

DIGITAL LIBRARY WORKFLOW UPDATES

The following changes have been made to address issues discovered after the most recent release of new features in the Digital Library. This is a follow-up to the Issue Bulletin that was created and posted February 23, 2017.

Resource Review and Arbitration Workflows

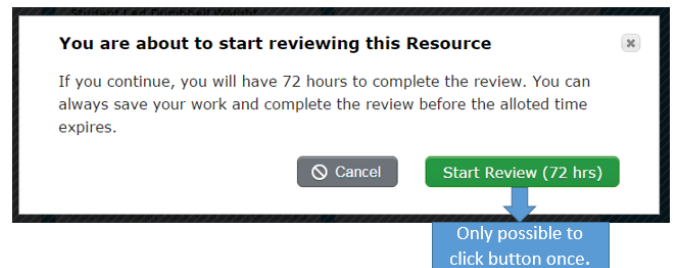
All the issues reported at the February SNE Workshop in Houston were related to glitches associated with Resource Review and Arbitration. To address the issues, the Review and Arbitration workflow steps have been refined as described below. Changes to previous functionality are indicated in green.

GATEKEEPING

When starting a Gatekeeping review for a resource after it has been submitted by a Contributor:

Previously, it was possible to click the “Start Review” button twice, beginning two simultaneous open reviews, which caused issues in the workflow.

Moving forward, the system will prevent a user from accidentally clicking the button twice.



Previously, the resource would be removed from the queue for other Gatekeeping reviewers at this point.

Moving forward, other reviewers will still see the resource in the queue with an “in process” status. A user will not be able to start a second Gatekeeping review if one is already in process, and instead will see a “View” button on the resource.



Once Gatekeeping review is completed:

If the Gatekeeper rejects the resource, it is sent back to the Contributor. When the Contributor re-submits the resource, it is sent back to **Gatekeeping**.

If the Gatekeeper passes the resource, the first Quality Criteria review is started for the same reviewer.

QUALITY CRITERIA REVIEWS

Once the Gatekeeper review is passed, the same reviewer automatically begins the first Quality Criteria review. At this point the resource becomes available for up to 3 reviewers, and no more than 3, to begin and complete Quality Criteria reviews.

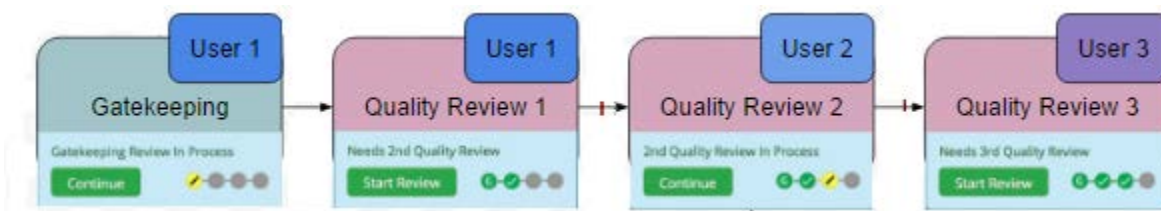
Previously, it was possible to click the “Start Review” button twice, erroneously beginning two reviews for the same user.

Moving forward, a user will not be able to accidentally click the button twice.

Previously, the resources disappeared from the queue if a third Quality Criteria review had been started; however, if a user hadn’t refreshed their browser page, it was possible for more than 3 users to begin a review.

Moving forward, resources will appear in the queue during the entire Gatekeeping and Quality Criteria review process, but users will not be able to start a review if they have already reviewed the resource, or if the maximum number of users have begun a review.

Three Quality Criteria reviews must be completed for the resource to move to the next step; there are three possible outcomes:



- If one Quality Criteria review results in either “Do Not Recommend” or “Recommend with Revisions”, then the resource will go to **Arbitration** (See below).

Language change: References to arbitration have been changed from “**Posting Review**” to “**Arbitration Review**” on the resource cards and notifications for publishers to make the language usage consistent. **Resource Contributors** will also notice this change on resources in the “My Resources” page that are in arbitration review.

- If more than one Quality Criteria review ends in either “Do Not Recommend” or “Recommend with Revisions”, then the resource will **return to the Contributor**. When the Contributor re-submits the resource, it will be sent back to **Gatekeeping**.
- If all three Quality Criteria reviews result in either “Recommend” or “Recommend with Distinction”, then the resource will be **posted directly to the Digital Library**.

Other Resource Reviewer related changes:

Previously, reviews were subtracted from the goal count if a resource was sent back to the Contributor for revisions and resubmission. **Moving forward**, all Gatekeeping and Quality Criteria reviews will count towards the resource review goal. Completing an arbitration review will not count towards the resource review goal, as this is a publisher action. Any reviews that were completed and previously removed from the goal count have been re-added to the user’s goal count.

Multiple buttons: In some cases, users were seeing multiple buttons on the resource cards during review. Moving forward, this will no longer occur.

ARBITRATION

As described above, if one and only one of the quality reviews does not recommend the resource, it will be put in the **Arbitration Review** queue. At this point, only **Publishers** will see the resource in the review queue, and they must act to resolve the review conflict. The icons on the resource card will show which review resulted in “Do Not Recommend” or “Recommend with Revisions,” sending the resource to Arbitration.

When a **Publisher** begin Arbitration, by selecting “Start Review”, they can return the resource to the original **Contributor** to be corrected. If this is the case, when the **Contributor** re-submits the resource, it will be sent back to **Arbitration**:

Previously, there was an error issue in which a Publisher was not able to begin arbitration on resources that had been resubmitted to them from the Contributor during arbitration. This has been fixed.

During the **Arbitration Review**, if the publisher chooses to post the resource, it will be **posted directly to the Digital Library**.

