

From Tomcats to Tomahawks:

Experiences of the Voyager 7 upgrade at the
University of Plymouth

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The bigger picture

- Role of functional manager – to liaise between systems librarian/developers and the end user
- Felt that the OPAC was in need of a facelift
- University of Plymouth’s usual philosophy is to “wait and see” with any major upgrade

So why the hurry?

- Phantom holds were a big problem 
- We preferred the simpler look of the Voyager 7 OPAC
- The tomcat skin appeared to offer greater flexibility – promise of customisable style sheet tantalising!
- Relatively minor tweaks would give us a very different look – i.e. ‘more for less’

Preparing

- Discussed and chose a suitable date in August 2008
- Philosophy was 'keep it simple' – out of the box was 'good enough'
- Minimal checklist of changes to terminology
- Made changes on test database and began testing
- Big question marks over the Request system



Hold your breath . . . Ouch!

- Testing appeared to be successful
- Skin added
- Suddenly PIN numbers stopped working
- Upgrade deferred until problem resolved
- Still had question mark over the Request system

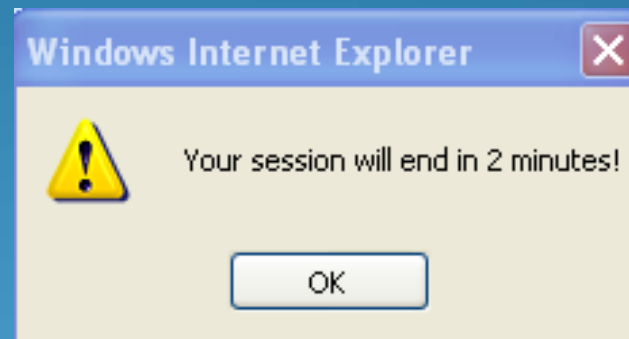


The pain continued!



- Our development team fixed the PIN problem, but

..... an annoying timeout message appeared!



..... and as feared, there was no way of accessing the Inter-library loan request screen

The pain continued!

- Other problems began to manifest themselves:
 - We wanted the front page bypassed – thought it would be easy ...

The screenshot displays the Voyager Library Catalogue interface. At the top, the 'WebVoyage' logo is visible, along with a navigation menu containing 'Database', 'Search', 'Headings', 'Titles', 'Patron', 'Login', 'Request', 'History', 'Help', and 'Exit'. Below this, the 'Database Name' is identified as 'Voyager Library Training Database'. The main content area is divided into several sections: 'Keyword Search' with instructions on how to use search terms, 'Heading Search' with instructions on how to search by subject, and 'Command Search' with instructions on how to use search commands. A search form is prominently displayed, featuring a search input field, a 'Search' button, and options for 'Limit To' (All Material) and 'Records per page' (10 records per page). The interface also includes a 'Basic Search' section with tabs for 'Basic', 'Advanced', 'Subject', and 'Author', and a 'Search History' link. The footer of the interface contains a 'Search Tips' section and a navigation menu with 'Search', 'My Searches', 'My References', 'My Account', 'ILL Requests', and 'Help'.

The fix

- Our developers had to create an HTML redirect to solve the front page bypass
- Interlibrary loans – temporary workaround found



Voyager LIBRARY CATALOGUE

Search My Searches My References My Account ILL Requests

Basic Search

Basic Advanced Subject Author

Search: turtles within All Fields

Limit To: All Material

Records per page: 10 records per page



This item

Record View

- [Staff View](#)

Actions

- [Make a Request](#)
(e.g. Recall or Photocopy)
- [Print](#)
- [E-mail](#)
- [Add to My References](#)

More About This Item From

The fix

- Creation of a dummy bib record linked to Interlibrary request tab

Search My Searches My References My Account ILL Requests

Log In

Please enter your Barcode, Last Name and PIN, then click the **Log in** button.

Log in using my

Id:

Last Name:

PIN:

Log in

Voyager LIBRARY CATALOGUE

Search My Searches My References My Account ILL R

New Search : **Go** Search H

Requests

Select the type of request you would like to make. See help for details about diffe

- [British Library Journal Article Requests](#)
- [Articles from Library Stores](#)
- [British Library Book chapt. or Conf. copy](#)
- [British Library Book Requests](#)

[Return to holdings](#)

Voyager LIBRARY CATALOGUE

Search My Searches My References My Account ILL Requests

New Search : **Go** Search History

Requests

British Library Journal Article Requests

Instructions: Use this form for PHOTOCOPIES FROM JOURNALS NOT HELD BY UoP. Please complete as many fields as possible.
===== Fields marked * are compulsory. <=====

COPYRIGHT DECLARATION: I have not previously been supplied with a copy of the same material by any librarian. I will not use the copy except for research for a non-commercial purpose or private study. I will not supply a copy of the item to any other person. I understand that a false declaration may result in legal action being taken by the copyright owner. Further information can be found in the <http://staff.plymouth.ac.uk/copyrt/intranet.htm>

TO INDICATE YOUR ACCEPTANCE OF THE DECLARATION PLEASE TYPE YES IN THE FIELD BELOW.

*I agree (type YES)

Your name Amanda Jane Southam

*Course name and year Learning and Research Support

*Campus

*University email A.Southam@plymouth.ac.uk

*Journal Title

Author of Article

*Title of Article

*Volume



How was it for our users?

- Timing meant minimal disruption to students and academic staff
- Initial confusion over requests
- Improved look of the OPAC
- Phantom holds fixed –random requests instead!!

Example of random hold!!

Voyager LIBRARY CATALOGUE

Search My Searches My References My Account ILL Requests

New Search : [Search History](#)

Holdings Information

The pop-up book of gnomes.

Title: The pop-up book of gnomes.
Publisher: London : Kestrel Books, 1979.
ISBN: 0722656742
Description: [10]p : chiefly col ill ; 28cm.
Format: Book
Subjects: [English fiction](#), children's stories in English 1900- texts [pop-up](#) books
Notes: Cover title. - Text, col. ill. on lining papers and covers.
Translation and adaptation of: 'Leven en werken de Kabouter' / by Wil Huygen and Rien Poortvliet. Bussum : Uniboek, 1976.

Holdings Information

Location:	School Experience Collection
Shelfmark:	JP POO
Number of Items:	1
Status:	Available

Lessons learned

- Don't be too gullible
- Manage expectations
- Our 'wait and see' policy is less stressful
- Be part of the initial testing team
- Anything else learnt by you?



Thank you!

Any questions?

