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Voyager

Voyager ILL 6.5 Release Notes

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About Voyager ILL 6.5

Focus of This Release

The 6.5 version of Voyager ILL is being released exclusively to provide integration with the British Library Document Supply Centre's new interlibrary loan system. The enhancements and revisions in the software focus solely on making the software compatible with the changes in the British Library's ARTEmail system. There are no additional features or defect fixes included in this release.

Installation

Path Change

As of Voyager ILL 6.3, the default installation directory has been changed from `\Endeavor_ILL` to `\Voyager_ILL`. All programs should now be installed in this new directory. You need to put `cliodata.mdb` in this new directory after you have installed the software.

Version 5.5 and Earlier

If you are currently using a version of the Voyager ILL module earlier than 5.5, you need to complete additional prerequisite steps such as updating your database using `ClioEndeavorUpdateDBTo50.mdb`. Refer to the *ILL 5.5.pdf* guide located in the Ex Libris Documentation Center for details. You cannot upgrade directly from a pre-5.5 version of Voyager ILL to a 6.x version of Voyager ILL.

Reference to Technical Documentation

For more information and additional prerequisites, see Chapter 2, *Getting Started* and Chapter 3, *Installing Voyager ILL version 6.x* in the *Voyager ILL Module User's*

Guide for Version 6.3, which is still applicable to Voyager ILL 6.5. Due to the limited nature of the changes in this version, the *Voyager ILL Module User's Guide* has not been updated for this release.

Implementation

It is important to make a backup copy of your `cliodata.mdb` file before installing the 6.5 version of the Voyager ILL module.

Note: You must open ILL Management first after completing the installation so that a modification can be made to your database.

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ILL Request

This section includes the following enhancements:

- [Send Initial Request with a Single Keyword](#)
- [Update to Cancelled](#)

Send Initial Request with a Single Keyword

Purpose of the Enhancement

The purpose of this enhancement is to send the initial ILL request with a single keyword.

Description

The ILL Request sends the initial request to BLDSS with only one of the following codes for delivery format and speed:

- LOAN
- PHOTO
- SED
- PTW

Reference to Technical Documentation

For more information about the structure of the ARTEmail message, see the British Library's latest *Guide to ARTEmail*, <http://www.bl.uk/reshelp/atyourdesk/docsupply/help/bldss/replycodes/BLDSSguidetoARTEmail.pdf>

Update to Cancelled

Purpose of the Enhancement

The purpose of this enhancement is to provide a button to cancel a request.

Description

A new button has been added to the Review Details dialog box to update a new request to cancelled. This feature lets ILL staff cancel an item from within ILL Request.

After pressing the Update to Cancelled button, the staff user must also mark the request ready to send and send requests from the Request Summary dialog box.

The cancelled request is subsequently entered into the Voyager ILL database with a local status of Cancelled.

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ILL Management

This section includes the following enhancements:

- [Message Handling During Transition to the New BLDSS](#)
- [Check Holdings](#)
- [Print Request](#)
- [Forward This Request to a New Lender](#)
- [Simplify the REAPP Process](#)

Message Handling During Transition to the New BLDSS

Purpose of the Enhancement

The purpose of this enhancement is to identify messages with errors and make it possible to reprocess them.

Description

During the transition to the new British Library system, the library will have some requests in the legacy system and some requests in the new BLDSS. As soon as you upgrade your British Library account, ARTEmail Communications sends all messages to the BLDSS. Some of those messages are things like Chasers or renewal requests for items that were borrowed previously. The BLDSS will not have any record for those items, since the request records are still in the legacy system. Consequently, users will receive an error message back from the British Library with a code of *ERR6: Cannot find related order*.

ILL Management highlights those messages and any other unusual replies on the ARTEmail Items for Review dialog box.

ILL Management includes Messages as a category on the ARTEmail review form. This includes the ERR6 messages, temporarily unavailable, or anything else unusual. Users see one week's view of messages at a time.

ARTEmail Communications helps automate the process of getting those items updated using the explore.bl.uk form. The workflow for updating the messages is described in the next chapter.

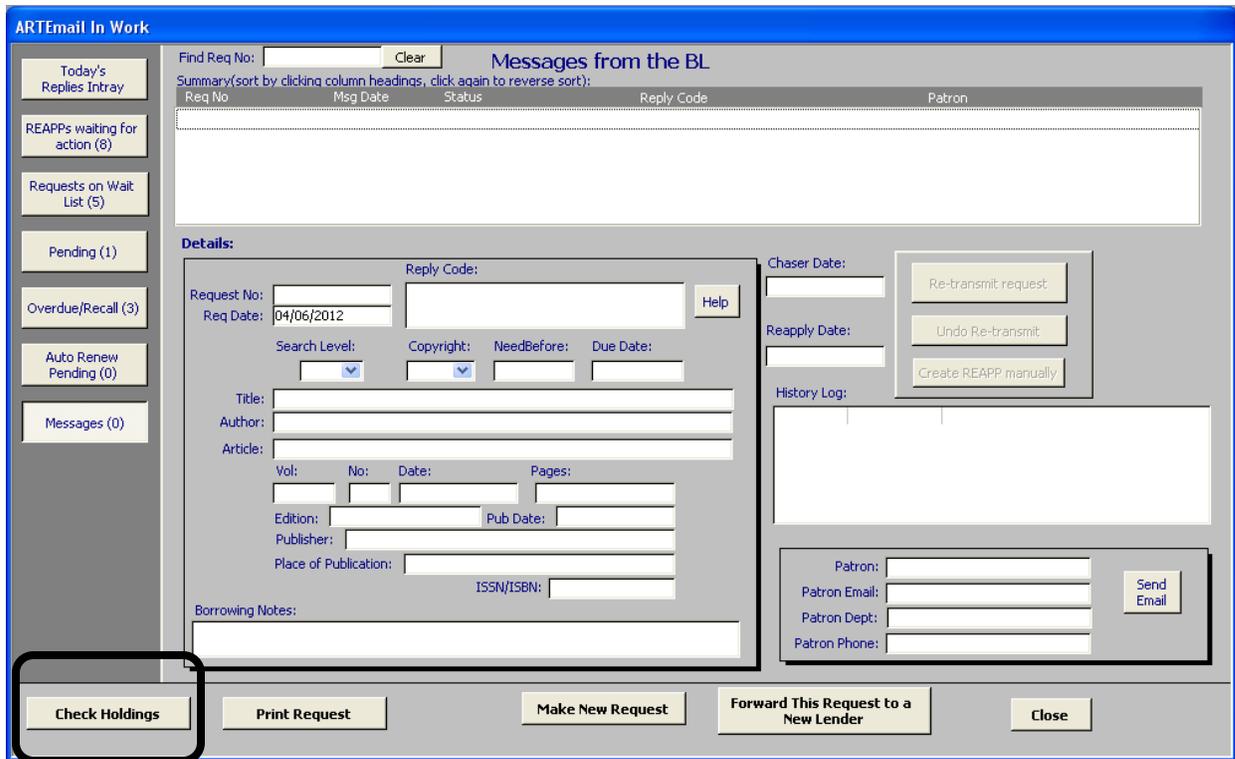
Check Holdings

Purpose of the Enhancement

The purpose of this enhancement is to provide an option to check the title for holdings in the local library catalog.

Description

The new Check Holdings button checks the local library catalog for holdings of the title being requested. The library OPAC address is configured in ILL Management > Preferences > OPAC Setup. This feature is similar to the option in ILL Request > View Borrowing Request Summary > Review Details.



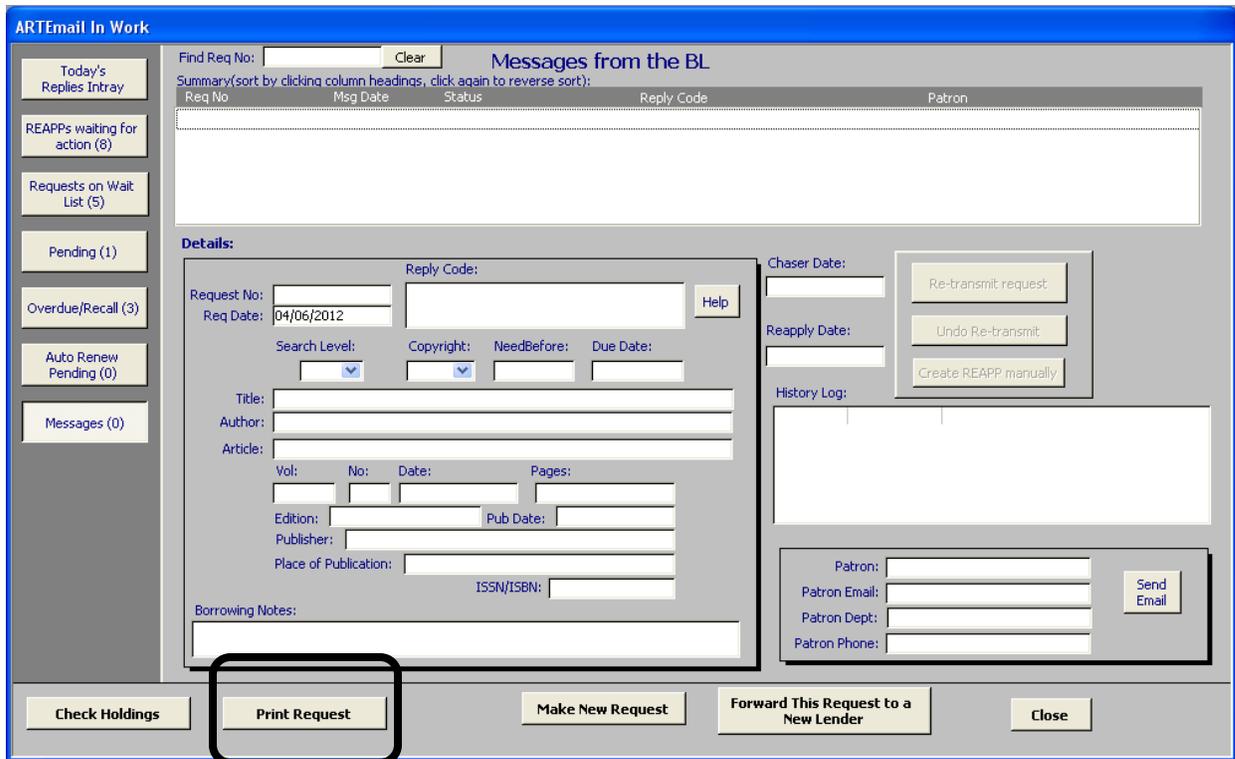
Print Request

Purpose of the Enhancement

The purpose of this enhancement is to provide the ability to print the request from the ARTEmail Items for Review dialog box.

Description

The new Print Request button sends the current request to the default printer.



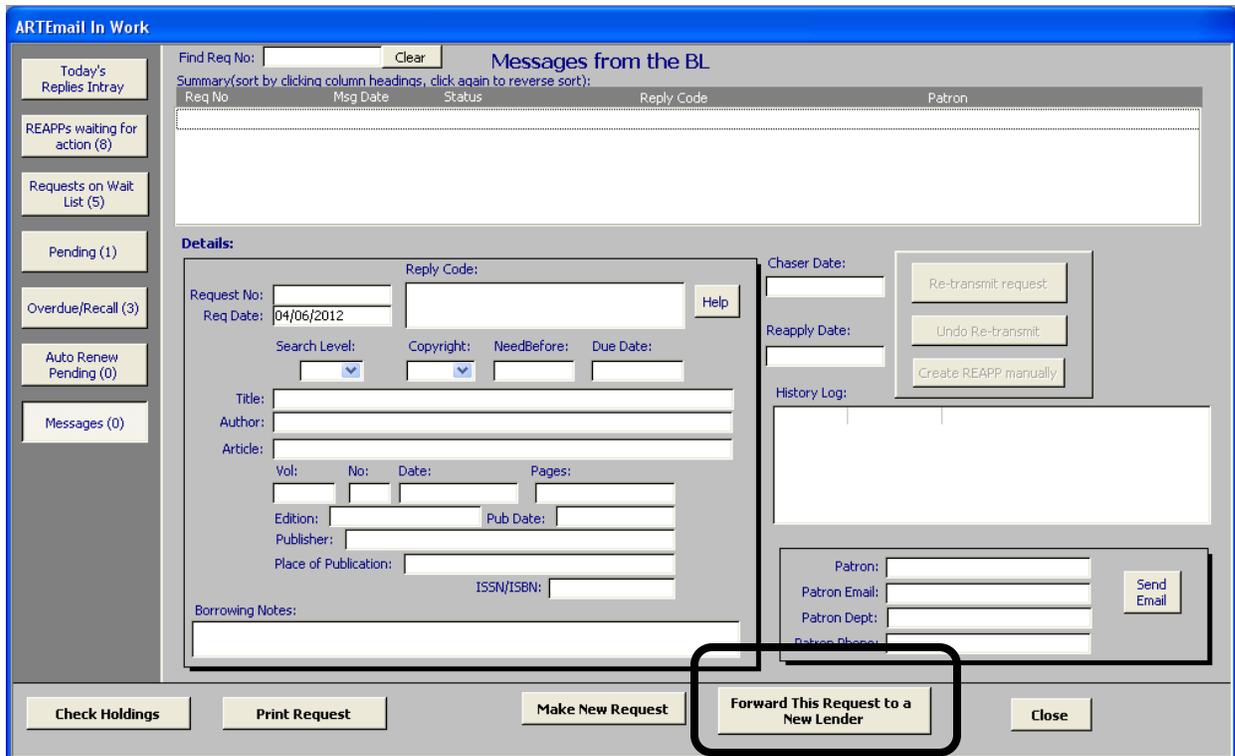
Forward This Request to a New Lender

Purpose of the Enhancement

The purpose of this enhancement is to provide an option to forward this request to a new lender.

Description

The Forward This Request to a New Lender button allows the user to decide while viewing the ARTEmail Items for Review dialog box if they want to send this request to another library to be filled rather than the British Library. On the next dialog box presented, the user can select the library; and the request is sent via email in the custom text email format that the user has defined. This useful if the British Library has replied that they cannot fill the item and provides a list of suggested alternatives.



Simplify the REAPP Process

Purpose of the Enhancement

The purpose of this enhancement is to simplify the REAPP process in ILL Management.

Description

In accordance with the relaxed rules of BLDSS, users can now change search levels, bibliographic information, and so forth on most REAPPs.

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ARTEmail

This section includes the following enhancements:

- [Send Legacy ARTEmail](#)

Send Legacy ARTEmail

Purpose of Enhancement

The purpose of this enhancement is to collect error messages in order for them to be processed in the legacy ARTEmail system.

Description

When libraries upgrade their British Library accounts, new requests are sent to the BLDSS system, but previous requests still exist in the legacy ARTEmail system. If a request is in the old system and the user submits a Chaser, renewal request, or other reply referencing that request, the library's reply goes to the new British Library system. The new system does not recognize the request and generates an error back to the user.

These error messages (typically *ERR6: Cannot find related order*) are collected in order for the library staff to update the requests using the new feature to Send Legacy ARTEmail in the ARTEmail Communications module.

To facilitate processing of these requests, Voyager ILL submits a Web-form message to the legacy system using <http://explore.bl.uk>. The library receives a reply message from the legacy system in the Replies In tray.

The following is the recommended workflow:

1. Open ILL ARTEmail Communications version 6.5 and read in your library's Replies In tray.
2. If ARTEmail Communications identified any error messages as it read them in, the Send Legacy ARTEmail button becomes active and indicates how many legacy messages are waiting.
3. When you click the Send Legacy ARTEmail button, you see a form with the list of items. Mark them Ready when you want to send them to the legacy system. Delete any messages that you want ARTEmail Communications to ignore.
4. When the requests are ready to be processed, click the Post to BL Form button. You see a form with a Web browser and pages start to load. ARTEmail Communications is logging in to the <http://explore.bl.uk> website and navigating to the submit order page. Wait until the process is finished, and the label on the form changes from Please Wait to OK.
5. At this point, you should be at the Submit order page. The TX line and title for the first item in the list should display on the right-hand side. Scroll through the listing to make sure ARTEmail Communications made the right choices. If the request number for the first item in the list does not display, you can enter it by hand or click Go on the Web page and ARTEmail Communications should display correctly when the screen is refreshed.
6. When you are ready, click Go. If the request number is missing, the page simply loads again. Enter the ILL number and click Go again.
7. When the next page loads ARTEmail Communications prompts for a confirmation regarding if the request was successful. Click either Yes or No. If there are more error messages to process, ARTEmail Communications moves on to the next one.
8. A record of each request is stored in the history table in the Voyager ILL database.
9. When you look at these items in the Messages category of the ARTEmail Items For Review dialog box in ILL Management, you see that the Web form was used to resolve the issue.

As the legacy messages are resolved, there are fewer messages that require this additional processing.