

NOTISes

*For users of
NOTIS
library
information
systems*

COPYRIGHT © 1991 NOTIS SYSTEMS, INC.

NOVEMBER 1991 • Number 72

IN THIS ISSUE

NOTIS News2-3

NOTIS establishes a Bitnet
address for support issues ...6

New Internals Reference
Manual.....7

Thank you to KeyNOTIS,
1.2, and 5.0 customers.....8

NUGM news and photos ...9

NOTIS wants to build a
team with Tech1s.....11

1991 Enhancement Survey
results12-13

Update on what projects are
in the works.....14

We are working on 5.0.2 .15

Customer Directory16

New Load program
available17

Q's and A's about serials
control screen designs18-19

Circulation library control
file training20-21

National University's
success story22-23

Order forms24-25

Save \$3000 on MDAS26

Troubleshooting.....27

BULLETIN

NUGM photos are on page 9!!

Our New Phone Support Center: Designed to Make Your Job Easier

*By Robyn McMurray
NOTIS Systems, Inc.*

We have listened to your concerns about phone support, and we are confident that our new phone support center will resolve many of your concerns and succeed in making your job easier. Our goal is to respond to your problems faster by immediately putting you in touch with an engineer or librarian.

Through our customer support survey and quarterly support calls, we know that many of you overwhelmingly dislike voice mail. Minimizing voice mail is one of our goals with the phone support center.

Another goal we plan to achieve through the phone support center

is to get your questions answered by a systems engineer or librarian as soon as possible. We want to improve our responsiveness to you by being available when you need us the most.

Not only do we aim to improve our communication with you, but just as importantly, we aim to improve communication amongst ourselves.

If we communicate well internally, such as working together to solve problems, then we will be capable of responding to you more quickly.

"Our goal is to move from a place where we are putting out fires to a point where we are imple-

Continued on page 4

NOTIS NEWS

Performance Improvements in Release 5.0.1

by Mike Travers
Technical Writer
NOTIS Systems, Inc.

Some customers have reported that the 5.0 OPAC requires additional computing resources. NOTIS has responded to these reports with the following enhancements in Release 5.0.1.

Retrieving and Displaying Item Records is Faster

Retrieving and displaying item records is significantly faster. We have accomplished this by substantially reducing the LCR file I/O's for bibliographic records containing large numbers of items.

A location look-aside algorithm is used to bypass locations already retrieved. We have also tuned the NOTIS/CICS interface which reduces the CPU time necessary for retrieving item records.

Faster Response Time

Customers have reported that they periodically experience slow response times during peak usage periods. We have modified modules to more efficiently utilize virtual storage when allocating memory.

This will reduce the amount of

time that tasks wait for storage. The average response time will be improved when you execute OPAC commands during busy periods.

Enhancements in Future Releases

Future releases will include more performance enhancements. For example in Release 5.0.2, we are planning to further decrease the number of LCR file I/O's needed to display bibliographic records. We are continuing to research ways to improve performance and thereby meet your needs. Thanks for all of your helpful comments and suggestions. ■

NOTIS[®] is published monthly by the Documentation Services department, NOTIS Systems, Incorporated. The purpose of NOTISes is to provide timely, helpful, and accurate information about NOTIS products and services to the NOTIS user community.

SUBSCRIPTIONS: Subscriptions are available to NOTIS users at the rate of \$65 for one year by calling us at (708) 866-0150 or writing us at 1007 Church Street, 2nd Floor, Evanston, Illinois 60201-3622.

CONTRIBUTIONS: We welcome articles and suggestions from the user community. Please call for formatting suggestions before submitting items for publication.

MANAGER, DOCUMENTATION SERVICES

Jane Larkin

EDITOR

Robyn McMurray

ASSISTANT EDITOR

Sherri Miller

Copyright © 1991 NOTIS Systems, Inc.
All rights reserved.

NOTIS[®] and the NOTIS design are registered trademarks of NOTIS Systems, Inc. Reg. U.S. Pat. & Tm Off.



Problem after hours? No problem!

You can call a systems engineer to help you resolve your technical problems from 7:00 a.m. to 7:00 p.m. (CST). From 7:00-8:30 a.m. and from 5:00-7:00 p.m., the system engineer on duty will handle incoming calls in correlation with the voice mail system. Simply call Customer Services at (708) 866-1100.

It's Time to Begin Planning the 1992 Enhancement Survey

ATENTION: All Chairs of the Special Interest Groups. It is time to begin planning for the 1992 Enhancement Survey.

As Chairs of the Special Interest Groups, your feedback on the survey process is invaluable to NOTIS Systems. The procedures for submitting enhancements, revised for the 1991 survey, made the survey process much easier.

The format of each suggestion, consisting of a title, description, and justification, worked very well, as did the overall format of the documents and the voting procedures. However, there is still room for improvement. Watch for a mailing, coming in November 1991; it will include information on procedures, further revisions to the process, and the proposed schedule for the 1992 Enhancement Surveys. ■

Report Writer Focus Group to Meet at ALA

Our Systems Development department has done a considerable amount of work on Report Writer but is not in a position to finish it at this time. Conversion Services is looking into helping complete this project. But, before we can do this, we need to reach a consensus on what types of reports you want Report Writer to provide you with.

We would like to conduct a focus group with a limited number of participants at Mid-Winter ALA to discuss your reporting needs. If you are interested in Report Writer and in being a part of this focus group, please contact Donna Shapiro at (708) 866-0138 by December 15, 1991. ■

DocAlertsDocAlertsDocAlertsDocAlertsDoc

5.0 Upgrade Instructions

Sites that have yet to upgrade from 4.6 to 5.0 should be aware of an omission on page 20 of the upgrade instructions. The instructions say "make certain that your versions of the BRSFILES and INFOREC load modules are used instead of the distributed version."

This advice should also have included retention of any local PARALUxx and READLUxx modules. The distributed PARALUxx gives keyword access only to the NOTIS test files. You must retain your existing PARALUxx and READLUxx modules and copy them to the new library if you plan to use BRS keyword in your OPAC.

When you install the new NOTISearch 1.0 facility that is included in the 5.0.1 upgrade tape, you will no longer need these modules. ■

Do You Have These Titles?

Technical Update 17:
Abend Codes and Error Messages

Technical Update 18:
Internals Reference Manual

Technical Update 19:
Update to the Troubleshooting Guide

If you have a technical documentation subscription, and you haven't received these titles, please call Jutta Kehoe in Documentation Services at (708) 866-0199. ■

Coming Soon...

In response to customers' requests, we will be publishing a check list of tips and suggestions for tuning and improving the performance of LMS 5.0. Look for a special mailing this fall. ■

Continued from page 1
 menting a fire prevention program," said Carole Norris, Customer Support Services Manager.

The phone support center is just one of a variety of ways that NOTIS is trying to make it easier for you to contact us. In addition to calling us on the 1100 number, you can fax us your problem.

A fax machine is set up in the phone support center and is only used by us. Our fax number is (708) 866-4908. We have forms available on request for you to fax in your problems.

We are also making your job easier by providing a Bitnet mailbox. You can send us your problem on Bitnet and request that we send our response to you via Bitnet, phone, or fax. Our Bitnet address is NOTIS@NUACC.ACNS.NWU.EDU.

How is the New Phone Support Center Set Up?

The phone support center is a separate, enclosed area. It's an open area with desks set up for four team specialists and the support center administrator.

It contains the automated attendant, which monitors all incoming calls; a fax machine, which is used only by the support center staff; plus GTO equipment and Bitnet access.

We designed the phone support center so the engineers and librarians who are providing real time phone support are close to one another, which makes it easier to communicate and bounce ideas off others.

Teamwork—the Key to Providing You with Better Service

Teamwork is important when it comes to providing you with better service. Working as a team helps ensure that problems don't fall through the cracks. As a team we'll manage your problems more efficiently.

Teamwork means we are working together to solve your problems, which in turn means your questions are answered more quickly. While our specialists are on the phone with you, they will do their best to search PTS, and do as much as they can to solve your problem so you won't have to wait for a call back.

We'll solve as many of your problems as we can while you are on the phone. This means voice mail and call backs will be minimized.

"NOTIS wants to spend your maintenance dollars wisely. By reducing call backs, the phone support center saves NOTIS staff time and allows us to be more responsive to customer questions," said Maribeth Ward, Vice President of Customer Services at NOTIS.

The teams are comprised of specialists in each of the modules. There are four people on each team and each team consists of at least one librarian. The other three members of the team are engineers.

How the teams are set up will change as your needs change. We plan to allocate resources where you most need them. For example, if a large percentage of calls are questions regarding circulation, then we would allocate more specialists to the circulation module, to ensure we have enough specialists covering these calls. The best way for us to know how to allocate our resources is for you to answer all of the questions the automated attendant asks you when you call.

Each team is trained in the areas for which they are responsible. Our aim is for everyone involved in real time phone support to have a base level of expertise in all of our modules, plus a high level of expertise in the specific areas for which they are responsible. This level of training helps guarantee that we are able to answer your questions more quickly.

What Happens When You Call the Phone Support Center

The phone support center is available during our peak busy periods. When you call in during this time, you are greeted by the automated attendant. You always have the option to press zero to speak with Cheryl Wallace, the Support Center Administrator. But, it is important to the phone support center's success that you stay on the line with the automated attendant, even if you are calling back or want to speak to particular specialist.

The automated attendant keeps track of all incoming calls, lets us know how many calls have come in, and what modules customers are calling about. With this important information, we can continue to improve our responsiveness to you.

The automated attendant directs you to an engineer or librarian based upon the choices you make on your touchtone phone. The first question you are asked is whether the problem is existing or new. Then, you are asked if you need technical

assistance with a NOTIS product or your operating environment, or if you have a library use or functionality question.

Third, you are asked if your problem relates to LMS, GTO, MDAS, KeyNOTIS, CICS/VSAM, or other system questions. Now, unless you choose LMS, your call is immediately put through to a support analyst.

If you choose LMS, you are asked if your problem is a circulation, acquisitions or serials, cataloging or authorities, OPAC, or Keyword issue. Once you make this choice, your call is immediately put through to a support analyst.

By looking at the diagram below of what questions you will be asked, you can predetermine what options you will choose and just press the appropriate buttons instead of listening to all of the options.

"Don't be concerned if your call does not fit into

any of the categories. Just select the closest options and the support analyst will help you," said Norris.

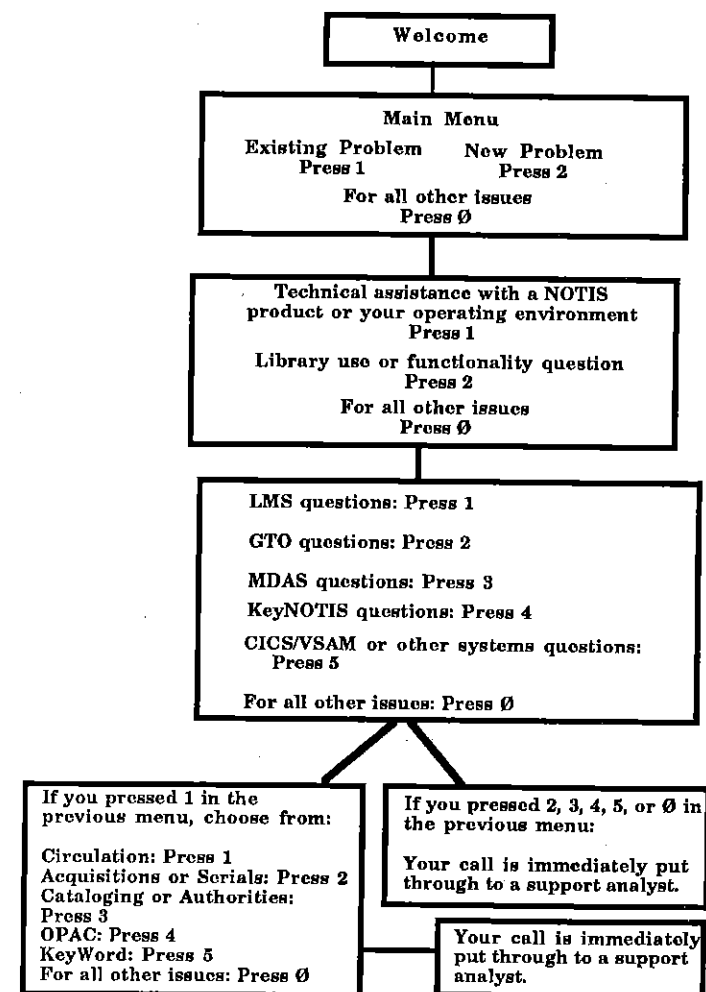
If all of the support analysts are helping another customer when you call, you will have the option of holding. If you hold, your call will be taken by the next available support analyst.

When holding, you will always have the option to press zero to speak with the support center administrator. If you don't want to hold, you also have the option of leaving a message with the support center administrator.

We think you'll be pleased with the help you get from our new phone support center. The key is responsiveness, and in the months to come we hope you notice a significant improvement in how effective we are in responding to your problems.

We are making every effort to catch severe problems more quickly and get solutions to your problems as soon as possible. ■

Diagram of the Automated Attendant



NOTIS Establishes a Bitnet Address for Support Issues

NOTIS Customer Support Services has established a Bitnet address in an effort to add one more method to communicate issues or questions to Customer Support Services. The address is:

NOTIS@NUACC.ACNS.NWU.EDU

NOTIS customers who prefer Bitnet to phone or fax should be sure to include the following elements when communicating with Customer Support. By including all of this information, you will help insure that NOTIS staff have the data they need to resolve the problem as quickly as possible.

Date:

To: Address to assigned engineer or librarian for previously reported inquiries or problems; address to Cheryl Wallace for new inquiries or for those cases where you are unsure who has been assigned to work with you.

From: Indicate your name, LIB 1/2 or TECH 1/2 designation, and NOTIS customer site name.

Subject: Give a one-line description of your inquiry.

PTS Number: Indicate assigned number for previously reported problems or questions; otherwise, indicate that this message covers a new unreported question or problem for your site.

LMS Release Level Experiencing Problem: Test _____ Production _____

Module(s): Indicate the module(s) causing difficulty or about which you are inquiring. For example, acquisitions, serials, keyword, circulation, cataloging, authorities, OPAC, VITLS, GTO, MDAS, CICS/VSAM, or systems issues, or KeyNOTIS. Note: For GTO, MDAS, or CICS, please indicate the release level as well.

Problem Description: Summarize the question/problem. Clarify how it affects your daily work, your files, or other parts of system operations. Let us know what you have done to isolate the problem, and the results of your testing or debugging prior to contacting NOTIS. For online issues, indicate whether you were in OPAC or staff mode, and itemize the sequence of commands that resulted in a problem or question.

Supporting Documentation: List any documentation that may be forthcoming to NOTIS to help Customer Support staff answer your question; for example, screen prints, dumps of records, program or system dumps, CICS traces. Note: Be sure to indicate HOW supporting documentation is being sent: by Bitnet, by fax, by FedEx, or by mail. This will help us keep track of communications from you that come from multiple sources.

Desired Medium for Response: NOTIS will respond by phone unless you explicitly indicate here that you prefer response by fax or Bitnet. Note: For fax response, please provide your fax number. ■

Documentation Services Produces the New *Internals Reference Manual*

by Roseanne Hubbard
Technical Writer
Documentation Services

The newest addition to LMS 5.0 technical documentation is the *NOTIS Internals Reference Manual*. It is an additional technical resource for those library programmers who need detailed information on the internal configurations of the software.

The *Internals Reference Manual* replaces the *Installations and Operations Manual* and the *Programmers Reference Manual*.

The highlights of this manual include new and updated record layouts, instructions on how to customize the MARC tag table, definitions of installation options, and general information on programs and files.

New and Updated Record Layouts

The record layouts have been completely updated. In addition, we added record layouts for the MHL, NSCF, and LCR records. This information is essential for the programmer maintaining the Library Management System.

For example, you may need to create customized reports to present information specific to your installation. If you have the record layouts, you can write stand-alone programs to access the NOTIS records and extract the information you need.

The record layouts can also facilitate the troubleshooting process. If you have a problem, you can trace it by looking at the record layouts. If you need to contact NOTIS Technical Support, you can better describe the problem by looking at the record layouts first.

Customizing the MARC Tag Table

The chapter on customizing the MARC tag table includes data descriptions of the tag table elements and illustrations of typical tag table cards. It also includes instructions that explain how to make typical changes to the tag table.

For example, if you need to allow the use of subdelimiters beyond the standard ones in a given field, the section on adding a subfield can help you. If you need to add new values to fixed field elements, the information on the 0-card can help you. All of the information in this chapter will help you to better understand the MARC tag table.

Defining Installation Options

This manual also contains a chapter that defines the installation options and the values you may choose to tailor the software to your specific needs. In addition, it contains an appendix that tells you which programs you need to reassemble if you change the value of an option.

The Internals Reference Manual is an essential technical resource for your installation. It provides you the additional information you need to understand the internal configurations of the software. It definitely facilitates the maintenance of the Library Management System. ■

NOTIS

Customer Support Services

WOULD LIKE TO RECOGNIZE
AND THANK OUR
KEYNOTIS, MDAS, AND
5.0 PRODUCTION SITES

BALL STATE - 5.0 & MDAS
BELL COMMUNICATIONS RESEARCH - 5.0
BOSTON COLLEGE - 5.0 & MDAS
CALIFORNIA STATE - SAN BERNARDINO - KEYNOTIS
CATHOLIC UNIVERSITY - 5.0
CTW CONSORTIUM - 5.0 & MDAS
DELAWARE STATE UNIVERSITY - KEYNOTIS
EASTERN MICHIGAN - 5.0 & MDAS
FLORIDA INSTITUTE OF TECHNOLOGY - 5.0
FORT HAYS STATE UNIVERSITY - 5.0
GEORGE MASON UNIVERSITY - 5.0
INDIANA STATE UNIVERSITY - 5.0 & MDAS
INDIANA UNIVERSITY - 5.0
IONA COLLEGE - 5.0
IOWA STATE - 5.0 & MDAS
UNIVERSITY OF IOWA - 5.0 & MDAS
JOHNS HOPKINS UNIVERSITY - MDAS
UNIVERSITY OF KENTUCKY - 5.0 & MDAS
UNIVERSITY OF NOTRE DAME - 5.0 & MDAS

MESSIAH COLLEGE - KEYNOTIS
MICHIGAN STATE - 5.0
UNIVERSITY OF MICHIGAN - 5.0 & MDAS
OKLAHOMA STATE UNIVERSITY - 5.0 & MDAS
OKLAHOMA HEALTH SCIENCES - KEYNOTIS
PRINCETON THEOLOGICAL SEMINARY - 5.0
PURDUE UNIVERSITY - 5.0 & MDAS
QUEENS UNIVERSITY - 5.0
RICE UNIVERSITY - 5.0
ROBERT MORRIS COLLEGE - KEYNOTIS
UNIVERSITY OF SOUTH ALABAMA - 5.0
SUNY-BINGHAMTON - 5.0 & MDAS
TEXAS A & M UNIVERSITY - 5.0 & MDAS
UNIVERSITY OF TEXAS - ARLINGTON - 5.0 & MDAS
TRINITY UNIVERSITY - SAN ANTONIO - 5.0
VANDERBILT UNIVERSITY - 5.0 & MDAS
WASHINGTON RESEARCH LIBRARY CONSORTIUM
UNIVERSITY OF WINDSOR - 5.0
YORK UNIVERSITY - 5.0 & MDAS

800 NOTIS Users Gather for NUGM



800 NOTIS users converge in the dining room for lunch

More than 800 users of NOTIS software gathered at the Palmer House in Chicago for the 9th annual NOTIS User's Group Meeting.

"The first NOTIS user meeting consisted of a few people sitting around a table," said Jane Burke, NOTIS President.

"The growth of our customer base in the last

four years has turned this annual meeting into a major event. We're very pleased that our customers have taken on the responsibility of organizing more than 60 programs. NOTIS staff, of course, present information on upcoming products and speak on request, but the substance of the sessions is determined by the users." ■



The 1991 Special Interest Group Chairs



Two NOTIS users take an opportunity to network

NUGM 1991—Bigger and Better than Ever

NUGM 1991 brought 830 NOTIS users and NOTIS personnel to the Palmer House in Chicago. NOTIS users spent two full days attending sessions on more than 75 different topics and networked with other librarian and data processing staff.

For many, NUGM 1991 was also a time to serve as a moderator and/or presenter of the NUGM sessions and to present an idea or procedure in the form of a Poster Session. As was reflected in many of the comments on the evaluation forms, NUGM 1991 was a time to learn and pick up new ideas.

The following table is a summary of the meeting evaluation. Feedback on the following aspects of NUGM is ranked on a scale of 1 to 5 and is based upon the 207 evaluations that were returned.

Here is a list of some of the more prevalent comments that were made on the general meeting evaluations.

- We want all handouts because they are a valuable reference tool.
- Separating the book for day 1 and 2 was well planned.
- Books are too big, edit to get them smaller.
- The schedule was feast or famine—blocks with nothing of interest and others with conflicts.
- Need better overheads/handouts.
- Need better overall quality speakers—particularly on tech side.
- Redesign the badges and make the dots smaller.
- Distribute a list of attendees.
- Poster sessions are good but need better scheduling.

Rating: 1=lowest, 5=highest	1	2	3	4	5
Packet of handouts	3	1	12	48	57
Meeting organization (session schedule)	0	2	18	68	38
Meeting format (length of sessions)	1	7	17	68	36
Overall meeting usefulness	0	4	24	60	28
Usefulness of session topics	0	3	33	70	21
Value of NUGM '91 (cost vs benefits)	2	3	38	57	40
Meeting facilities	0	2	12	38	40
Palmer House accommodations	1	2	11	35	74
Poster Sessions	2	5	29	18	14

Did you find the packet of handouts necessary?
Yes—170 No—37

Did you find the scheduling of sessions workable?
Yes—171 No—11

- Overall—great—everything.
- Provide juice and soda in the morning.
- Better climate control.
- Expand to three days.

The NUGM Planning Committee has already met for NUGM 1992. We have taken into consideration a number of the comments and suggestions and will be incorporating them into NUGM 1992. Keep in touch. ■

NOTIS Wants to Build a Team With TECH1s

In meetings held during NUGM '91, the SIG officers have learned that NOTIS Systems is very interested in forming an advisory body of NOTIS TECH1s that will work as a team with NOTIS staff.

NOTIS' Team Objectives

NOTIS' objectives for the team include:

- developing priorities to improve LMS error handling capabilities,
- refining how JCL is distributed,
- discussing methods for improving and refining support,
- identifying problem areas that deserve priority attention, and
- establishing a forum to share our practical knowledge of the daily workings of the system with those responsible for developing and supporting it.

Be sure to include the following information:

1. Operating system level and LMS release in production.
2. LMS modules install and length of time in production.
3. Job title and duties.
4. Years of experience with LMS.
5. Other qualifications (years in DP, JCL expertise, systems programming experience, etc.).
6. If your site would be willing to participate as a member of Team NOTIS.
7. If your site could fund your travel.
8. Your reasons for wishing to serve.

The SIG officers believe that forming this advisory group is a significant and very positive step forward for all of us. We hope you will respond enthusiastically to this overture from NOTIS.

John Pillans, Chair, VSE SIG

Michael Stephens, Chair, MVS SIG

Leigh Williams, Immediate Past Chair, VSE SIG

Joan Weckmueller, Immediate Past Chair, MVS SIG

Maryanne Vaughan, Chair-elect, VSE SIG

Beth Nicol, Chair-elect, MVS SIG

Bonnie Bumpaus, VSE Secretary

Paula Gilchrist, MVS Secretary ■

Team NOTIS—What it Takes

This group will also assist in developing Team NOTIS, a group of sites that can aid NOTIS in testing and resolving problems in a wider variety of scenarios.

NOTIS Systems is willing to fund travel to Evanston for up to four members of the advisory group. The first meeting will probably be held in February 1992.

NOTIS is particularly interested in representatives from sites that are in production with Release 5.0 and who can make positive and team-oriented contributions. The SIGs will select the participants.

If you would be willing to serve in this capacity, please send a letter by December 22, 1991 to:

Leigh Williams

Stephen F. Austin State University,

Library Computing,

P.O. Box 13055 SFA Station,

Nacodoches, TX 75962

or you can contact her through Bitnet at:

F_WILLIAMS@CCSVAX.SFASU.EDU or

LWILLMS@SFAUSTIN.

The 1991 Enhancement Survey Results

NOTIS Systems is pleased to announce the results of the 1991 Enhancement Surveys. The results were distributed before NUGM 1991 to the Chairs of the Special Interest Groups which participated in this year's survey process.

The LMS Survey

The LMS Survey consisted of 57 suggested enhancements, each of which received a portion of the total points assigned. Seventy three percent of the sites/consortia that received the survey responded.

The 10 top ranking enhancements, listed below, received 3.4% to 6.4% of the total votes, with the top 4 enhancements receiving 5% or above. The balance of the 57 enhancements each received 3.1% or less.

Description	# on Survey	Percentage
Enhanced editing capability for bib. record	#11	6.41%
Allow relinking of order records	#1	6.19%
Punctuation Sensitive Searching	#31	6.16%
Course reserves	#29	5.01%
Patron HAS Command (Patron Charge Index display)	#25	4.82%
Bill/Fine	#27	4.44%
Billing for unreturned items (LOST)	#28	3.98%
Download and print search results	#33	3.98%
Shelf list call number index	#24	3.44%
Ability to delete or resequence copy statements	#12	3.40%

The GTO Survey

Ten suggested enhancements were included in the GTO Survey, each of which received votes. Fifty six percent of the sites/consortia which received the survey responded.

The 10 enhancements are listed below in order of highest to lowest percentage of the total points assigned. The top enhancement received over 26% of the total votes.

Description	# on Survey	Percentage
If more than one match is found, the multiple matches should be identified	#8	26.76%
Confirmation of record upload	#4	14.18%
Have clearer messages	#6	10.88%
Increase the speed of GTO to 9600 bps	#7	10.88%
Change the message log program	#5	8.88%
No call number in bibliographic records	#3	8.76%
Multiple processing units through single port	#10	7.88%
Allow more than ten retained fields in authority records	#2	7.82%
Increase call number search fields	#9	2.76%
More than 120 locations per processing unit/per utility/per GTO machine	#1	1.18%

The MDAS Survey

Ten functional enhancements and 21 database enhancements were included in the MDAS Survey, each of which received votes. Of the sites/consortia receiving the survey, 76% responded to the functional enhancement section and 70% responded to the database enhancement section.

The 10 functional enhancements are listed below in order of highest to lowest percentage of the total votes. The 2 top enhancements each received 20-23% of the total votes.

Description	# on Survey	Percentage
Printing and downloading support—range of records	#1	23.21%
OPAC holdings display in MDAS	#2	20.00%
Location-based display for hldings	#5	12.86%
Local printing control	#3	12.14%
Messaging	#4	10.71%
Better prompts and option explanations	#7	8.21%
Workstation support	#10	5.00%
Save search capability	#9	3.93%
Conversion support for rolling out older records	#8	2.14%
Conversion support for authorities	#6	1.79%

The top 8 suggested database enhancements each received above 5% of the total votes, and are listed below in order of highest to lowest percentage of the total points assigned. The 2 top enhancements each received 12-13% of the total votes. The balance of the 21 database enhancements each received less than 4%.

Description	# on Survey	Percentage
MLA International Bibliographic (H.W. Wilson)	#3	13.08%
Science Citation Index	#7	12.12%
Dissertation Abstracts International (UMI)	#1	9.81%
Social Sciences Citation Index (ISI)	#9	9.81%
Biological Abstracts (BIOSIS)	#4	7.50%
Newspaper Abstracts (UMI)	#5	6.73%
PAIS	#2	5.38%
CINAHL (Cum. Index to Nursing and Allied Health Lit.)	#18	5.38%

A 'Thank You' to...

We extend our thanks to each site/consortium that completed and returned the 1991 Enhancement Surveys. Though the results of the surveys are not the only factor in NOTIS Systems' prioritizing for future development, they are a very important factor in our deliberations.

Special thanks to the Special Interest Groups and their Chairs for their work in compiling the lists of enhancements for this survey. ■

An Update on What Projects are in the Works at NOTIS

by Jane Burke
President
NOTIS Systems, Inc.

This article summarizes the current status of several development projects at NOTIS. These are the projects that are actually beyond the analysis stage. You probably have heard about most of these projects at NUGM, but here is the latest news.

PACSearch

This first part of PACLink has been shipped to the development partner test sites. PACSearch is the first product of its kind in the marketplace. It provides truly seamless interconnection between OPACs.

PACSearch is a state-of-the-art product, which includes:

- using the Z39.50 intersystem protocol
- applying the Client/Server model
- translating communications to TCP/IP
- easy to use patron interface, fully integrated with the OPAC

We are developing PACSearch in conjunction with the State University Library Automation Network (SULAN) in Indiana and the three NOTIS sites of the State University of New York. These sites have provided the funding for this project and have worked closely with NOTIS staff in specifying how PACSearch will work.

The next part, PACLoan, is due to be tested in summer 1992.

Changes to the OPAC

We have listened to many users' comments about the 5.0 OPAC. After a discussion at NUGM, the OPAC SIG has given us some recommendations on priorities. Therefore, in the short term, we will be doing the following:

- punctuation fixes
- changes to the reads of the LCR file
- guide screen message indicating there are records on a prior screen

These will be distributed in February 1992 as Release 5.0.2.

CheckMARC

We have finished programming and the initial testing of CheckMARC. It has been turned over to the Release Integration and Testing Group for further testing and packaging.

CheckMARC completely updates the serials checkin portion of the Library Management System. It includes the following features:

- predictive checkin
- checkin history record
- use of pattern and caption records
- single checkin of multiple copies

We demonstrated CheckMARC at NUGM. It will be distributed as part of Release 5.1. A new brochure describing CheckMARC's features will be available soon. Please watch for it.

Location-Based Catalogs

Last year's number one vote getter on the enhancement ballot, location-based catalogs, is now being programmed.

This enhancement to the OPAC will allow both a default and a user-selected "scoping" of the OPAC by location code. Online tables will allow libraries to easily specify which locations belong to which catalog.

This enhancement will create a new index in the system that will act as a filter for the requests.

Location-based catalogs is still being programmed. It will be distributed as part of Release 5.1.

Spanish Language Character Set

We are working on this project in conjunction with the University of Puerto Rico. It provides for support of the Spanish character set. This enhancement is being tested now. It will be available to customers as part of Release 5.1.

X12 Pilot with BNA

In addition to the ongoing X12 pilot with Faxon and the University of Minnesota, we are now preparing to test the transmission of orders using X12. X12, which is a particular EDI protocol, has been endorsed by both BISAC and SISAC. This current project will test using the protocol to send orders from the NOTIS system at Syracuse University to BNA in Oregon.

We hope to gain additional insight into a generalized X12 facility with this pilot project, which has no release commitment at this time.

Navigator

This feature, which will be included in the next release of MDAS, allows each site to organize the resources that are available from the NOTIS software. Navigator addresses the issue (created by MDAS and location-based catalogs) of how to tell the user about the various files available. It allows for the following options:

- creating local menus of databases
- grouping files into logical database groups
- supporting multiple OPACs

We will keep you posted on the progress of these, and other, projects. ■

NOTIS Listens—We are Working on Release 5.0.2

by Robyn McMurray
NOTIS Systems, Inc.

We are shipping Release 5.0.2 in February 1992. We listened to the ideas you expressed at NUGM, OPAC SIG, and the prototype review session before NUGM, and we have decided it is important to add functionality to the base Library Management System.

We want to thank all of our customers for your feedback. Deciding to work on Release 5.0.2 was a difficult decision for us to make, but after listening to customers, we believe it is the right

decision. Therefore, we have reallocated our resources to provide you with Release 5.0.2.

We are still in the preliminary stages of working on Release 5.0.2, but here is a list of improvements that you can expect to see.

Punctuation

We will improve how punctuation is normalized. For example, if you perform an author, title, or subject search with a period, the system will take the period out. In Release 5.0.2, you will be able to perform the following search:

find a=m.d. anderson hospital

You will also be able to search using a single hyphen. You can use one hyphen where your subject search statement includes a hyphen. For example, you will be able to perform the following search:

find s=metro-goldwyn

You can still use two hyphens (to represent a dash) before subject subdivisions in a subject heading.

Guide Screens

We have added a message to the top of the index screens to let patrons know that records with the same headings may exist on the previous screen. This message will help ensure that patrons will easily find all of the items for which they are searching.

Index Screens

Customers have requested that we bypass the index screen display if a search only retrieves one record. We have included this enhancement in Release 5.0.2.

LCR File

In response to customer's requests, we will decrease the number of I/O's to the Library Control Records (LCR) file. This decreases the resources that are required to display a bibliographic record; therefore, bibliographic records will display more quickly.

We will provide you with more detailed information on what will be included in Release 5.0.2 as we get closer to the shipping date. Thanks to all of you for your suggestions. ■

The Customer Directory—Keeping Tabs on Our Clients

by Sherri Miller
User Documentation Writer
NOTIS Systems, Inc.

On April 1 of this year, the Documentation Services Department began gathering information for the 1991-1992 *Customer Directory*.

We sent customer profile sheets to all sites and consortium members to update information for the new directory. We are happy to report a 98% response rate.

All sites that submitted completed profile sheets are entitled to one free copy of the directory. Additional copies are available for \$25.00 each.

The customer directory is produced from the customer database maintained by Documentation Services. In addition to the directory information, the database holds subscription information for the various publications we offer.

For instance, the user documentation, technical documentation, and *NOTISes* subscriptions are all maintained through this database. Also, the mailing labels for these publications are generated from this database. Therefore, having the most up-to-date, accurate customer information is a must.

You Can Help Us

To make sure that we have the most current information in our database records, we ask that you inform us whenever there is a staff change that affects your directory listing or subscription information. Please remember that notifying us of a change in a directory listing does not automatically change subscription information for that listing. So, please let us know all changes you want made.

We're Doing Our Part, Too

To better serve the needs of our customers, we have converted our database records to a new software package. This change allows increased flexibility in inputting and updating records. We

are able to maintain more information accurately and generate faster reports with better layouts than before.

The database conversion took approximately one month to complete. It involved transferring all records from one database to the other and then testing the information in the new database.

This database change gives us a chance to keep better track of your directory and subscription information, which in turn allows us to serve you better. If you would like to report changes to any of this information, contact Documentation Services at (708) 866-0199. ■

Now Available—A Load Program to Load Databases from UMI/Data Courier

by Bill Easton
Manager of Conversion Services
NOTIS Systems, Inc.

NOTIS and UMI/Data Courier have worked out an agreement to create a load program that will load three of UMI's databases.

These databases are ABI Inform, Newspaper Abstracts, and Periodical Abstracts.

All three databases are being distributed in the same format; therefore, one load program can accommodate the data. Any other databases that UMI distributes, which conform to the same format, can be loaded by the UMI load program.

Conversion Services will replace the ABI Inform load program, which was developed earlier this year, with the load program for the three databases. We believe that one load program loading all three databases will be more beneficial and cost effective for our customers. Users who have purchased the ABI Inform load program will receive the new loader at no extra cost.

The MDAS UMI load program will include update programs to accommodate the special logic used to update the database. These programs will be different from the ones now used for other databases. The new load program will be released in November.

TAPE Command in NOTIS

Conversion Services has received a number of questions about using the TAPE command and outputting records to other vendors, such as OCLC and UTLAS.

In earlier releases of NOTIS, the documentation described a TAPE command, which enabled a site to choose a specific record to be written out to a tape. The TAPE command followed the same logic as the GLOB command because both commands were entered and written out to Journal 3.

LB010JB3 read Journal 3 and wrote out the record to a request file. Another program was run to read the request and write the record to a tape.

With Release 4.6, Conversion Services made the changes necessary to the online programs to allow

the TAPE command to be functional as outlined in the documentation.

This was done to work with RLIN Tape Output Software, which is a for-cost program that Conversion Services developed with a number of the RLIN libraries. The TAPE command does not work with generic LMS. There is not a generic program that will read the Request file, output the bibliographic and holdings information for the record, and reformat the record into US MARC, with the exception of RLIN TOP, which formats the record into RLIN MARC.

LCN070B, which was distributed with Release 5.0.1, will export bibliographic information into US MARC. This program reads your entire bibliographic file and is not designed to choose records by date and/or record keys. In addition, this program does not export holdings information.

Several customers have inquired about developing a program to export records into an OCLC or UTLAS MARC format that will include the holdings information. Conversion Services is working with these customers. If you are interested in a product such as this, please call Bill Easton at (708) 866-0159.

MDAS External Database Thesauri

Conversion Services is working on developing specification to write a load program that will load the Thesauri file for individual MDAS databases into a corresponding authority file. The external database and authority file will be indexed using the Merged Heading Index.

The software would be a load program that converts the records into the NOTIS Authority Record format with a different up front module. This would accommodate the different formats for the different Thesauri.

Conversion Services plans to have at least one Thesauri loaded into NOTIS' demo region by ALA Midwinter. We plan to distribute the load program by the winter of 1992. ■

Q's and A's About The New Serials Control Screen Designs

This is the first part of a series of questions and answers about the new screen designs that will be published in future issues of *NOTISes*.

The following questions were submitted by several NOTIS users based on the DEMO2 diskette program of the new serials control screen designs. DEMO2 was made available to all NOTIS users in summer 1991.

We encouraged users to send questions to the chair of the Serials Special Interest Group who forwarded them to NOTIS for a response. Here are answers to those and other questions. Related questions have been grouped together under topical headings.

The DEMO2 diskette is now out of date and should no longer be relied upon as a completely accurate reflection of the new functions with regard to specific actions or details. It continues to provide a sense of the look and overall functionality of the new module.

Some users also provided comments in addition to their questions. Those have been passed on to appropriate NOTIS personnel. We appreciate your remarks.

The new marketing booklet, *NOTIS Solutions: Serials Control* will be available by November 1991. It provides fairly detailed information on the new features and is available at no charge. Please see the order form in this issue of *NOTISes*.

NOTE: These responses are current as of October 1, 1991. Subsequent internal testing and beta-testing may result in changes before general distribution.

Caption/Pattern Data

Q. I want to get a head start on entering caption and pattern data. Should I start entering it in the MHLD records?

A. No. LSER will not use any 85x data from a MHLD record. LSER uses only the caption and pattern data entered on the screens in LSER.

Q. How will I get caption/pattern data into LSER?

A. Online keying. A copy facility in LSER permits you to copy similar caption/pattern data. Batch loading may be possible if someone has the data available and will work with NOTIS Systems' Conversion Services to develop a loader.

Please let your serials subscription agents know that you will need this data. Call Bill Easton at (708) 866-0159.

Online downloading via GTO and bibliographic utilities would be possible if the utilities add such data. This does not appear to be a possibility for the near future.

Q. Will the commands that can be entered from the Copy Holding Statement Summary screen display on the screen?

A. No. They are, however, described on the accompanying help screen.

Q. What is the minimum information necessary to support predictive check-in?

A. You must specify at least one caption (i.e., at least one level of enumeration/chronology—thirteen are available) or at least one pattern element.

Q. Must you use the predictive capability? Can you use LSER without activating caption/pattern data? If so, what happens at check-in?

A. To use LSER for check-in, you must define, for each copy/location, at least one enumeration level or one chronology level and a frequency.

The latter requires either a first expected receipt date or a receipt interval, depending

on the frequency. You have the option of not using LSER for certain titles for which prediction is neither desirable nor required.

In that case, you use the receipt statement of the order/pay/receipt record and the MHLD record as needed.

Q. Are copy receipt priorities required? If not and I don't use them, what happens?

A. No. The system uses the order of the copy statements in the copy holdings record as a default receipt priority.

Q. How do you create a new caption/pattern record?

A. By filling in a blank record or copying from a previously established caption/pattern record and editing it appropriately.

Q. At the Copy Holdings Statement Summary screen, what data elements does a COPY command actually copy?

A. A copy command copies all caption/pattern data from a specified caption/pattern record (either the previous one for that copy/location, one for another copy/location, or one for a copy/location from another bibliographic record) except for the first expected date.

Q. Is the receipt interval in the caption/pattern record system-supplied or does it relate to the frequency?

A. If you specify a frequency of "uncoded" or "irregular," you must have a receipt interval. You may use a receipt interval for a "triennial" frequency. Otherwise, prediction is system-calculated based on the frequency, the first issue received, and (eventually), the receipt history.

Q. What does "Pattern applies to" mean on the caption/pattern record?

A. This is where you may specify the range of volumes/dates to which the pattern applies.

It is a free text field of 30 characters and corresponds to subfield 13 of an 85x field. Its use is optional.

Q. What is the length limitation on the check-in note?

A. The length limitation is 120 characters.

Q. What are the character limits for the enumeration and chronology levels?

A. There is a 10-character limit. This allows use of virtually all of the valid NISO codes.

Q. What is the maximum number of days for a receipt interval?

A. The maximum number of days is 999. This is based on valid frequency codes as defined in the USMARC Format for Holdings Data which provides for specific definition of daily through triennial frequencies. Anything less frequent than triennial would be established as "uncoded" in the caption/pattern data—also requiring you to establish a receipt interval.

For titles less frequent than triennial, you will get an action list notification at no more than 999-day intervals. However, titles appear on the action list only once. You also may choose not to use LSER for those titles for which prediction is neither desirable nor required.

Q. Why does the serial title not appear on every caption/pattern screen?

A. Lack of space and an uncluttered screen layout are the primary reasons. You can't view caption/pattern data without first selecting the title and then a specific location. If you are working on this type of data, you probably have an issue of the title in hand.

Q. Does each copy at each location need its own caption/pattern data?

A. Yes. ■

Circulation Library Control File Training

Pre-ALA at Trinity University

January 24, 1991

The Professional Services Group is pleased to sponsor Circulation Library Control File (LSYS-LMST) training on January 24, 1992 from 9:00 a.m. to 4:30 p.m. at Trinity University. The focus of this session will be the migration from the 4.6 circulation tables to the 5.0 library control records (LCRs). The LCRs will be discussed in depth during the morning session. The afternoon session will be a hands-on creation of circulation policies in Release 5.0.

This session is important for Lib1s, Tech1s, and circulation librarians, both Classic and KeyNOTIS. If you are interested in participating in this session, please return the registration form on the next page. Here is the preliminary agenda:

Preliminary Circulation Library Control File Records Training Agenda

Introduction

Circulation Library Control Records (LCRs) and Circulation Tables in Release 5.0

Overview of LCR File for Circulation in NOTIS LMS 5.0

- Work Unit Security
- Locations—Circulation Values
- Patrons
- Bill and Fine Reasons and Functions
- Bill and Fine Payment Groups
- Bill and Fine Exception Groups
- Routing Intervals
- Calendars
- Circulation Policy

Creating an LCR file for Circulation—Online LCR Creation and Implementation

- Order of Record Creation
- Cross Verification between LCRs
- Value Verification within LCRs
- Work Unit Security
- Locations—Circulation Values
- Patrons
- Bill and Fine Reasons and Functions
- Bill and Fine Payment Groups
- Bill and Fine Exception Groups
- Routing Intervals
- Calendars
- Circulation Policy—Loan/Overdue Policy and Circulation Situations

Establishing Special Situations

RATES (per person)

Session:	Rate	Late Registration Fee (after January 2nd)
5.0 Circulation Training (January 24, 1992)	\$250.00	\$275.00

Registrations will be processed on a first come, first served basis (maximum of 15 attendees). Registrations will not be accepted without payment. NOTIS reserves the right to cancel any training session with two weeks notice.

If you have any questions, please call Cathy Kolinski, NOTIS Customer Services at 1 (708) 866-1100.

REGISTRATION FORM (clip and mail)

Name: _____
Title: _____
Organization: _____
Address: _____
City: _____ State: _____ Zip: _____
Telephone: (____) _____
Course: _____ Date: _____
Amount Incl.: \$ _____

Registrations will not be accepted without payment. Please complete one form for each attendee. Mail payment to:

ATTN: Accounting Department
NOTIS User Services/Tech Support
Training Sessions
NOTIS Systems, Inc.
1007 Church Street, 2nd Floor
Evanston, IL 60201-3622

National University's Success Story for Implementing LMS 5.0 and MDAS 1.2

by Anita Sundaram
Director of Technical Services
National University

National University in San Diego, California is one of the first libraries on the West Coast to have the NOTIS-MDAS system. On October 9, 1991, this private university introduced its users to the DWIL and ERIC databases.

These databases were loaded into the mainframe and could now be searched at the more than 800 mainframe terminals that are available system-wide, in addition to the library's OPAC.

Lessons We Learned for Successfully Implementing the NOTIS System

How could a university that less than two years ago had been mired in myriad problems of the NOTIS system implementation do this? There is a lesson to be learned from the rapid strides that we have made within the last two years in our automation program.

And this is what it is—first, librarians and computer personnel must work as one department together. Therefore, the LIB1 and TECH1 must have a good rapport, to put it mildly.

Second, both of these key people, if possible, must enjoy the complete confidence of the directors of their respective departments—namely, the library director and the computing center director.

The LIB1 in particular must have the direct power to make other librarians make the necessary changes that any library automation program requires. If the Systems Administrator (or LIB1) does not have this power or the confidence of the library director, that is a prescription for failure.

Third, automation brings change. Librarians in the organization must be committed to change and to constant change.

And last, but most importantly, rapport between the NOTIS implementation staff in the

library and NOTIS staff is essential.

There will be times when there are lots of problems—library staff must feel confident about asking NOTIS staff to troubleshoot over the telephone and NOTIS staff must be able to inspire confidence in their solutions.

Planning and Vision are Two Key Factors for Success

Planning and vision are two other key factors for success. The Systems Administrator must also be a good planner and a person with a vision for the library. This vision must be communicated to the other staff and must gain their acceptance.

Let me give you an example of all this. Here's the timeline that National University brought up the NOTIS modules:

- December 1989—cataloging module in Version 4.4
- April 1990—OPAC with keyword searching was made available to the public
- June 1990—implemented Version 4.6
- July 1990—started our retrospective conversion of about 10,000 titles; "smart" barcoding of about 100,000 volumes at 10 different campus libraries; serials cataloging of about 4,000 titles; planning for the implementation of the acquisitions module in test for fiscal year 1991/92; planning for the implementation of the circulation module in January 1992; and cataloging of the audio-visual materials.

We Were Determined to Make Our OPAC a Success

The Library Director, Anne Marie Secord, was determined to make LIBROS (Library Resources Online System) as our OPAC was called, a success. She encouraged the Technical Services staff who

had accepted the constant changes as a challenge and a relief from the monotony to become the OPAC experts.

I began to offer LIBROS workshops to the university community. The Technical Services newsletter, *TechNotes*, soon had more information about LIBROS than anything else.

In December 1990, Cataloging staff made the move from screen-to-screen transfer to GTO 3.0. In August 1991, we implemented LMS 5.0.

As can be seen, there are changes in the workflow, system, and technology (let us not forget the new OCLC PRISM service change that occurred for us in June 1991) at least every six months.

How Your Library Handles Change is Another Potential Factor

I am sure that this scenario is not peculiar to National University. This constant change can be very stressful for a lot of staff. And in a small library, one cannot easily afford to lose staff.

Therefore, how the library handles this situation is yet another potential factor in the success of the automation program. To let staff concerns about stress and change overwhelm or cloud other issues can be disastrous.

MDAS was an Obvious Solution to Our Information Needs

With multiple campuses and learning sites, and more than 800 mainframe terminals, MDAS and locally mounted databases were an obvious solution to our students and faculties' information needs. This is why we decided to gather academic and administrative support for the purchase of the MDAS software.

We gathered academic and administrative support by publicizing the concept of what we called the "electronic" library. And then, when our targets had been well-educated in library services, we scheduled a demonstration of the MDAS program.

MDAS has been a logical extension of our information services. We currently have DWIL and ERIC databases.

Our Plans for the Future

We will be adding InfoTrac and PsychAbstracts before the end of the year. We are very interested in the PACLINK product PACLOAN, and look forward to the time when imaging and full-text databases on workstations will become a part of the NOTIS system.

We love NOTIS, have been very happy with the response to our questions and problems, and look forward to working with the system and its staff for a long time to come.

We have come a long way from that day in 1986 when the contract to implement the NOTIS system at National University was signed, and that day in December 1989, when the NOTIS system at National University finally saw the light of day.

Ever since I arrived at National University in September 1989, it has been a busy and hectic time, but, I wouldn't want to change a minute of it.

It has been exciting, challenging, and absolutely uplifting knowing that we are giving our patrons the best information service they can possibly get. ■