

Cracking the code - Decrypting Voyager and passing signals to institutional systems.

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University of Plymouth

- Single campus in south west England.
- Providing degree level education for more than 40 years, become a university in 1992.
- 22,000 students plus 10,000 at partner colleges.



The Library

- 400,000 titles in purpose built library. Extended by a third to 7,500 sq m in 2004.
- Open access computing area in part of the building is open 27/7
- Voyager customer since 2003.



Who am I?

- Library Management System Manager
- Trained as a librarian
- Spent the last 25 years looking after various systems, now including
 - Voyager
 - Metalib
 - SFX
 - Verde

Proposed projects

- Online payment for fines and fees.
- Summary of user account in the VLE.
- Moving invoices from Voyager acquisitions to the university finance system.
- Patron record update.

The context

- Our user service philosophy is self help.
- Self-renewals have long been a feature of our OPAC.
- Four years ago we introduced self check and discharge.
- The university accepts online payment for accommodation and tuition fees etc.
- The “Google generation” pay over the internet.

Library services

- Telephone renewals.
- Cumbersome telephone payment process.
- Reduced staffing hours.
- Longer service hours via self-check and web.
- Increased fines block threshold.

Voyager or some alternative

- SIP 2
- Voyager 7 or 8 or 9 or ?
- Cash payment machine?
- In house solution?
- Purchase software?

Timescale and other drivers

- Introduction of new student portal
- Print accounting
- Participation in the design and pre-beta testing of new reading list system Zephyr.
 - Talis Keystone
- Budget

The Keystone project

- Extract patron activity data from oracle
 - Number of items on loan
 - Fines
 - Number of requests awaiting collection
 - Number of requests
- Display in VLE (Sharepoint)
- Links to web payment system and Webvoyage
- Report on fines paid

Challenges

- “single sign-on”
 - security
- Read-only Voyager tables.
- Minimum payment threshold.
- Upgrade to Voyager 7
- To be delivered by September 2008.

Voyager invoices

- EDI
 - Purchase orders
 - Invoices (still negotiating)
- Paper invoices are currently keyed into Voyager and re-keyed into Agresso
 - 1700 invoices; 1500 from just 10 vendors

Patron record update

- SIF file received for new patrons and replacement ID cards.
- No automated update for changes.
- Low priority for student records system administrators.
- Keystone may provide the means to automate the whole process.

In conclusion

- These projects are still in development.
- There may be alternative ways of achieving this same functionality.
- Ex Libris have promised further documentation on web services.
- Please keep on submitting enhancements.

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Questions

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