How golf handicaps affect the maintenance of Voyager

(a Voyage around Voyager)

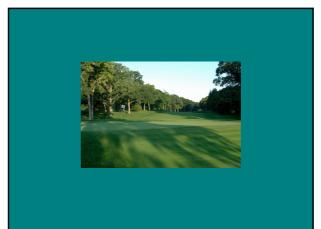
Nikki Herriott & Angus Shaw

Long long ago in a far distant Galaxy there was a library system needing 3 upgrades to meet the requirements of the evil company supporting us......

- Thus began an exciting adventure..... With thrills, danger, heart-stopping moments...
- To this end our band of intrepid Librarians and Jedi Knights began their appointed task!!!!

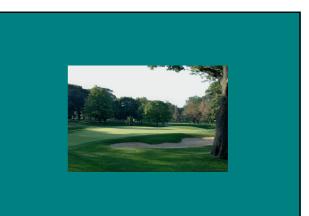
Who we are?

- University of Hertfordshire
- 4 associate colleges sharing a catalogue
- Hosted server for the colleges
- Different IT setup for each institution
- Different skills
- Colleges were reliant on both Endeavor and the University getting it right first time



What needed to be done

- Upgrade from 2001.2 to 6.1
- New server, bigger, faster, more powerful and sexier than the last
- Newer version of Oracle including Unicode
- Distribution of new clients
- Maintaining our unique ethos
- Porting personalised reports and procedures



Planning

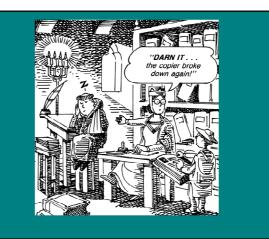
- Started January 2006
- Target date of August 2006
- Range of people involved
- Problems encountered
- Problems solved
- Fall back position should everything go FUBAR!!!

Milestones

- April 2006 Endeavor give us the date (4th August 2006)
- June 2006 new server is installed and operational
- July 2006 new clients tested, reports modified to fit new database structure
- July 2006 directory structure on server modified

Milestones continued

- August 2006 Voyager goes to offline circulation
- Upgrade begins not smoothly due to time difference
- 3 days later we are told upgrade done
- Start testing our own personalisations
- 11th August released to patrons



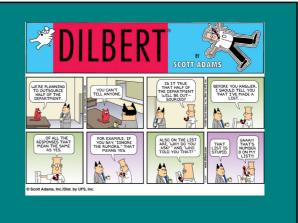
Tailoring for associate colleges

- Bespoke routines to provide standard reports renewal statistics
- New books list
- Automation of EDI interesting?
- Automation of circulation notices in progress
- Automatically emailed from server side to contacts at associate colleges



Lessons learned

- Never again!! With a new Voyager administrator
- Allow longer for testing both pre-upgrade and post-upgrade
- Make sure colleges can test things such as re-linking access tables, uninstalling and installing Oracle
- Make sure events are documented!



The Future...

- Has the Empire had its day??
- Automation of more routine tasks
- Online repository of local instructions
- Greater freedom to tailor our OPAC
- Ability to SSH to the server
- Library 2.0?
- Enhancing the role of FE libraries to keep pace with HE



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