

VOYAGER FAQs

[Frequently Asked Questions]

Fall 1999

In July 1998, The Worcester State College Library migrated to a new integrated management system, **Voyager**. In addition to having a state-of-the-art online catalog, the new **Voyager** system provides a gateway to other online resources as well. Below are some of the most frequently asked questions [FAQs] concerning **Voyager** in our Library.

Can I search the catalog from home?

Yes. As well as most other online resources, the catalog is available 24 hours a day by connecting to the Library Web Page at www.worcester.edu/library.

Is the catalog the same as the one in the Library?

It has all the same features, but does look a little bit different because it's a Web version. We've recently added some on-screen help directions, but if you need more help using the Web Voyage, just click on the "Help" button at the top of the catalog screen.

I tried to put a hold on a book, but the system wouldn't let me. Why?

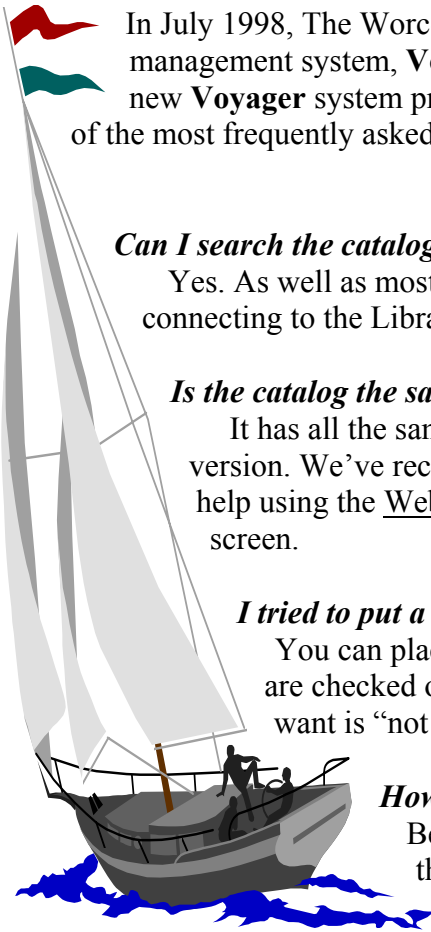
You can place a hold on books or other materials that circulate only when they are checked out to someone else. If the *status* line indicates that the item you want is "not charged" then the system automatically refuses a hold request.

How can I print catalog records?

Before you can print, you must click inside the check box at the top of the record that reads " marked?" Once the box is checked, you'll notice that the print button (e-mail too) is lit up. Just click on the printer icon and pick up the printed page at the networked laser printer next to the public photocopiers.

How much does it cost to print?

There is no cost – the College pays for this service. At home, of course, you need your own printer and paper.



We were told to send our professor the titles of books that we are using for our papers by using e-mail. How can we do that?

As of this August, you can send an e-mail to yourself or to your professor with the information about a book, or any other item in the online catalog. Click to make a check mark in the box that reads “ marked?” at the top of the screen. When the e-mail button lights up, click on it and a pop-up mailbox will appear. *Type your e-mail address carefully* – you won’t get notification that the e-mail has been sent, so there is no way to correct the address if you make a mistake and send it without proofreading first.

The full text databases like Britannica and EbscoHost are great, but what happens when the Library is closed?

Over the summer we set up *remote access* connections to most every database to which we subscribe, and that has a remote access license available. Just keep your WSC ID card handy and make sure that you have a Library barcode affixed to the back of it. Access from your home computer to our subscription databases is only possible with this *barcode* number. Be sure to click on the remote site link instead of the on campus link.

What about using the CD-ROM indexes from home?

We’ve moved the most popular CD-ROM titles to *online access*. ERIC, CINAHL and PsychInfo are now available from any computer across campus, and from home using your Library barcode number. So you can use these titles on any Library OPAC workstation, in the Education, Nursing or Psych labs, or the computers in the LRC 3rd floor Academic Computing area – and then go home at night and use them on your own computer too.

How can I keep track of all the changes and what’s available from home?

Bookmark the Library Home Page. We update information on this page as soon as changes occur to our holdings. There’s also lots of interesting Internet links, along with advice on using Library resources – such as citing Web pages for your bibliography.

More Questions?

We’re always happy to answer any questions that you might have about the Endeavor Information System’s *Voyager* product, or about accessing the Library Web Page.

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