

Integrated Library Systems Support (Voyager)

Service Owner Steelsen Smith

YUL Service Domain [Integrated Library System Services](#) [1]

Alias Voyager, ILS

Short Description: Library IT provides technical support for the ILS, the associated custom applications, and integrations.

Description

The Integrated Library System (ILS) is the management platform for all serial and monograph activity at Yale University Library (YUL). The platform is also used for the acquisition of electronic resources at YUL. The service is used by every library under Yale Library. The Lillian Goldman Law Library in Memory of Sol Goldman is administratively separate and does not use Voyager.

The ILS runs on Ex Libris Voyager, which comprises three primary modules: acquisitions, cataloging, circulation. The system also contains a public user interface known as the Online Public Access Catalog (OPAC). The Voyager ILS is supported by Ex Libris managed by YUL.

A variety of custom applications and reporting tools (e.g. Red Green Light), services (e.g. Voyager OAI Provider), and integrations (e.g. Quicksearch, Workday, Banner) have been developed locally that augment core product functionality. These custom solutions are closed source, locally developed, and self supported.

Visibility No visibility restrictions

Who is eligible to use this service offering? Yale Library Staff Only

How do I get it?

The Voyager Clients are made available on Library managed workstations.

How do I access it?

Please contact the Library Business Office for new account requests.

<https://web.library.yale.edu/sd/dept/business-office> [2]

Are there any specific policies and procedures outlined for your service offering?

An operating agreement, known locally as a service overview, is available for this service. A service overview is a document that defines expectations and resources required to provide ongoing operational support for the service. [You can view it here.](#) [3]

Are there Rates & Charges Associated to this Service Offering? No

Categories Add, Install, Move, Modify

Enhancement

Inquiry

Outage

Performance Issue

Scheduling and Support

Something Broken

Tier 1 Support YUL Support Group (listed above)

Sub-category needed? No

Generic Request? No

Can users request access to your service offering? Yes

Support Group [Client Services & IT Operations](#) [4]

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Published on Yale University Library (<https://web.library.yale.edu>)

Links

[1] <https://web.library.yale.edu/service-domains/integrated-library-system-services> [2]

<https://web.library.yale.edu/sd/dept/business-office> [3] <https://yale.box.com/s/5ece3y059vg9oz08ravr4ueoek7r0gy4>

[4] <https://web.library.yale.edu/service-support-groups/client-services-it-operations>