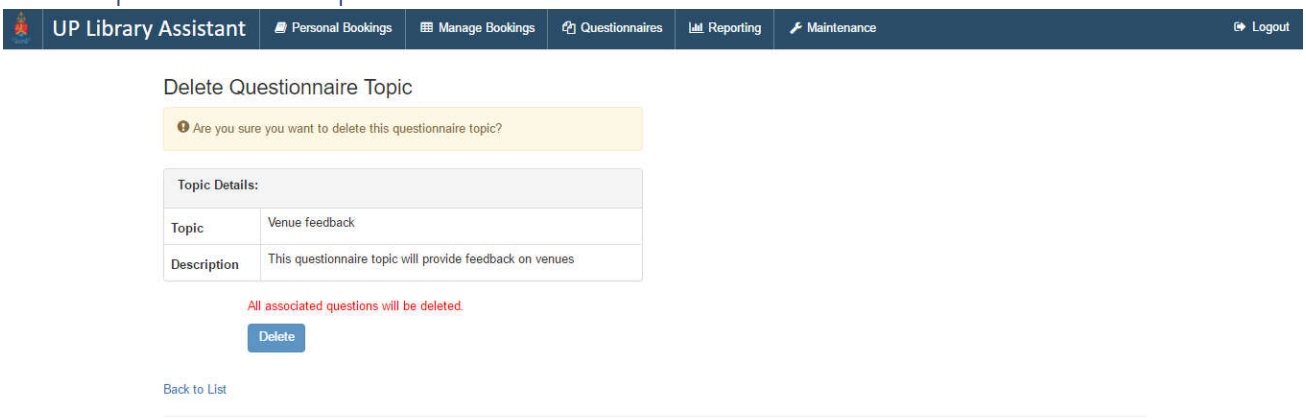
Control	Functionality
	This area views the display order in which the possible answers will be displayed.
	These fields will display previously saved possible answer data that can be edited.
	By clicking on this button the user would be taken back to the update question screen displaying the updated question information.
	By clicking on this button the system will save the updated possible answer data and the user will be taken back to the question bank screen.

Questionnaire topics



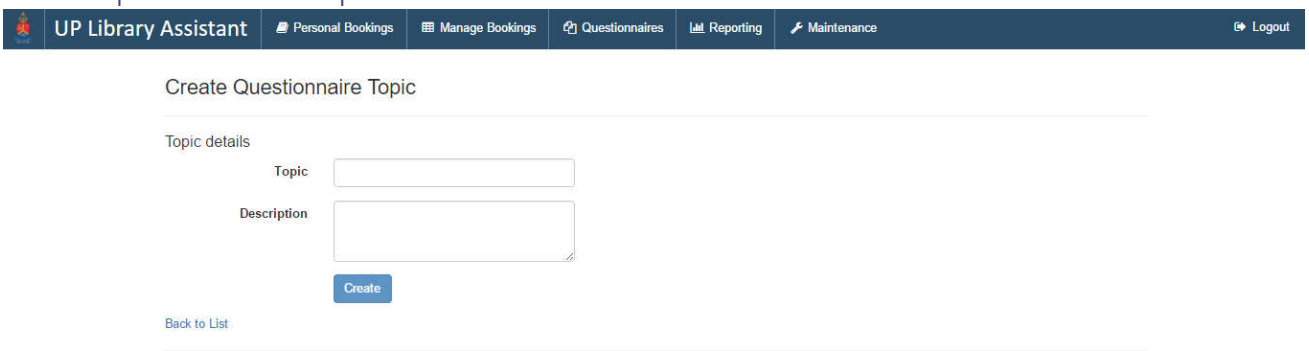
Control	Functionality
Search:	Enter search criteria into the field and the list of topics will be filtered automatically as you type.
Update	Update the selected topic when clicking on this button.
Delete	Delete the selected topic when clicking on this button.
Create New	By clicking on this button a new topic would be created and the user would be taken to the relevant screens for doing so.
Previous 1 Next	These buttons display the next or previous entries of the topics.

Delete questionnaire topic



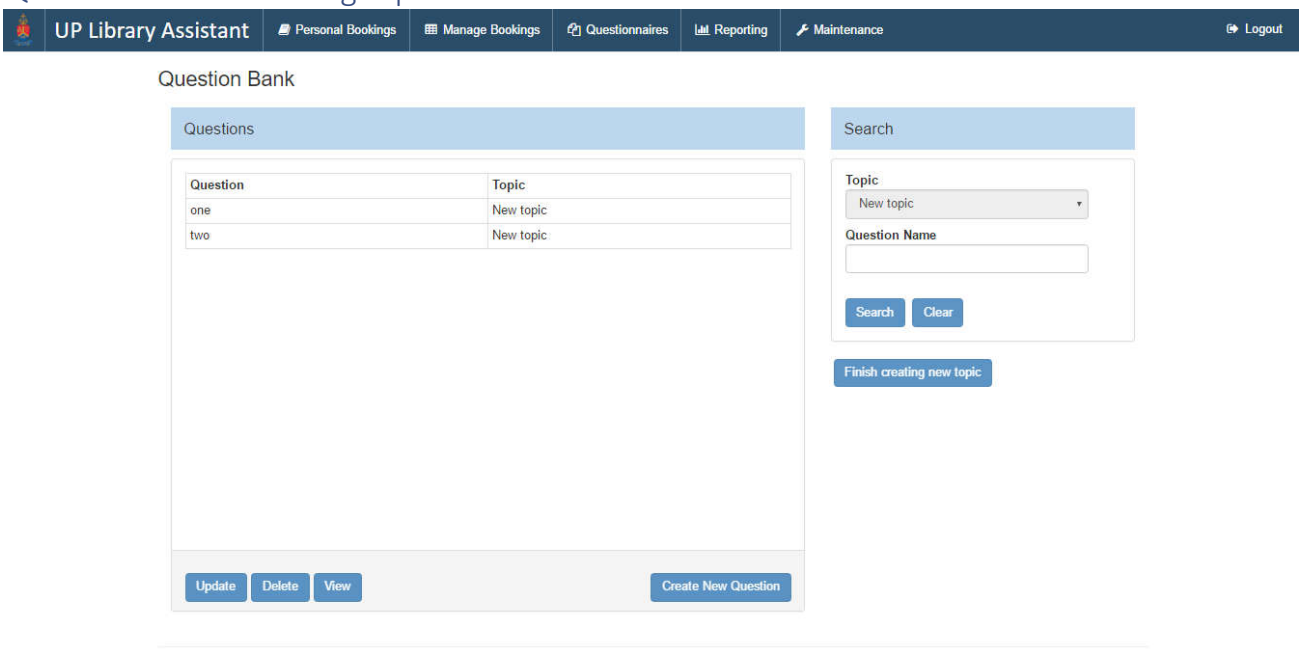
Control	Functionality
Topic Details: Topic: Venue feedback Description: This questionnaire topic will provide feedback on venues	This area displays the details of the topic that is about to be deleted.
Delete	By clicking this button the user confirms the deletion of this topic and the system will delete the topic from the system.
Back to List	By clicking on this hyperlink the delete topic process would be terminated and the user would be taken back to the question bank screen.

Create questionnaire topic



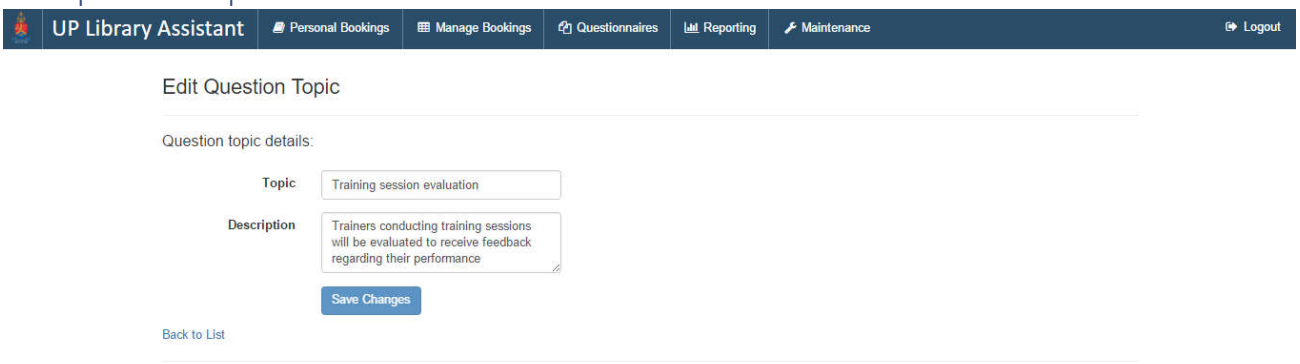
Control	Functionality
Topic	Enter the new topic name in this field.
Description	Enter the new topic description in this field.
Create	Create the new topic according to the data entered above.
Back to List	By clicking this hyperlink the user would be taken back to the topic screen and the 'create new topic' process would be terminated.

Question bank – creating topic



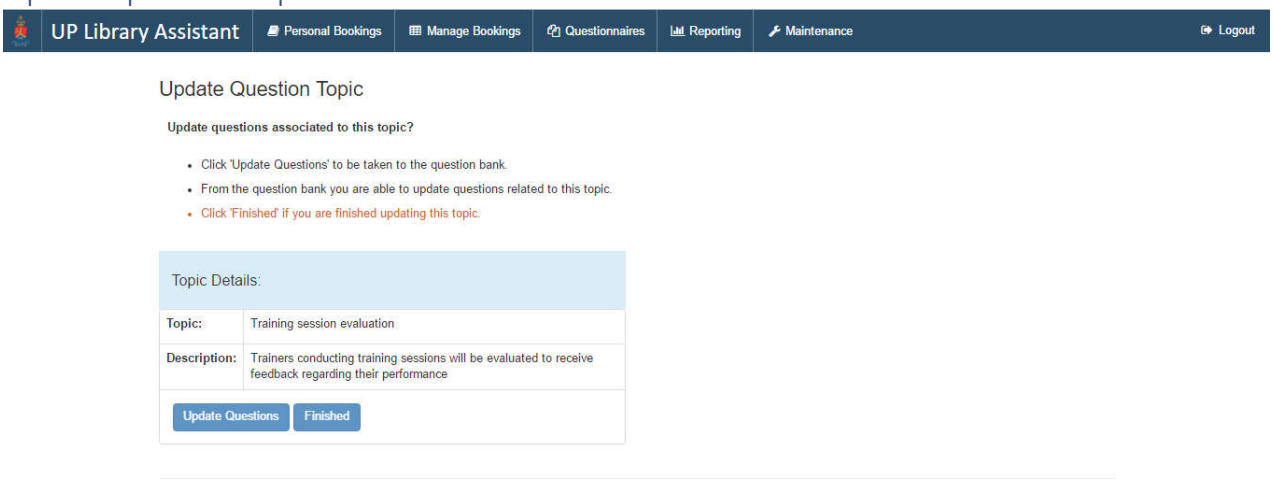
Control	Functionality
Question / Topic one / New topic two / New topic	This area displays the questions created for the new topic.
Topic New topic	This drop drown list would be disabled because a topic is being created and thus another topic cannot be chosen for search criteria.
Question Name	Supply question name search criteria.
Search Clear	By clicking on the search button the system will use the search criteria provided and filter the questions.
Finish creating new topic	By clicking on this button the 'create topic' process would be completed and the user would be taken to the list of topics.
Update Delete View	The questions made for the new topic can either be updated, deleted or viewed.
Create New Question	Click on this button if a new question must be made for the new topic.

Edit question topic



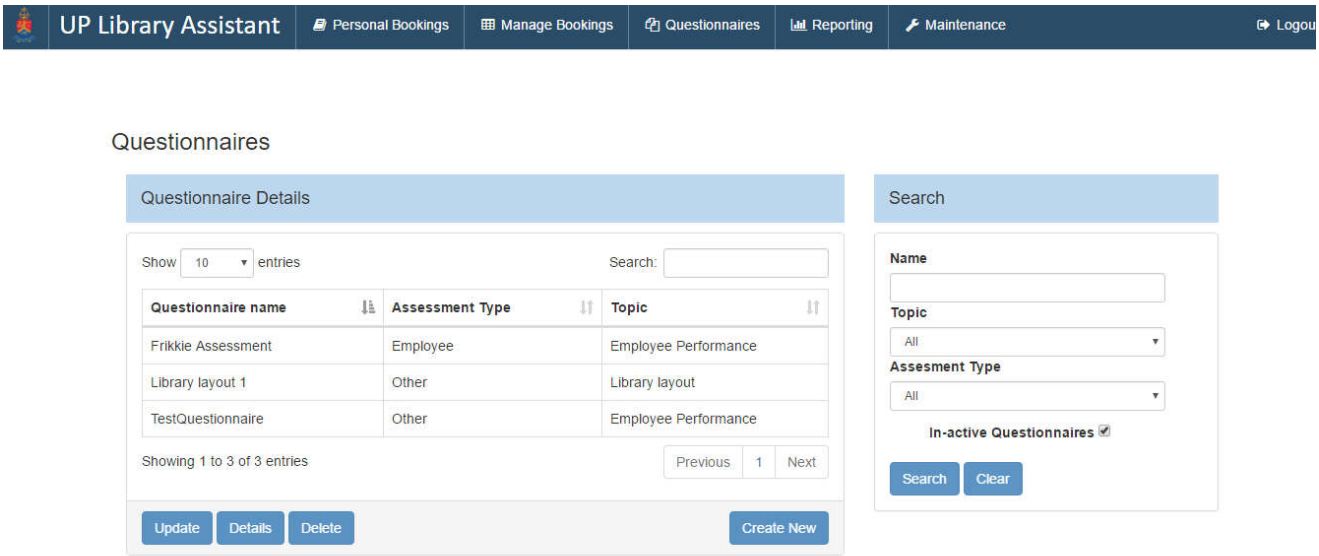
Control	Functionality
Topic Training session evaluation	The previously saved topic name is displayed for the user to edit it.
Description Trainers conducting training sessions will be evaluated to receive feedback regarding their performance	The description of the topic is displayed for the user to edit.
Save Changes	When clicking this button the updated topic data would be saved.
Back to List	By clicking on this hyperlink the user would be taken back to the list of topics and the topic would not have been updated.

Update question topic continued



Control	Functionality
Topic Details: **Topic:** Training session evaluation **Description:** Trainers conducting training sessions will be evaluated to receive feedback regarding their performance	This area displays the updated topic details of the topic.
Update Questions	If the user clicks on this button the user would be taken to the question bank displaying all the questions associated with this topic so that it can be edited.
Finished	If this button is clicked the 'update topic' process would be complete and the use would be taken to the list of topics.

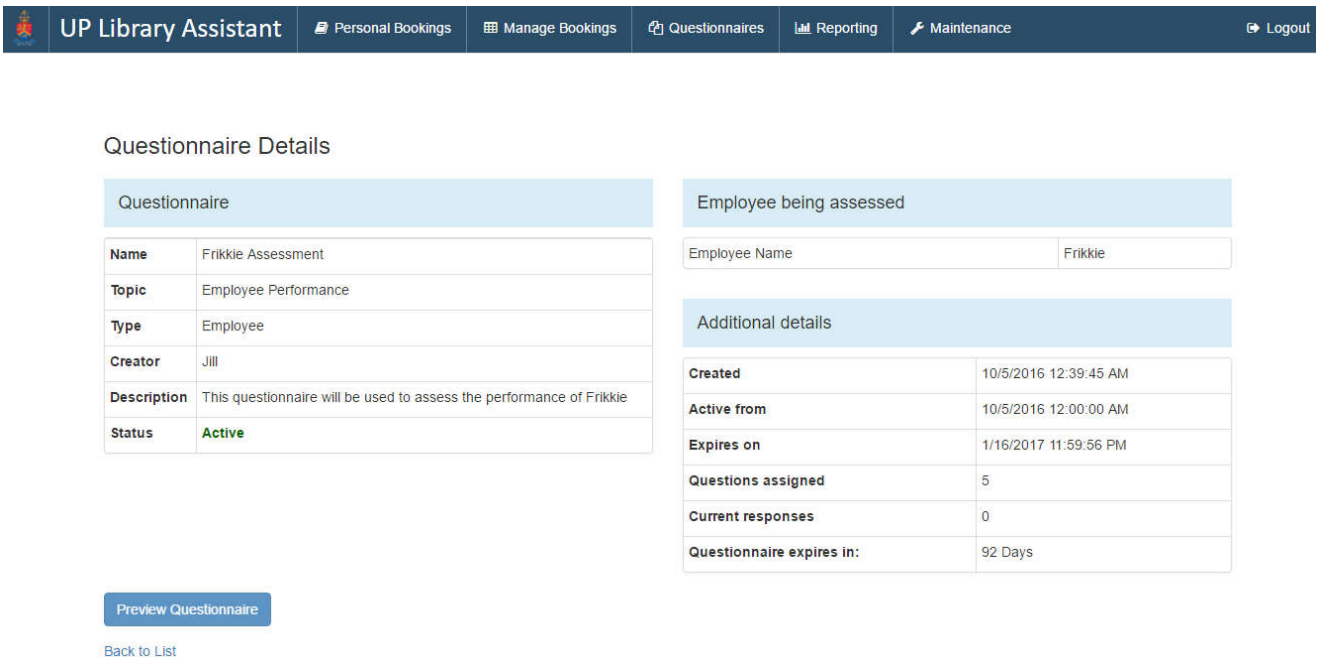
Questionnaires



Control	Functionality
Name	Enter questionnaire name as search criteria
Topic All	Select the appropriate topic as search criteria
Assesment Type All	Select the appropriate assessment type as search criteria
In-active Questionnaires ☑	By have this checkbox selected the system will include questionnaires that are in-active (expired) in the search.
Search	The system will search for questionnaires based on the search criterial provided.
Clear	The search criteria would be cleared and all the questionnaires will be displayed.
Show 10 entries	
Search:	Search questionnaires by this field where questionnaires matching this search criteria would be filtered automatically.
Previous 1 Next	By clicking on these buttons the pages on the entries in the table would up or down
Update	Update the selected questionnaire

Details	View the details of the selected questionnaire
Delete	Delete the selected questionnaire
Create New	Click on this button if you wish to create a new topic for the system.

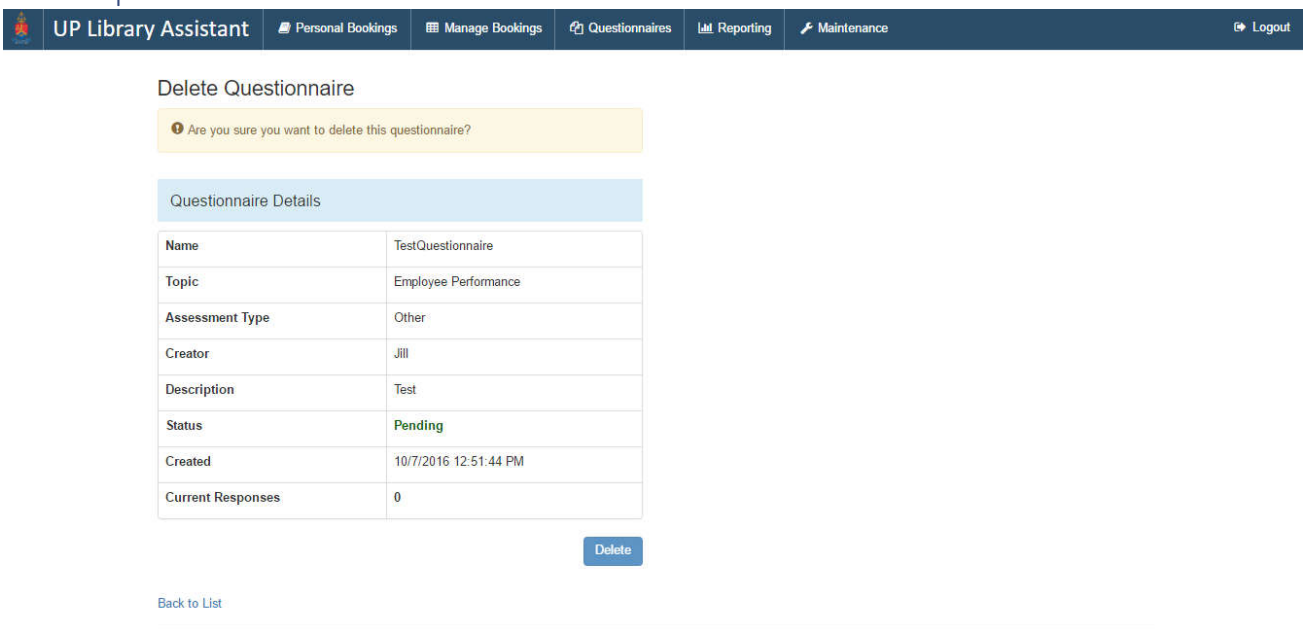
Questionnaire details



Control	Functionality
Questionnaire Name: Frikkie Assessment Topic: Employee Performance Type: Employee Creator: Jill Description: This questionnaire will be used to assess the performance of Frikkie Status: Active	This area displays the details of the questionnaire
Employee being assessed Employee Name: Frikkie	This area displays any details relating to the assessment

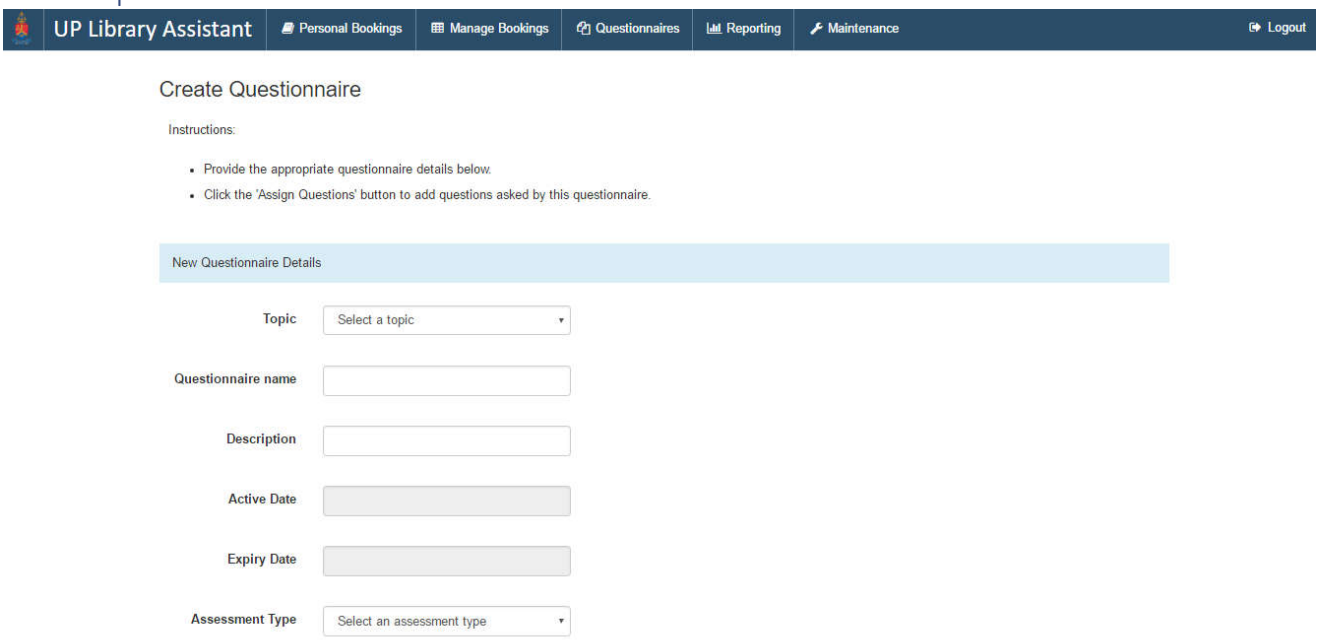
	type of the questionnaire
Additional details **Created** 10/5/2016 12:39:45 AM **Active from** 10/5/2016 12:00:00 AM **Expires on** 1/16/2017 11:59:56 PM **Questions assigned** 5 **Current responses** 0 **Questionnaire expires in:** 92 Days	This area displays any additional information regarding the questionnaire
Preview Questionnaire	This button displays a preview of the questionnaire to show the user what it would look like.
Back to List	This hyperlink takes the user back to the list of questionnaires .

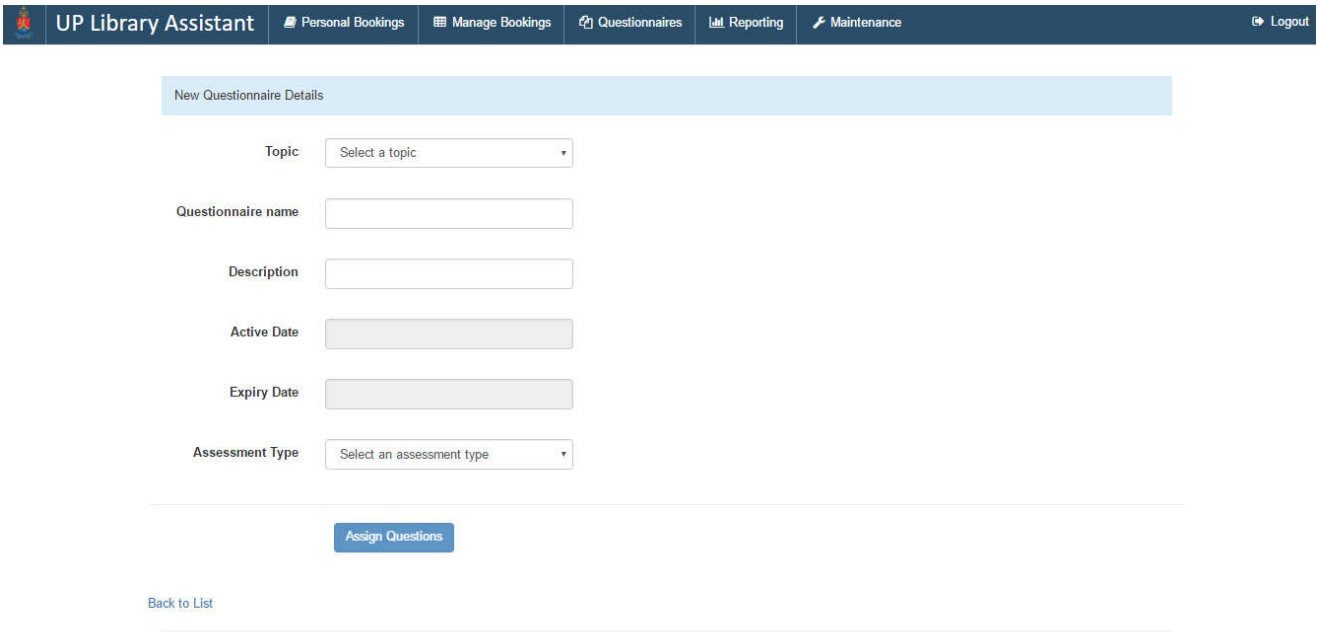
Delete questionnaire



Control	Functionality
Questionnaire Details Name: TestQuestionnaire Topic: Employee Performance Assessment Type: Other Creator: Jill Description: Test Status: Pending Created: 10/7/2016 12:51:44 PM Current Responses: 0	This area displays the details of the questionnaire about to be deleted.
Delete	By clicking this button the user confirms the deletion of the questionnaire and the system will delete the questionnaire from the system.
Back to List	By clicking on this hyperlink the delete questionnaire process will be terminated and the user would be taken back to the list of questionnaires.

Create questionnaire

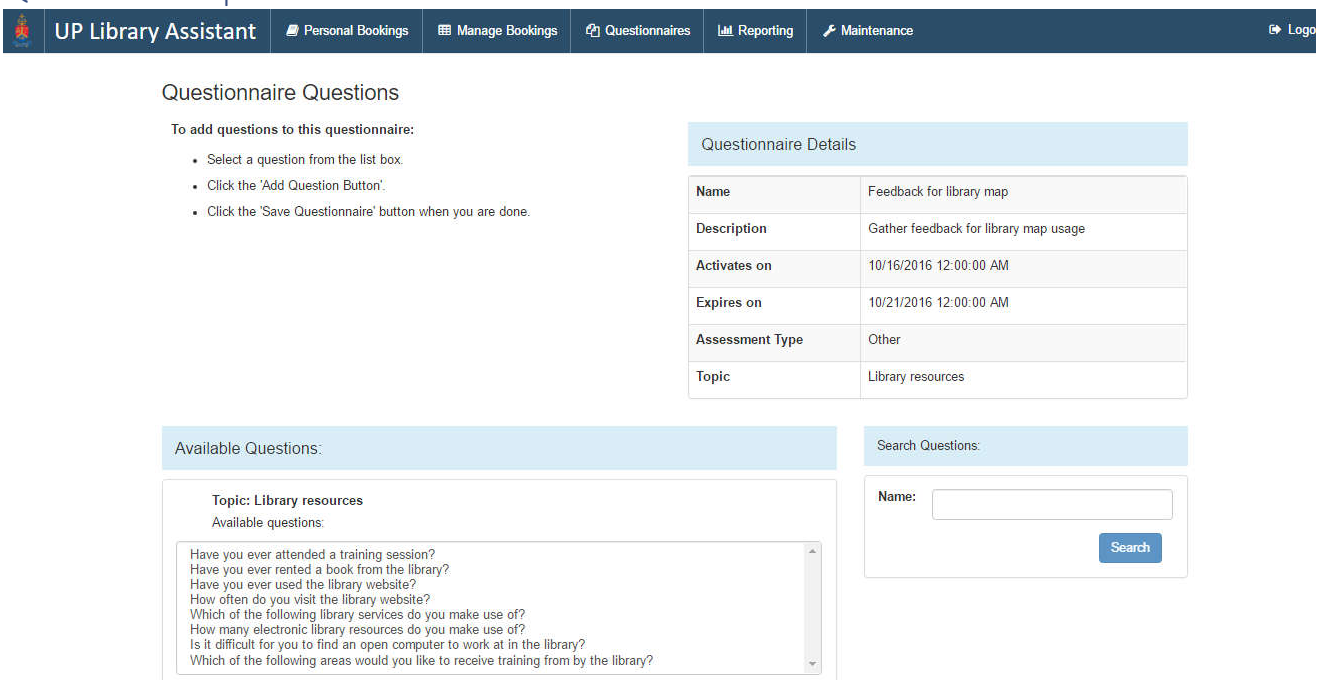


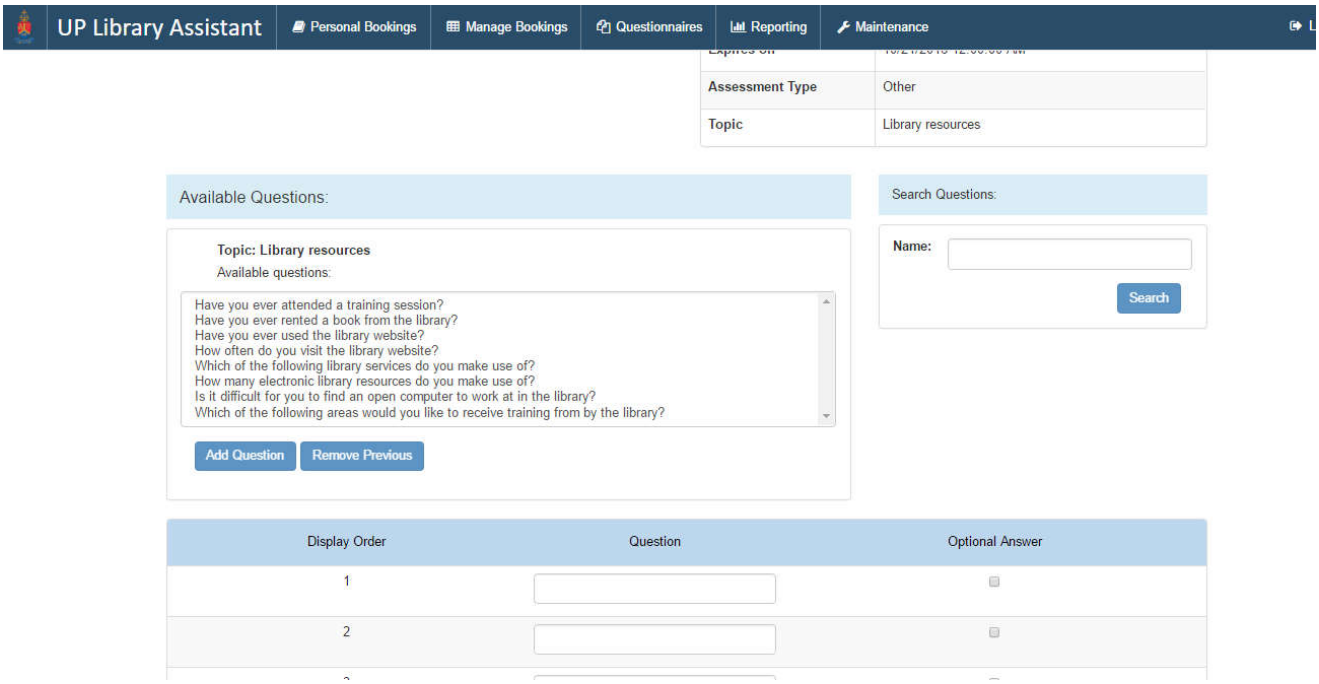


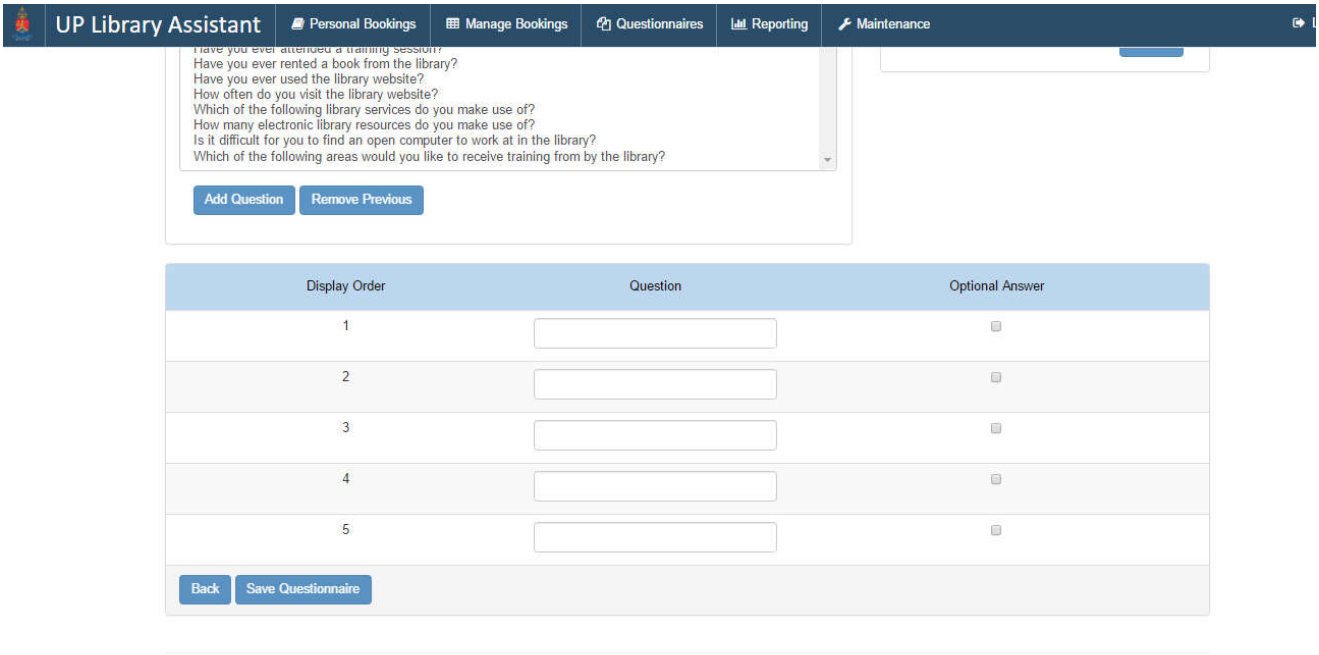
Control	Functionality
Topic	Select an appropriate topic for the new questionnaire.
Questionnaire name	Enter the name for the questionnaire.

Description	Enter the description of the new questionnaire.
Active Date	By clicking on the field a date time picker will pop up from which the user can select an appropriate active from date
Expiry Date	By clicking on the field a date time picker will pop up from which the user can select an appropriate expiry date
Assessment Type Select an assessment type	Select the appropriate assessment type for the questionnaire.
Assign Questions	By clicking on this question the new questionnaire data will be saved and the user would be taken to assign questions to the questionnaire.
Back to List	By clicking this hyperlink the create questionnaire process would be terminated and the user would be taken to the list of questionnaires

Questionnaire questions





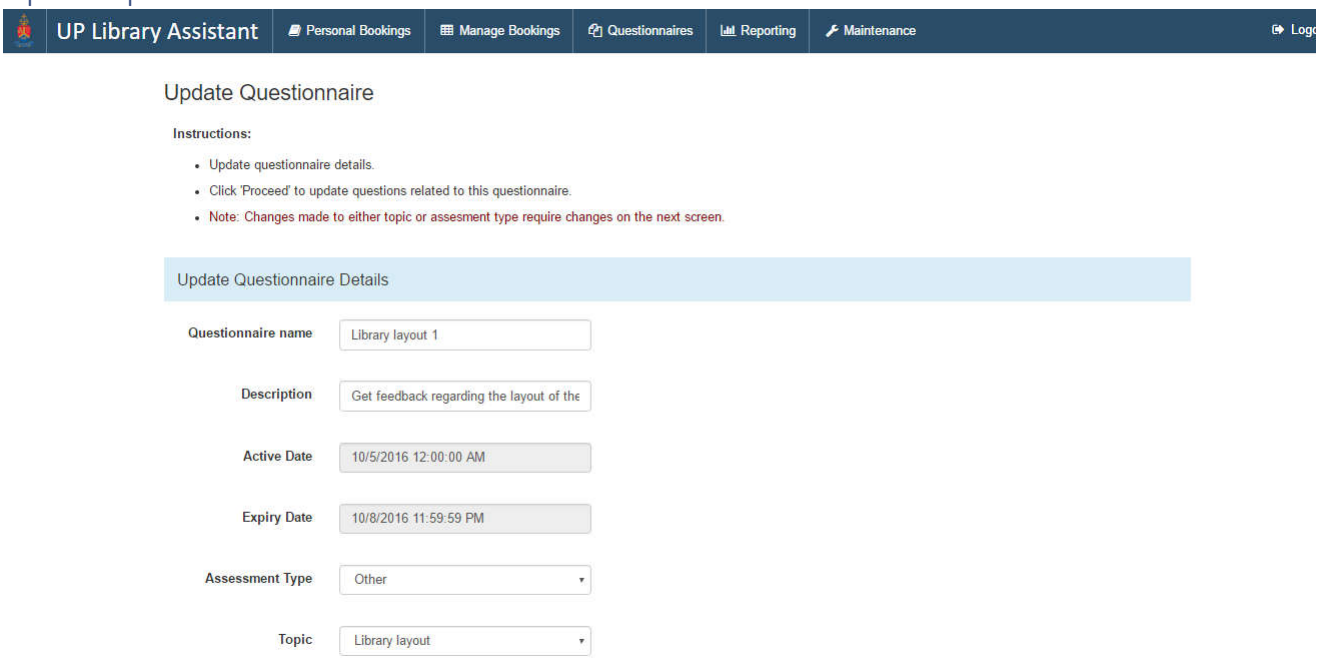


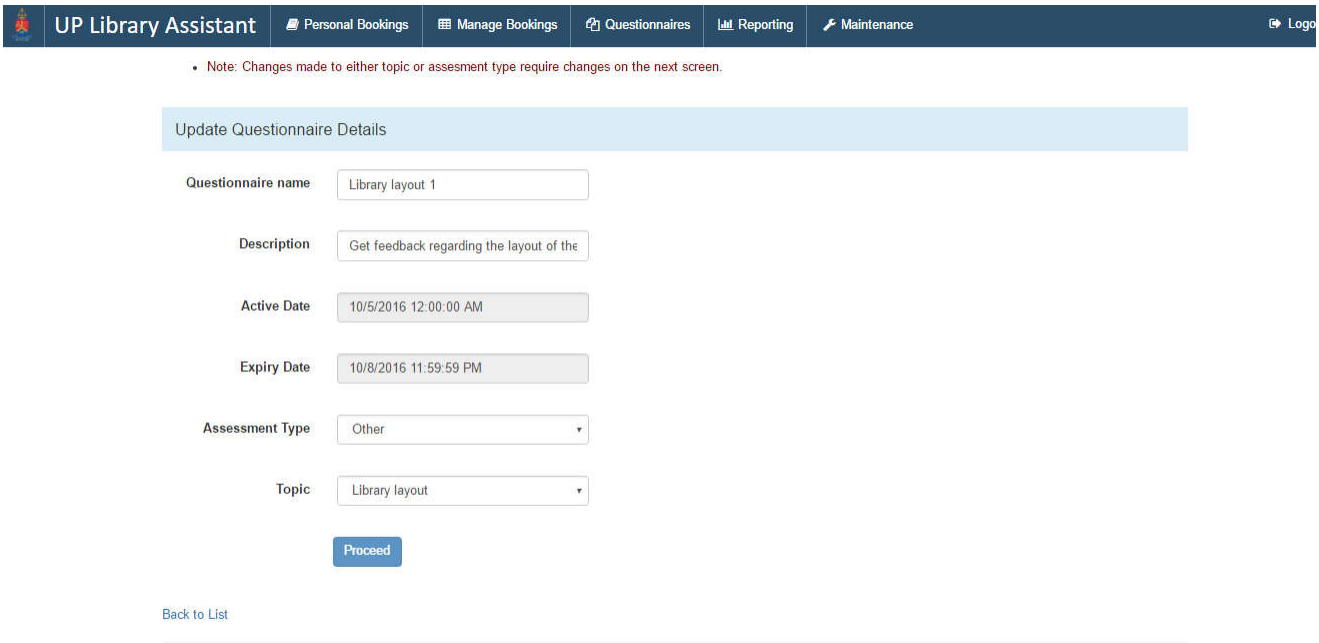
Control	Functionality
Questionnaire Details Name: Feedback for library map Description: Gather feedback for library map usage Activates on: 10/16/2016 12:00:00 AM Expires on: 10/21/2016 12:00:00 AM Assessment Type: Other Topic: Library resources	This area displays the questionnaire details of the new questionnaire.
Available Questions: Topic: Library resources Available questions: Have you ever attended a training session? Have you ever rented a book from the library? Have you ever used the library website? How often do you visit the library website? Which of the following library services do you make use of? How many electronic library resources do you make use of? Is it difficult for you to find an open computer to work at in the library? Which of the following areas would you like to receive training from by the library?	This area displays all the questions associated to the selected topic from which the user can select the appropriate questions to be assigned to the questionnaire.
Search Questions: Name: Search	Provide the name search criteria and click on the search on the button to filter the questions in the list of questions.

Add Question	Add the selected question to the questionnaire.
Remove Previous	Remove the last assigned question from the questionnaire
Display Order 1 2 3 4 5	This area displays the order in which the questions of the questionnaire will be displayed.
Question	This area is where the questions will be appear that have been selected to be assigned to the questionnaire.

Optional Answer	Click on the appropriate checkbox to indicate if a certain selected question should be optional or not.
Back	By clicking this button the user would be taken back to the 'create questionnaire' screen where all previously entered data will be displayed.
Save Questionnaire	By clicking on this question the questions assigned to the questionnaire would be saved to the questionnaire and the questionnaire would be created.

Update questionnaire

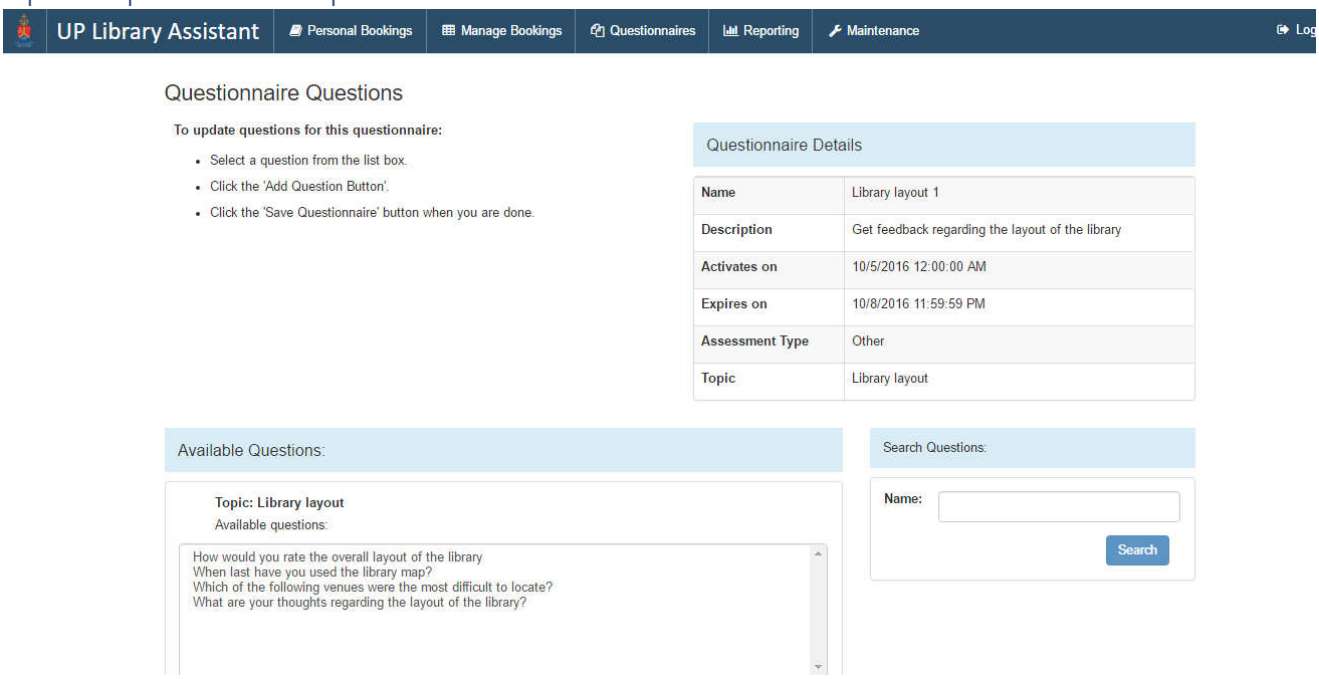


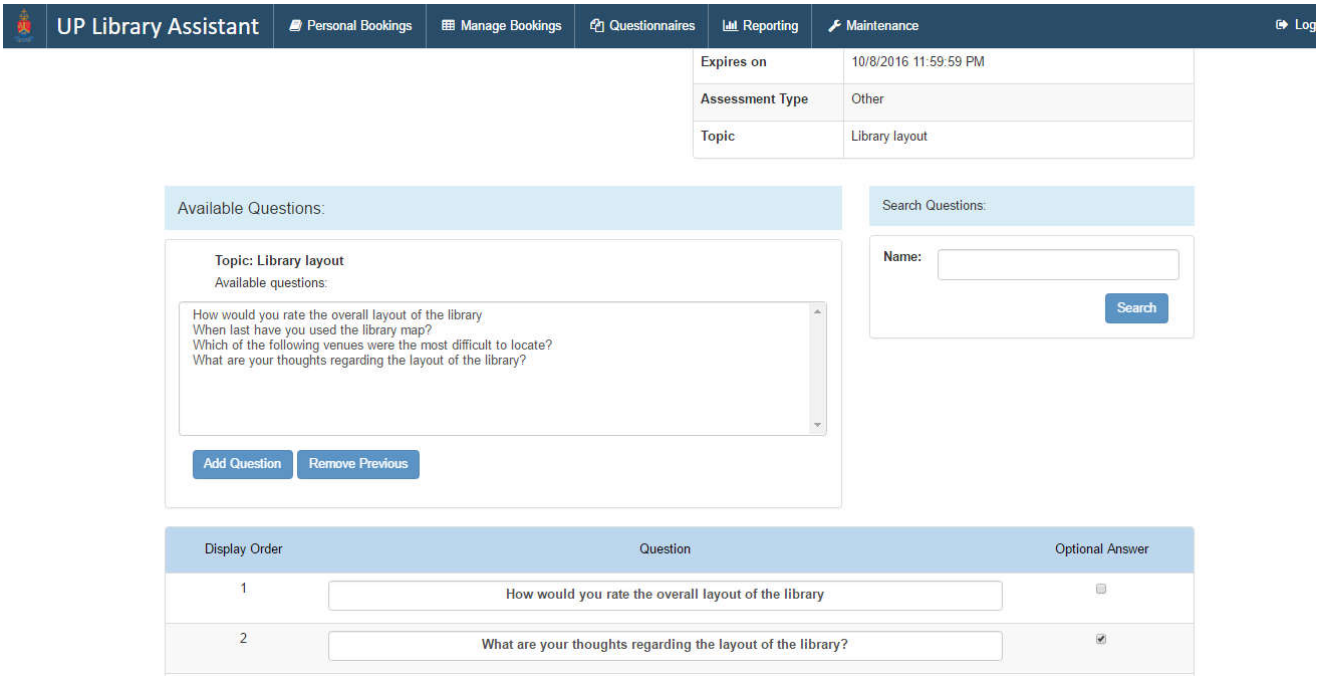


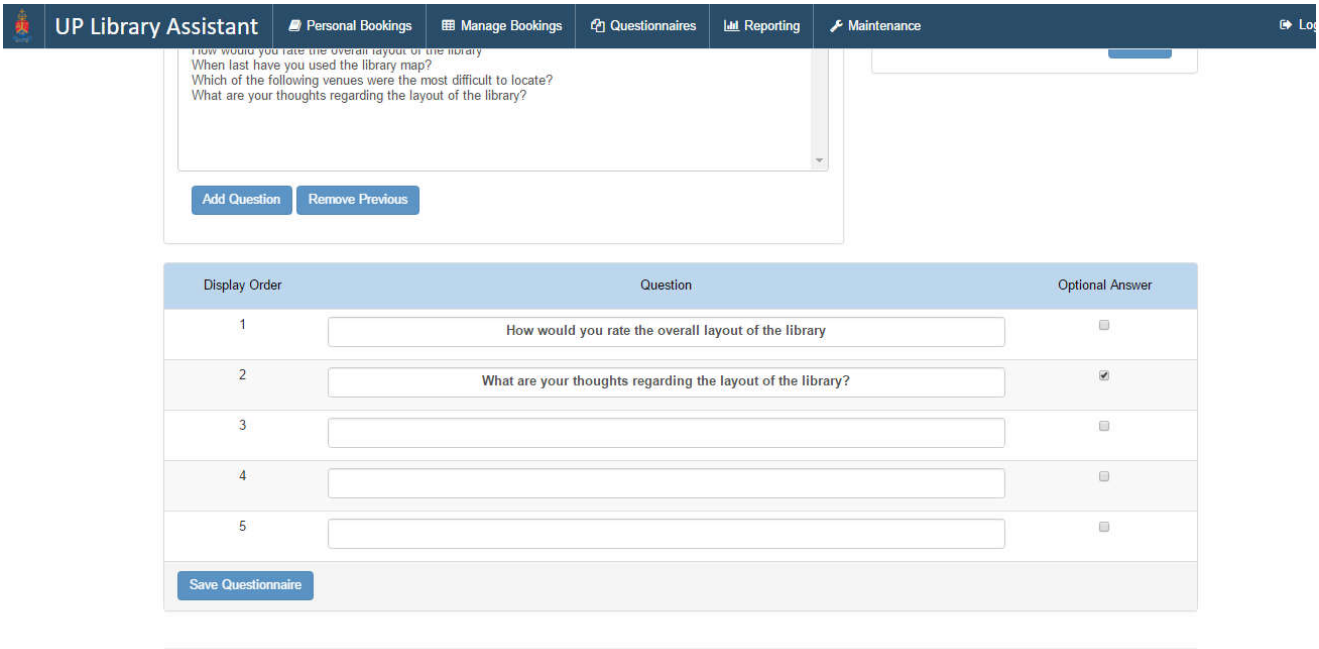
Control	Functionality
Questionnaire name Library layout 1	Previously saved questionnaire name is displayed for the user to edit it.
Description Get feedback regarding the layout of the	Previously saved description is displayed for the user to edit.

Active Date 10/5/2016 12:00:00 AM	Previously saved active date is displayed for the user to edit.
Expiry Date 10/8/2016 11:59:59 PM	Previously saved expiry date is displayed for the user to edit.
Assessment Type Other	Previously saved assessment type is displayed for the user to edit.
Topic Library layout	Previously saved topic is displayed for the user to edit.
Proceed	The update questionnaire details will be saved and the user would be taken to the questions assigned to the questionnaire to be edited.
Back to List	The user would be taken back to the list of questionnaires.

Update questionnaire questions





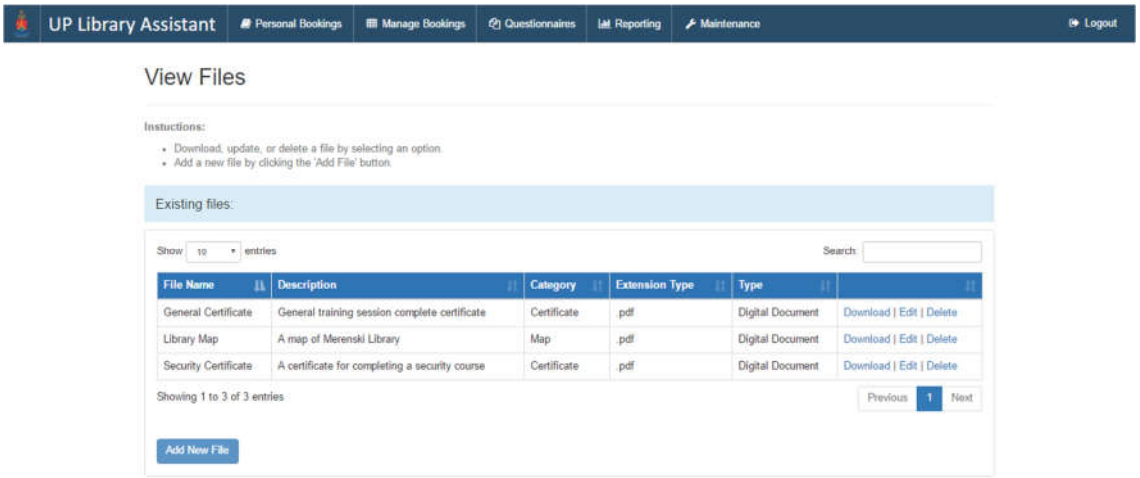


Control	Functionality
Questionnaire Details **Name**: Library layout 1 **Description**: Get feedback regarding the layout of the library **Activates on**: 10/5/2016 12:00:00 AM **Expires on**: 10/8/2016 11:59:59 PM **Assessment Type**: Other **Topic**: Library layout	This area displays the questionnaire details of the questionnaire.
Available Questions: **Topic: Library layout** Available questions: How would you rate the overall layout of the library When last have you used the library map? Which of the following venues were the most difficult to locate? What are your thoughts regarding the layout of the library?	This area displays all the questions associated to the selected topic from which the user can select the appropriate questions to be assigned to the questionnaire.

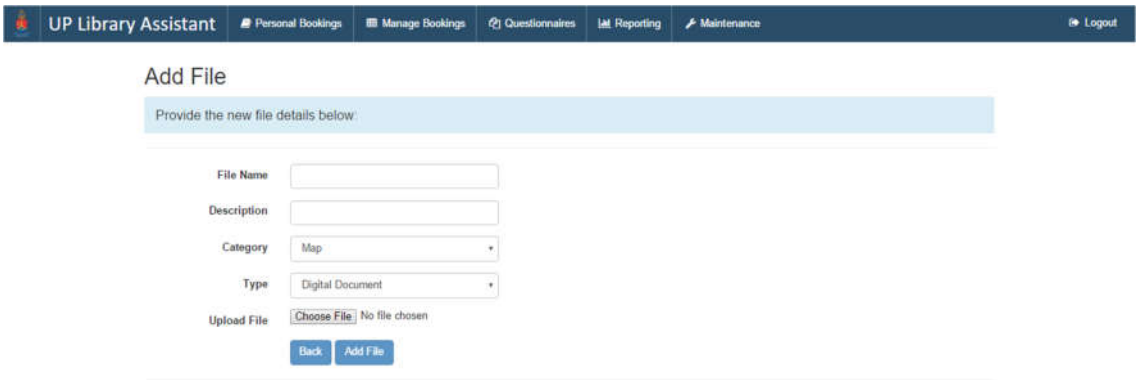
Search Questions: Name: Search	Provide the name search criteria and click on the search on the button to filter the questions in the list of questions.
Add Question	Add the selected question to the questionnaire.
Remove Previous	Remove the last assigned question from the questionnaire
Display Order 1 2 3 4 5	This area displays the order in which the questions of the questionnaire will be displayed.
Question How would you rate the overall layout of the library What are your thoughts regarding the layout of the library?	This area is where the questions will appear that have been selected to be assigned to the questionnaire.

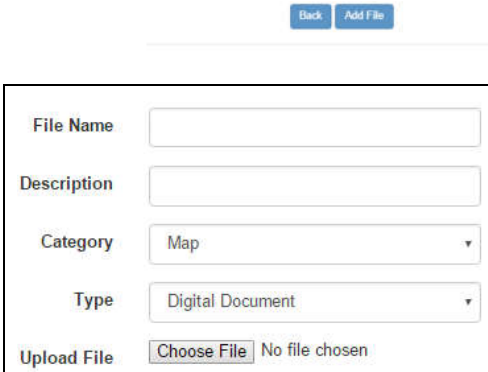
Optional Answer ☐ ☑ ☐ ☐ ☐	Click on the appropriate checkbox to indicate if a certain selected question should be optional or not.
Save Questionnaire	By clicking on this question the questions assigned to the questionnaire would be saved to the questionnaire and the questionnaire would be updated.

8. Repository Subsystem

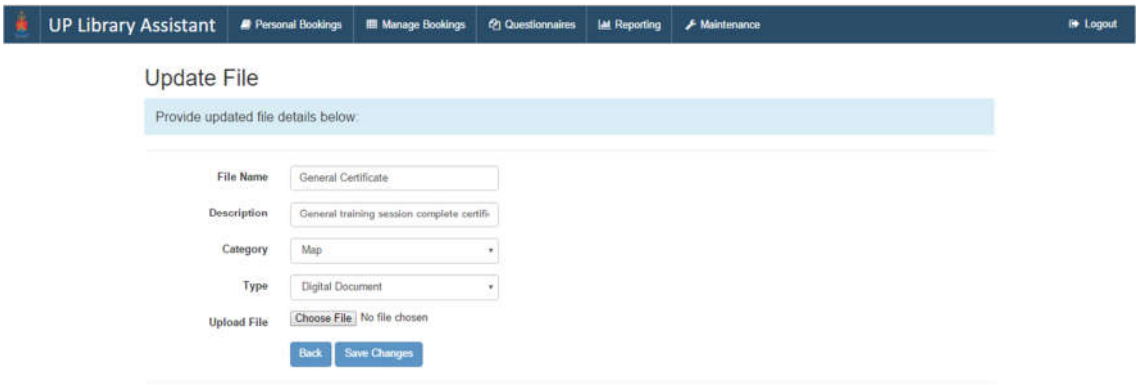


	List of all existing files stored on the server. The user is able to update or delete a selected file.
	This button allows the administrator to add a new file to the system.

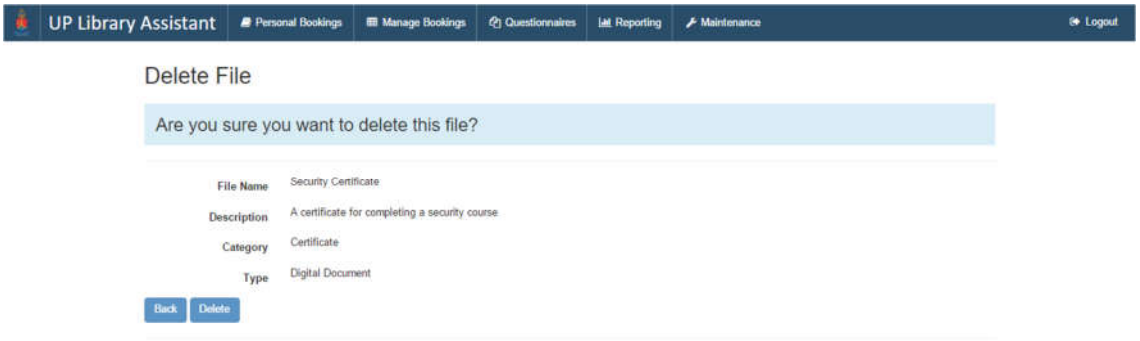


	These text boxes allow the administrator to enter new file details.

Back Add File	These buttons allow the administrator to return to the screen displaying all existing files and add the new file respectively.

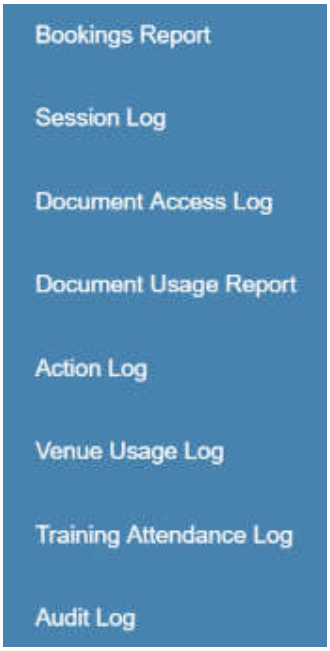


File Name: General Certificate Description: General training session complete certifi Category: Map Type: Digital Document Upload File: Choose File No file chosen	These text boxes allow the administrator to enter updated file details.
Back Save Changes	These buttons allow the administrator to return to the screen displaying all existing files and updated the file respectively.



File Name Security Certificate **Description** A certificate for completing a security course **Category** Certificate **Type** Digital Document	Display of the selected file details.
Back Delete	These buttons allow the administrator to return to the screen displaying all existing files and delete the file respectively.

9. Reporting Subsystem



Control	Functionality
Each option in the navigation bar above is a selectable option.	Selecting an option from the list above will open the respective report with an export function.

Report Explanation

Bookings report

This report displays all information regarding the bookings of the library assistant. Including total bookings made per venue, per person type and also displays booking statuses. This report includes graphs regarding amount of bookings made

Session log

This report provides information regarding the session duration for every person using the session. Including the amount of times they logged onto the system.

Document access log

This report displays information regarding the documents accessed from the system. It displays the document and how many times each document has been downloaded or viewed.

Document usage report

This report displays information regarding the documents accessed from the system. It displays the document and how many times each document has been downloaded or viewed per document type.

Action log

This report displays information regarding every action that can be performed on the system and how many times each of those actions have been performed on the system.

Venue usage log

This report provides information regarding every venue in the system and how they are being used. Venue usage regarding bookings, training sessions and discussion rooms are analyzed.

Training attendance log

This report displays information regarding every training session displaying the amount of student/employees has attended them.

Audit log

This report shows what each user has done on the system according to creating, deleting and updating. It is a searchable report for ease of use.

Backup and Restore

The backup and restore procedure will be used to save a complete copy of the system as well as a complete copy of the database. This will be done to ensure that the system can continue to run after the event of a system crash, an unforeseen technical fault, a natural disaster and any situation that is out of the control of the system administrator. The reasons to back up this data would be because people that use the system are not infallible, mistakes can and will happen so having a backup copy of the system will ensure no data is lost due to mistakes. Another good reason for having a backup of the system would be for audit and archive reasons, this is needed to ensure that the system can be checked and regulated in the future.

The administrator will navigate to the backup and restore screen by using the navigation tab, the administrator will select the backup button, and the system will prompt the administrator that the back is successful.

To initiate the restore procedure, the administrator will need to navigate to the backup and restore screen, where the administrator will select the option to restore the database file, the system will request that the administrator select a ".bak" file that is of the library assistant type. Once selected the administrator will click the restore button and the system will notify the administrator that the restore of the database was successful.

Online help and How to get to get help

Any user of the system will have access to a help file, the administrator will have access to the complete help file, and this will include both help scenarios for members and employees. Employees will have access to an employee help file which will offer help on tasks that the employee can be expected to complete. The member help file will have help details of all the tasks that a member can perform.

Each user of the system will be able to access their respective help file by clicking on a tab in the navigation bar on the screen, this will hyperlink the user to the correct help file for their respective role in the system.

Glossary

Term	Meaning	Subsystem Reference
Building	This is a structure located on a campus and contains venues.	5. Venue Subsystem
Building Floor	This is a level in a building which contains venues.	5. Venue Subsystem
Campus	This is a group of buildings of the university.	5. Venue Subsystem
Category	This is a subdivision of the specific courses offered by the Learning Centre.	6. Training Subsystem
Characteristic	This is a feature of a venue.	5. Venue Subsystem
Common Problem	This is a problem that is likely to occur regarding venues.	5. Venue Subsystem
Discussion Room	This is a room that can be booked out by all users of the system for academic purposes.	4. Booking Subsystem
File	This is an electronic document that contains information regarding the Learning Centre.	8. Repository Subsystem
File Type	This is a specific format of a file.	8. Repository Subsystem
Helpdesk	This is the location where clients of the Learning Centre can receive physical assistance.	4. Booking Subsystem
Member	This is a user of the system with basic access rights.	3. Member Subsystem
Person Type	This is the level of authority of the user in the system.	2. Admin Subsystem
Questionnaire	This is a list of questions with a choice of answers for the purpose of surveying.	7. Questionnaire Subsystem
Questionnaire Topic	This is a subject of a specific questionnaire meant for surveying the Learning Centre.	7. Questionnaire Subsystem
Report	This is an informative document supported by statistical figures.	9. Reporting Subsystem
Role	This is included the rights which each user has in the system.	2. Admin Subsystem
Topic	This is a subject of a specific course offered by the Learning Centre.	6. Training Subsystem
Training Session	This is an educational class held by the Learning Centre.	4. Booking Subsystem 6. Training Subsystem

Training Session Register	This is a list of people who have booked for a training session.	6. Training Subsystem
Tutorial	This is a set of instructions for the purpose of fulfilling tasks.	8. Repository Subsystem
Venue	This is a location used by the Learning Centre.	5. Venue Subsystem
Venue Problem	This is a problem that has occurred regarding a specific venue.	5. Venue Subsystem

Conclusion

The above document is a user manual, created as a detailed explanation of the functionality present in the system. The user manual can be used in conjunction with the training manual, the user manual is for guidance and the training manual is for instruction. This manual could also be used as a point of reference and a point of information regarding the system.

The user manual's purpose is to fully enable and equip the UP Library Assistant user to be able to make proper use of the system in a way that it will be able to satisfy their needs and best assist them. The system has been created in an easy-to-use manner, ensuring that there is nothing too complicated for the average user and too advanced which would require additional training.

Team Sign-Off

I hereby confirm that I understand, agree and have contributed to the content in this document.

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