NOTIS

NOTISes

Editor: Tina Homan

Number 11

October, 1986

NEGOTIATIONS WITH TBG DISCONTINUED

On Monday, October 6, 1986 Northwestern University and TBG announced that they had discontinued their discussions regarding the acquisition of NOTIS by TBG. After many months of hard work and serious discussions on both sides, the parties concluded that it is not possible to reach an agreement on the terms of the acquisition.

Northwestern University remains committed to the NOTIS venture and especially to its customers. We will continue to support all of the NOTIS users and to develop enhancements to the NOTIS software to the very best of our abilities. The NOTIS staff is extremely aware of the needs of the libraries that are implementing NOTIS and are pledged to provide the best service, product, and support available.

There are a number of organizational and financial issues that are now under review by the University Administration which will be resolved before the end of the year. Our obligations to our current and future NOTIS users are paramount in our discussions.

AUTOMATION OF THE MCGILL UNIVERSITY LIBRARIES

by Anastassia Khouri St-Pierre, McGill University Libraries

Automation is no longer just an option for academic libraries, it is a necessity. McGill University, like most of the Canadian academic libraries, started their automation activities in the early 70's.

The initial automation effort was undertaken in cooperative cataloguing. We were part of the United Telecat group, and we have continued to use the utility company Utlas for current cataloguing and generation of products: cards, labels, lists and the COM public catalogue.

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In 1974 Marianne Scott, the Director of Libraries, and her team took a conscious and rational management decision to stop all automation efforts and to limit it to cataloguing. The rationale behind such an administrative decision was to wait until (a) automated library systems stabilized on the market, (b) the necessary hardware to answer McGill networking needs was available on campus, and (c) adequate financial resources were in place.

This administrative decision was checked every year. In the fall of 1983 it was determined by the Director of Libraries, her management team, and the University's higher management that the right time had come to automate the library activities.

The McGill University library system encompasses 24 separate libraries with a total collection of approximately two million titles. The 24 libraries are grouped into five areas, each administered by an Area Librarian. The grouping is basically by subject: the Humanities and Social Sciences, the Life Sciences, the Physical Sciences and Engineering, Law and the Undergraduate Library.

In October 1983 an outside consultant, Ian Simpson from the Hoskyn's Group in England, and a staff systems analyst, Ron Johnston from the Management Systems Department, were commissioned by the Director of Libraries to undertake a feasibility study to:

1. Examine the McGill University libraries' functions and determine the options open to the Director of Libraries for the introduction of expanded computer based systems.

2. Study the libraries' present methods and systems, and the librarians' view of improvement required.

3. Evaluate these options in terms of

- implications of costs and timescale
- cost and service benefits
- suitability to the organization
- ease of introduction
- retrospective conversion requirement

4. Recommend the strategy for the introduction of such systems, and provide a plan for the next step in the project. The feasibility study was submitted by the end of December 1983, and contained four recommendations.

1. That a requirements definition be undertaken to produce a request for proposal (RFP) to be issued to interested vendors. The strategy to be adopted during this phase is a common package system for a campus-wide, integrated system to be implemented using a phased approach.

2. The automation project is put under the control of a project manager reporting to the Director of Libraries.

3. That the conversion (RECON) of the catalogue records be started as soon as possible. To this end a survey of possible methods be carried out to select a cost justifiable system.

4. That a quality assurance review be carried out at recognized checkpoints on project work to date, project control, planning, and management.

All four recommendations were accepted and approved.

As of March 1st 1984 I have been appointed to implement the feasibility study recommendations. To implement such an ambitious project, a major planning process and careful coordination of activities was undertaken. The process leading up to the implementation of an integrated library system went through the following steps:

1. Determination of the project objectives and scope.
2. Description of the methodology.
3. Organization of the Library Systems Office team.
4. Planning and Scheduling activities.
5. Analysis of the market.
6. Analysis of library needs.
7. Preparation of the RFP.
8. Quality Assurance.
9. Analysis of bids.
10. Site visits.
11. Selection of a "system."
12. Quality assurance.
13. Budgeting.
14. Final hardware configuration.
15. Implementation.

The project objectives were determined and approved. They are:

- to improve service to patrons
- to increase the efficiency in providing services
- to increase the control of collections
- to increase the accessibility of collections
- to provide management information.

The University and the library's higher management are committed to those objectives and fully supports them.

In parallel, the principles supporting the project and the methodology were described and confirmed.

Briefly, the principles were to acquire an integrated system offering an online catalogue module, a circulation module including a reserve submodule, an interlibrary loan module, an acquisitions module, a serials control module, and a cataloguing module.

The system would have to support a large decentralized administrative structure, and a database of 2 million bibliographic records; a system able to service a network of 24 libraries, and whose implementation can be phased; a system allowing dial up facilities of 50 to offer a unique access to all collections from the libraries, the campus offices, and outside campus to all McGill faculty members and students.

The Systems Office was organized. Initially it was composed of the Systems Librarian and the Senior Systems Analyst on loan from the University Management Systems.

For interim periods, a small number of library staff joined the Systems team to offer their expertise in a specific field. Currently, the Systems Office team is composed of a Senior Systems Analyst, a training coordinator who joined the team on June 1st 1985, and a database coordinator who will join the team on August 1st 1986. The RECON Manager, who joined on a permanent basis in November 1984, and the RECON Editor also work for the Systems Librarian. The multidisciplinary background and experience of the team members constitute a harmonious and dynamic mosaic essential to the project implementation.

The acquisition and the implementation of an integrated library system was our goal. Therefore a complete timetable was produced covering the activities for the automation project and the RECON that had to be undertaken in parallel.

Our target was to start implementation between fall 1985 and spring 1986. The schedule of activities was submitted to the Acting Director of Libraries, Dr. Hans Moller, and to the Area Librarians, which they approved. This timetable and the process to reach our goals were discussed with the University's higher management.

The first activity was to prepare a request for information (RFI). It was sent to 33 Canadian and American vendors.

The RFI constitutes the first step towards an RFP (Request for Proposal). The objectives were to gather information from potential vendors:

1. on the functions or modules available.

2. the approximate costs of the system.

3. and their willingness to bid.

We received 18 responses. We analyzed the information received to find out how many companies could meet our general needs, and to rank the potential bidders to whom we could send the RFP. An evaluation report was submitted to the Director of Libraries and Area Librarians. We came to the final selection of the 4 vendors to whom we sent an RFP (CLSI, GEAC, NOTIS, OCLC).

In the process of analyzing library and user needs, we collected data on circulation activities and catalogue consultation. The ultimate aim of this number gathering was to assist in making predictions about terminal use and needs. The data gathered was analyzed, and correlations were tested between different functions measured. The queuing theory was applied to project waiting times in different congested areas for different computer response time.

In order to issue the RFP, we analyzed library activities and prepared all functional requirements for acquisitions, cataloguing, circulation, serials control, interlibrary loan, and online catalogue. A draft document was distributed to library personnel and resource groups for comments and input. The resource groups discussed with the Systems team the library needs, and all functional requirements were updated accordingly.

The Systems team worked closely with the networking specialist, from the Computing Centre, to develop the technical requirements section of the RFP.

I would like to mention that the aim of the RFP is to provide the bidder with a complete specification of the requirements of the system, and instructions concerning the format in which to respond. By producing a detailed specification, the bidder and McGill were able to explore the capabilities and limitations of proposals before either party was committed to a contractual agreement.

After the approval of the RFP by the Director of Libraries, the Area Librarians, and the University's higher management the RFP was sent to the four vendors. Following the issuance of the RFP, an outside team of consultants undertook the first quality

assurance process. As you know all Data Processing projects are characterized by risk, derived largely from problems of innovation, communication, and one-of-a-kind system building. Poor projects are not usually poor because of one single reason, but because of the cumulative effect of under-attention to a number of areas. Good projects are characterized by good organization--management, control, planning, communication, and documentation. Quality Assurance, by evaluating the extent to which the project is "good," gives (among other things) an independent view of the solidity of the project against unforeseen events. Thus the emphasis is on preventing disasters rather than curing them. The systems team went successfully through the first Quality Assurance.

In the spring of 1985, we received 3 bids from GEAC, NOTIS and UTLAS/CLSI. The analysis and evaluation was undertaken concurrently with site visits. The objective of the site visits was to gather practical information about the systems being evaluated. After determining the final elements of the evaluation methodology, the evaluation process was undertaken by the evaluation team consisting of Anastassia Khouri St-Pierre (Systems Librarian), Library Systems Office; Ron Johnston (Senior Systems Analyst), Library Systems Office; Jane Aitkens (Training Coordinator), Library Systems Office; Wes Cross (Administrative Operations Coordinator), Office of the Director of Libraries.

Advisors on the technical requirements were:

John E. Bates - Director, University Management Systems
Alan Greenberg - Associate Director, Technology; Computing Centre

Vendor responses were evaluated on four levels:

1. Functional level - an objective scoring of the vendor's ability to provide the functional modules required by McGill Libraries.

2. Technical level - a technical evaluation of the reliability, expandability, and durability of the hardware and software proposed by each vendor.

3. Support level - an evaluation of the vendor's ability to deliver and install the equipment, to train library staff in the use of the proposed system, and to continue improving the software.

4. Cost and Financial level - a comparison of the total cost associated with each of the three proposals, and a comparison of the financial soundness of each company and its track record relating to installations already in operation.

In addition to these evaluation procedures, each vendor was required to present a two-day demonstration of its system at McGill. Librarians and support staff members directly involved with each of the functional modules attended these presentations and provided feedback.

The conclusions of the evaluation report were that no one vendor was able to meet every requirement stated by the Libraries in the RFP. However, the evaluation of the four levels showed the following results:

- the functional analysis demonstrated clearly that NOTIS was the vendor best able to provide McGill Libraries with its required integrated system.

- the technical evaluation favored the NOTIS system, to a minor degree, over GEAC.

- the support level evaluation showed that all three vendors supplied adequate support.

- the cost and financial level evaluation indicated that the initial purchase cost of an equipment configuration suitable for a five-year period, plus five years of maintenance on that configuration, plus the required software was $3.5 million for NOTIS, $3.7 million for GEAC, and $4.7 million for CLSI/UTLAS.

The evaluation team made seven recommendations:

a) That the NOTIS software be purchased to provide all the McGill Libraries with a fully integrated, automated library system;

b) That a hardware configuration based on a standalone processor, as suggested in the NOTIS proposal, be purchased to run software;

c) That the central site hardware be housed in the McGill Computing Centre;

d) That the VSE/SP operating system under the VM hypervisor be acquired from IBM to provide the operating environment for NOTIS;

e) That the NOTIS system be solely dedicated to library operations, and that full control of the NOTIS system be the responsibility of the McGill Libraries;

f) That the McGill Libraries conclude an agreement with the Computing Centre to provide facilities management services such as operations and maintenance;

g) That implementation of NOTIS begin with the Public Access Module.

This will bring immediate benefits to the McGill community by providing online access to the bibliographic database. Implementing the online catalogue will also ensure that the flow of newly converted records coming from the RECON project, now in progress, will be more easily managed and made accessible without resorting to constant updates to the McGill Microcatalogue.

The evaluation report was discussed and approved by the libraries' higher management and the Director of Libraries. The selection of the NOTIS system has been approved in principle by the University's higher management.

After the evaluation process, the System team went through successfully the second Quality Assurance process. Finally the implementation started: the most exciting process yet.

(Note: this article is part 1 of 3. Part 2 is the "Retrospective Conversion for the Libraries of McGill University," and will appear in the next issue of NOTISes. Part 3 is the "Implementation of the NOTIS/McGill System," and will be in the December issue of NOTISes.)

HAVE YOU TRANCEIVED YOUR TERMINALS?

(Note: the following was sent as a letter to all users in September.)

Although the NOTIS documentation states that all terminals accessing NOTIS must have a TRMSTAT of TRANSCEIVE (in the CICS TCT), apparently it is not entirely true and some of you may be operating successfully without this specification. With NOTIS 4.3, however, LC405BAL does a DFHIC TYPE=PUT (which uses interval control to reinitiate the task), and most definitely requires that all terminals have a status of TRANSCEIVE. It also requires that ICP (interval control) and KCP (task Control) support be specified in the SIT--though this is not new with 4.3. (See Problem #8 in the new I&O Troubleshooting section.)

SPINE LABEL HARDWARE

As you know, the program to print spine labels at a terminal will be distributed in the next release, currently due out in December. Northwestern University Library is using the program now on a daily basis. This article is intended to give you some basic information about the capabilities of this enhancement.

The enhancement adds a new command "LABL" to LTXX. You may type that command in four different places:

a. From a blank screen, in which case the operator may type anything. What is typed will be printed as a label when the operator issues the DONE command.

b. From a copy holding screen, using LABL plus the copy control number. In this case the system gives you the location/call number information, as entered in the $a and $b subfields, formatted for printing. The operator may edit the display and may add information, such as the piece information for a serial.

c. From a display of a linked item record. In this case the system gives you the call number for this copy formatted plus the ENUM/CHRON from the item record plus the location, sublocation and copy number from the copy holdings record. If there is a temporary location in the item record, it will be used. Again the display may be edited.

d. From a display of an unlinked item record. In this case, the system gives you the data that was entered in the field, formatted for printing.

There is a new setting in the security table. That setting may have one of two values for the operator:

Value of "6" means that the operator may create a label, but not edit it before printing.

Value of "5" means that the operator may both create and edit the label display.

There are two new settings in the processing unit table:

-Width of label

-Maximum number of lines on a label

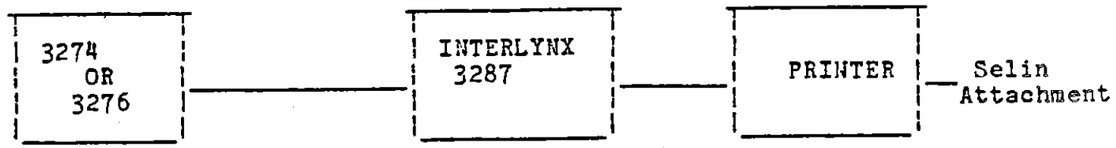
The DONE command initiates a CICS task which calls the actual print program.

Regarding printers to be connected to terminals to actually print labels, there are lots of options. The spine label print program currently supports:

a. Any standard ASCII printer (but without any special features available).
b. An IBM Quietwriter 2 with 12 cpi font.
c. An OKIDATA Microline Model 92 or 93.

Also, NUL is using a SELIN attachment on its printer. There are three different widths of SELIN label tape.

Probably you will want to use an ASCII printer connected to a 327X terminal controller through a printer protocol convertor. Below is an illustration of that hookup.



Alternatively, the printer protocol convertor may be hooked to a Telex 476L that has the I/O expansion feature. However, it is unlikely that you will want to use a Telex 281B printer because it does not allow for adjustable character size and has relatively poor print quality.

The printer will probably have options such as changing the pitch, setting the left margin value, skipping a specified number of lines at the top of the label, etc. These options are defined in the print program for the labels, which is related to the NOTIS terminal table through a numeric designation of the printer.

There are several brands of printer protocol convertors which you may use to connect an ASCII printer to a 3270 type terminal. NUL is using an Interlynx 3287, which is made by Local Data. There is one called IRMAPrint, which is made by the same people that make IRMA boards. Use of protocol convertors other than the Interlynx 3287 may require changes to the program tables to use the special capabilities of a particular printer.

NUL has chosen to use an IBM Quietwriter 2 printer connected to an Interlynx printer protocol convertor. Their hardware list is attached as Attachment #1.

We are looking forward to getting this enhancement out to you.

EXPLANATIONS OF SUCH DP TERMS AS "HEX" AND THE ANSWER TO THE QUESTION OF WHY CERTAIN NUMBERS (32,256,1024) ARE SPECIAL

With a few exotic exceptions, all computers store information (data and programs) in binary form. They have billions and billions of little cells or spots which can be either "on" or "off," either a "1" or a "0."

One binary digit (a "bit") has 2 possible values: 0 or 1.

2 binary digits have 4 possible values:

	binary	**decimal**
0 twos + 0 ones	00	= 0
0 twos + 1 one	01	= 1
1 two + 0 ones	10	= 2
1 two + 1 one	11	= 3

3 binary digits have 8 possible values:

000	= 0
001	= 1
010	= 2
011	= 3
100	= 4
101	= 5
110	= 6
111	= 7

(You can think of 6 as 1 four + 1 two + 0 ones.)

4 bits have 16 possible values
5 bits have 32 possible values
6 bits have 64 possible values
7 bits have 128 possible values
8 bits have 256 possible values
9 bits have 512 possible values
10 bits have 1024 possible values

Writing numbers in binary is cumbersome. In a hexadecimal (base 16) number system the decimal numbers 1-9 are the same "1"-"9," but 10 is represented by "A," 11 by "B," 12 by "C," 13 by "D," 14 by "E," and 15 by "F." Hexadecimal numbers bear a very convenient relationship to binary numbers in that 4 binary digits may be represented by 1 hexadecimal digit.

binary	**hex**
0000	= 0
0001	= 1
0010	= 2
0011	= 3
0100	= 4
0101	= 5
0110	= 6
0111	= 7
1000	= 8
1001	= 9
1010	= A
1011	= B
1100	= C
1101	= D
1110	= E

1111 = F

The binary number B'0101011111001101' can be represented as (hex) X'57CD'. Thus, **hexadecimal numbers serve as a shorthand for representing binary numbers.**

Computers do not just store numeric information. They also store alphabetic information. It was decided at some point that in order to represent the normal kinds of characters that exist, 8 binary digits (2 hex digits) would be required. This 8-bit unit of storage is referred to as a "byte." (As noted above, 8 binary digits allow for 256 possible values.) Thus, B'11000100' is a byte and may be represented in hex as 'C4'. <It should be noted that this is the IBM "EBCDIC" (Extended Binary Coded Decimal Interchange Code) form. In the ASCII representation of characters, 7 bits are used for the character and one bit is used for a check digit.>

Each character is assigned to some hex combination (e.g., "N" is represented as hex 'D5'; "n" is represented as hex '95'; numbers 0-9 are represented as hex 'F0'-'F9'; ";" is represented as hex '5E').

It is important to remember that any particular hex byte (such as 'D5') may be representing either a number <213(decimal)> or a character ("N"), depending on the format specified for that byte in the record. (This specification takes place in a section of the program called a "DSECT.")

MAILBAG

Jerry Caswell, Systems Librarian at The University of Vermont, wrote a letter illustrating the solution to the problem of the serial interface for the Symbol Technology LS-6000 laser scanner and Telex 476L terminal.

Since we use an OCLC M300 terminal instead of a 105, we could not use the Black Box SW-100 switch box and would have to attach the laser scanner directly to a Telex terminal. (Fortunately our technical services staff preferred to do this anyway because item records are created as part of a different process from the OCLC record transfer.)

The only information we had to go on for defining the appropriate cable was section 1.8.6.1 of the NOTIS Installation and Operations Manual. The third subsection describes a means for switching between an OCLC 105 terminal and laser scanner on one side, and an OCLC printer and a Telex terminal on the other. In that configuration the scanner is attached to the switch box via a straight-thru cable, and the connection to the Telex from the switch box is made by means of a null modem cable. Since a straight-thru cable is equivalent to no cable and since the

switch box does not alter pin signals, we assumed that the null modem cable, as described in the subsection on the OCLC 105 terminal, would be sufficient to connect the laser scanner to the Telex. It isn't.

First we tried what was described as the "typical null modem" cable. That didn't work either. Then we tried a series of intermediate combinations, none of which worked. By chance one of our reference staff had a null modem in his desk, which he used to transfer files from his Radio Shack microcomputer to an IBM PC. We tried that and it worked. Upon testing we found that it had the following pin configurations:

```
1 ---------- 1
2 ---------- 3
3 ---------- 2
4 ---------- 5
5 ---------- 4
6 ---------- 8
7 ---------- 7
8 ---------- 20
20 --------- 8
8 ---------- 6
```

The main differences between it and the null modem configuration described in the NOTIS Manual lie in the configuration of pins 4-5 and 6-20. Unlike the NOTIS description in which pins 4 and 5 are jumpered together and connected to pin 8, pins 4 and 5 are simply reversed. Instead, pins 6 and 20 are jumpered and connected to pin 8 rather than being connected to each other.

Judith Meyers from Wichita Public Schools sent NOTIS a pin advertising LUIS. Notice how he is chomping a catalog card! (SEE Attachment #2)

Look at the limerick Michele Dalehite, from the Florida Center for Library Automation, sent us. (SEE Attachment #3)

CIRCULATION PROBLEMS/QUESTIONS

(Note: the following was sent as a letter to all users on October 17.)

Problems and questions about circulation have recently come to our attention. (The "Problem #" is the number which the problem has been assigned, or will be assigned, in the Troubleshooting Guide. The Troubleshooting Guide is Appendix E in the new NOTIS Installation & Operations Manual which you will receive shortly.)

1) In displaying item records you may occasionally get seemingly anomalous information in the "RENEWED" field under "CHARGE INFORMATION". Where it says

RENEWED: 08/18/86 03:55 PM AT Test Circulation C1C7

the "Test Circulation" is the service unit at which the item was renewed, and C1C7 is the terminal. Presently the renewing terminal ID is stored in the item record, but the service unit is not. The program determines what service unit the terminal is **currently** associated with, and that is the service unit which is displayed. If the service unit association of the terminal has changed since the renewal occurred, the display will be incorrect. (The service unit at which the item was originally **charged** is, in contrast, actually stored in the item record and displays as such.) (Problem #69)

2) The operations report printing program (LB631PLI) can only handle counter values of 999 or less. If the number of charges, discharges, etc., per service unit between runs of LB610 exceeds 999, the leftmost digit will be truncated and a value of 1027 will appear on the report as 027. To fix this problem you need to make minor changes to LB631PLI. (These changes were enclosed with the letter which was sent, and will be included in the 4.4 version of LB631.) (Problem# 209)

3) The VSE version of LC130TIN (the test system location table) has an error in the LOCC entries: the comma which should follow the "SRVC=" parameters has been omitted. As a result, all of the parameters on the 2nd line (including "SEARCH=") will be treated as comments. (Problem# 208)

4) To search by (patron) organization ID you need to include the patron group as part of the search term: "LPTF FIND PO=TF12345" locates the record of a patron in the "TF" patron group with an organization ID of "12345." (Problem# 134)

5) There are some problems with the patron charge index (which shows online what a particular patron has charged).

a) If an item has an indefinite due date, it is not included in the index.

b) If an item is discharged/charged to lost/missing, it is no longer included in the index.

c) If the patron ID to which an item is charged belongs to a patron record which contains a second subrecord with an empty patron ID field, a 660H abend may occur when you try to use the HAS command for this patron.

It is our intention that these will be changed with the 4.4 version of the programs. (Problem# 135)

UPCOMING INSTALLATIONS

Two new users were installed in September. They were Southwest Missouri State University in Springfield, Missouri, and the University of Iowa at Iowa City.

Southwest Missouri brings to seven the number of NOTIS installations in Missouri. The University of Iowa is the ninth RLG partner library to install NOTIS.

Upcoming installations in the next few months include:

National Geographic Society
University of Windsor
Loyola University of Chicago
University of Texas at Arlington
Western Kentucky University

INFORMATION, PLEASE

We've had a lot of questions lately about who has dial-up access to their online public access catalogs. If you do, please let us know the number of ports you have, what the dial-up phone number is, and any other pertinent information. Please address your comments to Mary Alice Ball, User Services Librarian, at NOTIS. We'll publish your dial-up phone number in NOTISes is you indicate you want us to.

ANNOUNCEMENTS

CORRECTION

In last month's issue of NOTISes (#10) it was incorrectly reported that the new Symbol Technologies 8000 scanner wasn't a laser. The existing scanners use a helium-neon laser tube; the 8000 line will be a solid-state laser diode. A laser beam results in both cases, but now the source is a solid-state device rather than a tube.

On September 28 all NOTIS installations were sent a packet of completed user profiles. If you have not received it, please call and let us know.

Richard Meyer from Clemson University provided a copy of the survey results on NOTIS user interest in a Users' Council. For detailed information refer to Attachment #4.

For further information or clarification of any article in NOTISes, consult your User Services librarian.

New Support for ASCII Terminals by James S. Aagaard

On August 10 the Information Systems Development Office at Northwestern University Library transferred support for ASCII (asynchronous) terminals from its Series/1 minicomputer to a new IBM 7171 control unit. This includes dialup terminals, access through the Vogelback cable, and the terminals in the links and the Reference conference room.

The main reason for this change was to free the Series/1 for development work on the Linked Systems Project, but the 7171 also provides support for newer terminal types and more capacity for future expansion.

NEWS FROM USER SERVICES

Mary Alice Ball went to Southwest Missouri State University for an implementation visit on September 30.

Kathy Cunningham trained staff at the University of Louisville, September 2-3, in LUIS and Acquisitions. September 9-11 she went to Stone Mountain for training in the NOTIS circulation module and cataloging review. On September 29 she traveled to Colorado State University for a planning meeting.

Tom McGinn traveled to Bell Communications Research to train staff in the NOTIS circulation module, September 3-5.

NEWS FROM SYSTEMS ENGINEERING

Jerry Specht and Ben Burrows went to the University of Iowa for a pre-installation visit on September 4.

John Bodfish began working with NOTIS September 8 as a new systems engineer. He works primarily with VSE accounts. John came to NOTIS from Recycled Paper Products, Inc. as a programmer/analyst. He is the fifth systems engineer. All five (2 VSE--Jorge and John, and 3 MVS--Ned, Randy and Bill) report to Jerry Specht.

Jorge Fernandez and John Bodfish installed NOTIS at Southwest Missouri State University September 16-19.

Randy Menakes and Bill Easton installed NOTIS at the University of Iowa September 23-26.

NEWS FROM DOCUMENTATION SERVICES

Documentation Services mailed Update No. 6 to all NOTIS libraries the week of October 16. Update No. 6 included indexes to sections B and C of TOM1; revised chapters E5, E6, G4, and G5 of TOM1; tables of contents for sections B, C, E, and G of TOM1; and Appendix I to TOM2. Update No. 6 is the most recent update we have sent.

We are planning to release the NOTIS Library Implementation Manual by the middle of December. IMP includes many chapters which discuss NOTIS tables. The chapters refer to NOTIS 4.4 tables, so we are trying to release IMP at about the same time that NOTIS 4.4 is released. A draft version of IMP is available from your User Services librarian.

We are also planning to release NOTIS Terminal Operator's Manual, Vol. 3: LUIS in conjunction with the release of NOTIS 4.4. TOM3 includes sections on keyword and Boolean searching. TOM3 also includes descriptions of LUIS displays for multi-volume items. A draft version of TOM3 is available from your User Services librarian.

In conjunction with the release of NOTIS 4.4, we plan to release a revised section H of TOM1 which includes chapters on fund records, invoice records, and using the acquisitions module with n Online Fund Accounting.

Other documentation we plan to release in mid-December includes a TOM2 chapter on system-wide holds, a TOM1 chapter of producing spine labels at a terminal, and a TOM1 chapter on the RLIN transfer and overlay. All of these enhancements are part of the NOTIS 4.4 release.

Please contact your User Services librarian if you would like to see draft versions of these chapters.

We continue to work on chapters to TOM1 and TOM2. Your User Services librarian can let you know which chapters are available in draft or draft revised versions.

The new NOTIS Installation & Operations Manual will be mailed in mid-October.

ATTACHMENTS

The following are attached:

#1 NUL Hardware List
#2 LUIS Pin
#3 NOTIS Limerick
#4 User Council Survey

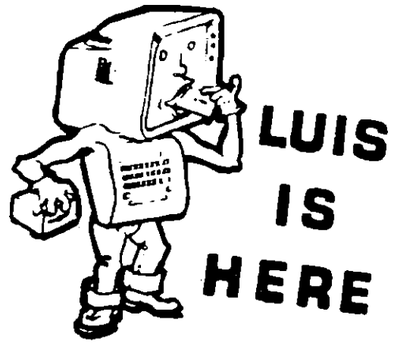
Attachment #1

NORTHWESTERN UNIVERSITY LIBRARY
INFORMATION SYSTEMS DEVELOPMENT
April 18, 1986

Spine Label Equipment

IBM Quietwriter 2 printer (5201-2)	1595.00	
NU discount	479.00	1116.00
Printer cable (Centronics both ends)		29.25
Local Data Interlynx/3287-NP Protocol Converter	995.00	
Educational discount (8%)	79.60	915.40
IBM Quietwriter type font (Letter Gothic)		41.25
IBM Quietwriter ribbons (12)		126.00
Gaylord SE-LIN 290D Labeler		397.00
Platen for Quietwriter		29.50
Symbol Technologies LS-6000 Laser Scanner (prices include 10% NOTIS discount)		
Scanner		1255.50
Stand		90.00
<u>For 3278:</u>		
LL320 Decoder	445.50	
IBM 3278 RPQ 8K0738	327.00	772.50
<u>For 3178/3179:</u>		
LL380 Decoder		625.00

Attachment #2



Picture of a Wichita Public Schools' Pin Advertising LUIS

Attachment #3

ON NOTICES

YOU MAY HAVE NOTICED
THE INCREASED AMOUNT
OF NOTICES FOR YOU
TO NOTICE.

SOME OF OUR NOTICES
HAVE NOT BEEN NOTICED.
THIS IS VERY NOTICIBLE!

IT HAS BEEN NOTICED
THAT THE RESPONSE TO
THE NOTICES HAS BEEN
NOTICEABLY UN-NOTICED.

THIS NOTICE IS TO
REMIND YOU TO NOTICE
THE NOTICES AND RESPOND
TO THE NOTICES.

BECAUSE
WE DO NOT WANT THE
NOTICES TO GO ON
UN-NOTICED.

Attachment #4

University Libraries
ROBERT MULDROW COOPER LIBRARY
Office of the Director

CLEMSON UNIVERSITY

August 28, 1986

Ms. Jane Burke
Director, NOTIS Office
Northwestern University
1935 Sheridan Rd.
Evanston, IL 60201

Dear Jane:

I've enclosed a copy of the results of my survey on NOTIS user interest in a Users' Council. I would appreciate it if you would share these with users through the next issue of NOTISes. That will save a separate mailing from my office.

Based on the results, I'd like to recommend to you that the current program be continued with a little augmentation. Enhancement development could benefit from continued involvement by users similar to that provided on the circulation reserve specifications by several of us last Fall. You should receive some support from users for this kind of involvement, but I think it will be better if you subsidize it through payment of expenses. That will allow you to maintain control and will overcome the free rider problem faced by any users who volunteer to assist with system development. Keep in mind that the full benefit of any individual's effort will not accrue to himself, but will be shared by those who make no effort to assist. You can overcome that problem by augmenting inidividual benefit through provision of a free trip to tropical Evanston. Additional involvement in the development of the agenda for the meetings could be handled in much the same way.

The agenda could be reformatted to offset some of the dissatisfaction which is anticipated due to larger attendence in the future. I think setting one day for a major group gathering to cover items of interest to all, such as the enhancement agenda, sale of the company, and so forth, would suffice. A second day (and third if needed) should have meetings organized along functional lines; eg., acquisitions, cataloging, and so forth. Another group of sessions organized on special issues could run concurrently; eg., getting started, setting tables, barcoding collections, and so forth. You may also wish to consider running the meeting a day later in the week, to include Saturday, to allow attendees to take advantage of the airlines' proclivity for super-saver fares.

CLEMSON, SOUTH CAROLINA 29634-3001 • TELEPHONE 803/656-3026

Please also give serious consideration to establishing coordination of mentoring; with careful thought. We received a great deal of assistance from others who had gone the way we were heading before us, even though some of these were actually later purchasers of the system. A mechanism could be set up to develop an implementation agenda for each new user, to review that agenda, and to instruct them on several experienced users to contact at each point. Those who will be contacted should know in advance who they will be hearing from.

Some of this is obvious and probably predictable given our experience at the users meetings, but I think it helps to get some codification. I believe I also can give you some insights on who might be most helpful with user input, based on the response letters and comments on the survey form. If I can assist with future planning or in some other way, please let me know.

Sincerely yours,

Richard Meyer
Associate Director

NOTIS Users' Council Interest Survey
conducted and compiled by Richard Meyer, Clemson
August 28, 1986

Summary of Responses:

Sixty-four survey forms covering the questions listed below were mailed out; thirty-eight were completed and returned.

1a. *Does the users' group need a formal representative council?*
Yes - 14/38 (37%) No - 24/38 (63%)

1b. *If so, should it be elected__ or appointed___ by the NOTIS office?*
Elected - 11/14 (78%) Appointed - 3/14 (21%)

1c. *Would you prefer to see the users' group represented less formally, such as per one of the following options?*
A committee of the whole, such as the current meeting, 2/24 (9.5%)
A standing committee appointed by the NOTIS office, 4/24 (19%)
Ad hoc committees for enhancement review appointed..., 14/24 (66%)
Other: two groups, MVS or VSE, 1/24 (5%)

2. *The following list represents activities in which a users's council or other representative group possibly could be involved. Please rank these in order of importance.*

Activity	Ave Rank	Ordinal Rank
Development of agendas for users' group meetings.	3.04	3
Organizing and conducting users' group meetings.	4.33	5
Review of enhancement requests.	1.86	1
Evaluation of enhancement specifications.	2.19	2
Preparation of material for NOTISes...	4.36	6
Communication between users.	3.15	4
Other [two responses]	4.00	n/r

3a. *Would your institution be willing to send, at your expense, a representative to Chicago in the Fall to an organizational meeting to establish a NOTIS users' representative group?*
Yes - 19/38 (50%) No - 12/38 (32%) No answer - 7/38 (18%)

3b. At NOTIS expense?

Yes - 27/38 (71%) No - 4/38 (11%) No answer - 7/38 (18%)

4. *Comments:*

A number of letters were received by Jane Burke and with the survey form. These letters are summarized together with the selected comments from the survey under the heading "User Comments".

5. *This survery is:*

Very useful	6/38 (16%)
Useful	25/38 (66%)
No answer	7/38 (18%)

User Comments:

Enhancement requests and ballots should be coordinated by NOTIS office. Review of ballot and requests should be made by some kind of representative group. NOTISes should be based on material solicited by members, and edited by representative group, but published by NOTIS office. The representative group should consist of five people; one from the public libraries, three from the academic libraries and one from all other libraries.

"A strong, united users group will be important in each of our not too distant future. Many of the MVS sites are nearing the point now..."

"In some cases, a Users' Council will place an unnecessary layer of people between the NOTIS office and the users. However, a committee of the group may be useful for enhancement review, etc."

"In general, it seems to me to be much more efficient for a central staff (the NOTIS office) to arrange and conduct user meetings. My major concern is that the meetings should be shorter and more efficient."

No formal representative group is needed at this time, but NOTIS should limit and enforce user group attendence at three per institution, separate workshops should be set up, NOTISes should be regular and should contain a mailbag, and NOTIS should have ad hoc enhancement review committees with clear charges made known to all.

"A representative group could be used to articulate concerns with one voice to NOTIS management."

"We do not feel as strongly about how the group is put together (elected versus appointed) as we do about the need for such a group."

Experience with our first users group meeting indicates it works, and we should wait until it fails before fixing it.

Special interest groups would be helpful; eg. music, serials, etc.

NOTIS should appoint a standing committee from volunteers responsible for coordinating user communications into NOTISes and putting on the users meeting, but not formally passing on enhancement agenda or requests.

"Input on enhancements should and must be formalized!"

Whatever representative group is established should have proportional, fair representation from from the whole.

The users' group is the best meeting attended all year, don't change it. Ad hoc review groups could be helpful.

"While the comment, 'if it ain't broke, don't fix it,' may apply today, the recent NOTIS Users Group meeting indictes that roganizational steps at this time may prevent communications gaps brought about by the approaching change in the nature of the organization providing financial support for NOTIS."

"If there is a representative council, there should also be some less formal group, such as a committee of the whole. The mentoring system could be very helpful, especially if mentor libraries are similar in size and type to those they are helping."

Mentoring system is greatest need. [New user]

Users don't need a formal group unless NOTIS sees the need, then they should pay for it. Mentoring would be more helpful.

"Users knowledgeable in specific subsystems should be involved in the evaluation of enhancement specifications; a representative Council or standing committee is unlikely to have the same level of specific technical expertise in all subsystems."

Contacting other users has helped us. We may develop a local users' group since there are several in our general area; the users's council sounds remote. "Whatever is done, I think it should probabliy be at our own expense not NOTIS'," since we will receive the benefit.

Shorten the meeting by using more concurrent sessions and relying more on written than oral presentations. Do the roll call in writing. Orient meetings to specific topical areas and don't limit attendance. The NOTIS office is doing a good job, and a users' council will not increase efficiency.

Provide focus to future discussion of the need for representation by developing a position paper written by a small task force. Both the increasing size of constituency and new ownership of NOTIS will make this more important in the future.

Careful consideration should be given to the purpose of the users group. Once determined, organizational issues should fall out naturally. "I attended the meeting with one general purpose: seeking information to assist me in planning the resources (human and financial) required to best utilize NOTIS during the coming year. This emphais on planning for the coming year should be, in my opinion, the major aim of the Users' Group Meeting. The audience should be limited, therfore, to the indiviuals in the library and computer areas responsible for the overall planning for NOTIS. Meetings for other groups within each user institution, such as circulation or aqcuisitions, should be held as the need arises. Prior to or in conjunction with a new release or enhancement, for

example. Or, if an annual two or three day meeting is still desirable, then tailor each day to a specific audience with one day set aside for those responsible for the planning and overall running of NOTIS at their institution."

Shorten, tighten and better plan meeting. Flesh out pre-meeting info with user profiles. Layer presentations and provide guidance on how to make them. [Develop a presenter's quideline.]

Form two groups: one for communication between sites and the second for communication from users collectively on enhancements to NOTIS.

Analysis of Results:

The impression that the users do not want to see a formal representative group established is substantiated by the survey. The overall response is statistically significant at the 90% level of confidence. Nearly two-thirds of those responding indicated that no Users' Council was needed. If we equate need with desire, then the majority would prefer the status quo. If we assume that those not responding care too little about the matter to indicate their thoughts about changing the status quo, we might safely conclude that the remaining libraries find the current situation satisfactory. Overall, there is statistically little sympathy for developing a council.

As an aside, it should be noted that yes answers to question 1a are correlated highly with choice of the election option in question 1b. Therefore those who feel a users' representative group is needed may simply be expressing a democratic inclination in regard to the management of institutions.

Those responders who answered "no" to question 1a, responded to question 1c regarding optional representation. Two-thirds of these indicated that ad hoc review committees for enhancements would be preferable. Since the option "nothing" was not provided, we may not then conclude that a majority of users feel these ad hoc committees are needed. However, there is an indication from comments made that many users feel they would be helpful, and if any representative entity is established, the preferred form is ad hoc.

Question 2 assumes that some representative input into the plans and activities of NOTIS will be established. Given that, responders ranked the acitivities they felt could best be augmented by user assistance. Average rank calculations indicate that users would like to be more involved in determining prioities for enhancements and in evaluating the approaches chosen to meet those priorities. Users apparently feel little need to be involved in formal communictions vehicles, such as NOTISes or in the operation of the users' group meeting. They feel some involvement in the agenda and

communication among themselves is important. These indictations are augmented by question 3, which indicates willingness on the part of half the users to support financially their involvement in establishing some user input to NOTIS activities. Those willing to be involved becomes a strong majority if NOTIS subsidizes their travel.

Conclusions: 1 -- It does not appear appropriate to establish a formal council. 2-- Some additional ad hoc input to planning enhancements to the system and activities for the users group meeting could be established with fruitful results and with substantial support from users. Travel of users to assist with development efforts and planning should be subsidized by the NOTIS office.

The
University of Texas
at
Arlington

July 29, 1986

Mr. Richard W. Meyer
Associate Director of Libraries
R. M. Cooper Library
Clemson University
Clemson, SC 29634-3001

Dear Rich:

Enclosed is the survey which you sent last week. It has served as a catalyst in writing my thoughts about future users meetings.

From my viewpoint, having an annual meeting planned and conducted by the NOTIS staff is preferable to regional meetings. The quality of regional meetings can be uneven, and the travel time required of the NOTIS staff would take away from their primary responsibilities. In addition, users would never get to see the entire staff as we do in Evanston.

During the open forum, I sensed a feeling that users really want to maintain the "committee of the whole" but realize that the group is becoming too large for this to be effective. May I suggest a format which might succeed on both counts. If the meetings are to remain two and one-half days in length, the first morning could begin with the whole group as this last meeting did. Then a series of smaller group sessions could be held -- by function (acquisitions, OPAC, etc.), by type of library, by relationship to the system (programmers, department heads, etc.), including sessions for instruction and for sharing ideas and operations developed by individual users.

From these small sessions, ideas and information could be gathered and summarized for presentation to the whole group during the latter half of the second day. A mechanism for feedback could be planned and the outcome presented to the entire group on the third day. This structure would require advance notice to users and assignments for coordination and writing during the meeting, but perhaps this could become the responsibility of the appointed formal or informal council as well as NOTIS staff members.

Thank you for the opportunity to "sound off." We will be interested in knowing the outcome of the survey.

Sincerely,

Shirley

(Mrs.) Shirley Sheets
Assistant Director/Technical Services

WASHINGTON UNIVERSITY IN ST. LOUIS

University Libraries

August 5, 1986

Mr. Richard W. Meyer
Associate Director of Libraries
R. M. Cooper Library
Clemson University
Clemson, SC 29634-3001

Dear Rich:

I am sorry we were unable to meet your requested deadline; unfortunately this document did not arrive until July 28th at which time the entire Administrative Staff including Service Heads was at a planning retreat.

It was nice to see you again and thanks for the efforts you have expended for all Notis Users in addressing this question.

Sincerely,

Otha

Otha Overholt
Director of Technical Services
and Data Processing

OO/rd
Enclosure

Washington University
Campus Box 1061
St. Louis, Missouri 63130

9

CSU

The Libraries

Colorado State University
Fort Collins, Colorado
80523

August 5, 1986

Mr. Richard Meyer
Robert Muldrow Cooper Library
Clemson University
Clemson, SC 29634-3001

Dear Richard:

Enclosed is CSUL's response to your survey.

As you well know, this is a difficult issue. If there is to be a users' council, we certainly would wish to be represented. On the other hand, we feel that technical advisory groups appointed by NOTIS would probably be more useful in planning and reviewing new products. In a way it is unfortunate that the NOTIS user group has become so big. The meetings in the past have been enjoyable and productive for our staff.

With best regards,

Irene

Irene Godden
Acting Associate Director

IG:be

Enclosure

xc: Jim Stickman,
Chair, NOTIS Coordinating
Committee
RF

University of Cincinnati

Libraries

Mail Location 33
Cincinnati, Ohio 45221-0033

August 11, 1986

Richard W. Meyer
Associate Director of Libraries
R. M. Cooper Library
Clemson University
Clemson, South Carolina 29634-3001

Dear Richard:

Thank you for taking the initiative to organize a NOTIS Users' Council. Appropriate representation, especially relative to determination of priorities for NOTIS enhancements, via a formal users council is timely as NOTIS moves through this year of many changes.

Cordially,

Marcia

Marcia Deddens
Director, Library Systems

MD:nf
Enclosure

UNIVERSITY of PENNSYLVANIA
PHILADELPHIA 19104

Office of the Director of Libraries
Van Pelt Library, CH • (215) 898-7091

August 21, 1986

Mr. Richard Meyer
University Libraries
Clemson University
Clemson, SC 29634-3001

Dear Jim:

Sorry to be so late in responding to your survey request. I hope it is not too late to share my thoughts on the need for a NOTIS User's Council with you.

First of all, as you know, I am not a great believer in a lot of organizational overhead, so I have many reservations about the usefullness or effectiveness of the User's Council. The NOTIS User's Group Meeting seems to function quite well as it is, and I think we should let well enough alone.

Still, reading between the lines of your letter, I gather that you think there is a need for such a group. In my own experience with NOTIS, I have found them to be very receptive to suggestions from users and quite willing to rearrange their priorities to meet their client's needs. I don't know what more a User's Council could do.

I'm afraid I disagree with you that the NOTIS User's Group as it is now structured will become unproductive as it grows. It could happem, of course, but sheer size is unlikely to be the cause. If NOTIS continues to plan the meeting well, schedules sessions for special interest groups, and continues to be receptive to user suggestions, I don't see why it won't continue to be a useful forum for sharing information both from NOTIS to its customers and from NOTIS users to the NOTIS staff.

Sincerely yours,

Emily

Emily Gallup Fayen
Assistant Director for Systems

EGF/r2d2

Encl.

THE UNIVERSITY OF MICHIGAN

University Library
Systems Office
207 UGL

Ann Arbor, MI 48109-1185

Richard Meyer
Associate Director of Libraries
Clemson University
Clemson, SC 29634-3001

Dear Mr. Meyer:

I am writing in response to your memorandum of July 17 concerning the formation of a NOTIS Users' Council.

I am not returning the survey because Michigan does not favor any of the options included on the survey.

Any proposal for a users' group needs to address two objectives: (1) the provision of communication between operational staff at various sites and (2) the provision of information to NOTIS in terms of planning for the future. While there may be some overlap between the two objectives, I don't believe a single group can address both objectives. I believe two groups should be formed. The first group should be composed of operational staff from each institution and they should meet at least twice a year but more preferably four times a year. This group should be organized by the users and its purpose would be to communicate operational information between sites. The second group should be composed of one individual from each site and would serve as an advisory group to NOTIS as it plans for the future. The representative to this second group would have to have the administrative authority to speak for his or her library.

I hope these thoughts prove useful to you.

Sincerely,

David R. McDonald
Assistant Director
for Systems

cc: Jane Burke