

Support Policy for Customizing Voyager 7 WebVoyage

The new WebVoyage user interface available with Voyager 7 is based on extensive usability testing, but also provides for a greater degree of customization than Voyager users have ever been able to implement. Accordingly, we have created an expanded WebVoyage Support Policy that we hope will allow the Voyager Support Team to assist as many customers as possible in their adoption of this new user interface.

Our usual policy for handling questions and problems still applies and is unchanged. The following is meant to clarify how and to what extent the Voyager Support Team can help with customizing the new interface.

Full Support for Core Functionality

Full Support will be provided for several key elements of WebVoyage configuration that are options within core standard functionality.

When it comes to these elements, we'll answer your questions about:

- Where to go to customize the functionality or what files you might need to call
- How to make changes or what the valid options are

When you encounter a problem:

- We'll look to see whether or not your configurations appear to be formatted correctly
- We'll attempt to troubleshoot the problem by replicating at your site, testing in an otherwise vanilla set up, and potentially adjusting your configuration
- We may advise you to start again from the vanilla set up and move your changes in one by one

SysAdmin Client – Set basic options for an installation, such as policies, indexing, etc.

Webvoyage.properties file – Fine-tune a WebVoyage installation and customize messages and text strings (A minimum number of changes may be required here for an “out-of-the-box” OPAC experience, e.g., adding new searches, setting the logout and start pages, enabling record emailing, etc.)

Help File Subdirectory – Customize the help pages for specific languages and settings determined by your library (this can include bibliographic instruction)

XML Configuration Files – Customize search tips and select marc fields for display

Basic Support for Customizing Look and Feel

Basic Support will be provided for basic customizations to the look and feel of WebVoyage related to fonts, colors, and logos.

We'll answer your questions about:

- Where to go to customize the functionality or what files you might need to call
- How to make changes or what the valid options are

When you encounter a problem:

- We'll look to see whether or not your configurations appear to be formatted correctly
- We may advise you to start again from the vanilla set up and move your changes in one by one

CSS Files – Basic settings of colors and fonts

WebVoyage Architecture and Configuration User's Guide projects – This documentation outlines sample projects to highlight the customizability of WebVoyage. We'll help you implement the tutorials in the cookbook and discuss the applications of the concepts it contains.

Limited Support for Advanced Customizations

Limited Support will be provided for more substantial changes to the look and feel and for building new functionality into WebVoyage.

We'll answer your questions about:

- Where to go to customize the functionality or what files you might need to call

When you encounter a problem:

- We will advise you to start again from the vanilla set up and move your changes in one by one.

CSS Files – Sophisticated placement and display of page elements

XSL Template Files – Adding hooks, adding static content, moving and removing elements on any page

JavaScript – Adding scripts to make pages more dynamic

Internal.properties file - Making changes to this file may be necessary for advanced customizations but can break WebVoyage.