

STATUS OF RELEASE 4.5

As many of you know, Release 4.5 is our first software release as a company. Because it is such an important release with so many new features, we have made a decision at NOTIS to complete a comprehensive testing program prior to 4.5's general release.

The testing program will include beta testing of all new functions at several customer sites and an integrated comprehensive test of the entire NOTIS system. See the EARLY RELEASE SITES FOR RELEASE 4.5 SOUGHT article below.

The decision to complete a comprehensive testing program will delay general release until August 1.

We apologize for the delay, but we hope that you understand our decision not to compromise the overall quality of the release in order to meet our original deadline.

CUSTOMER SERVICES TAKING STEPS TO IMPROVE CUSTOMER SATISFACTION

The Customer Services Division within NOTIS is responsible for providing basic support to all of our customers.

One of the guiding principles for Customer Services is that all of our customers receive the same basic level of support. Naturally, each customer's requirements and available resources are different. However, oftentimes the level of support provided by NOTIS is not so much defined by the software maintenance contract as it is subjectively defined by the customer's resource needs. This creates bottlenecks resulting in irregular service to our overall customer base.

In an effort to balance the inconsistencies in service from customer to customer, NOTIS will be taking steps to improve service to all customers by implementing internal as well as external procedures and guidelines dealing with system support.

With the ever expanding size of the NOTIS customer base, it is increasingly difficult to be as responsive as we would like to be.

During the next several months NOTIS Customer Services will be publishing various articles describing ideas, methods, and disciplines being implemented to improve overall satisfaction of our user base.

Our intent is to make more effective use of our own existing resources while at the same time establishing guidelines for our customers to follow when reporting problems. Our goals are to:

1. Reduce the number of unresolved customer generated problems
2. Improve the response time in the resolution of any problems

We consider the task of achieving these goals to be a team effort of both NOTIS and its customers. The practices established over the next several months will improve the quality of support over the long term.

Both NOTIS and its customers must work "smarter" together to improve the overall support process.

It is important to remember that support of the application is the responsibility of NOTIS. However, it is our customers who have "ownership" of their individual systems.

This issue of NOTISes is special in that a great deal of space has been dedicated to two articles relating to customer services issues.

1. The first article introduces our basic support policies. Our basic support policies define basic support, service hours, contract support days, and training.

2. The second article introduces three tools designed shorten the problem resolution process.

Problem Log

The first tool is the Problem Log to be used by a NOTIS library's staff. The actual users of the NOTIS system will discover most system problems and will be responsible for reporting them on Problem Log sheets.

Troubleshooting Checklist

The second tool is the Troubleshooting Checklist used by the LIB 1 or the TECH 1 contact at a NOTIS library. The library's support staff are the first line of defense in resolving system problems (aided by the use of the Troubleshooting Checklist).

Problem Tracking System

The third tool is the Problem Tracking System used internally at NOTIS. The NOTIS Customer Services division will allocate its resources for problem resolution based on information input into the Problem Tracking System.

We hope that these two articles together will answer many questions regarding Customer Service support and will act as a springboard for other tools and procedures to follow.

We invite all of our users to contribute ideas and recommendations in our pursuit of improved customer satisfaction.

NOTIS CUSTOMER SERVICES INTRODUCES THE BASIC SUPPORT PLAN

NOTIS System, Inc. provides its customers with basic level software support as part of the purchase price of the library management system. NOTIS Systems initiates basic level software support with the signing of the contract. The NOTIS customer has the option to renew the basic level support by signing an annual maintenance agreement with NOTIS. When a library or information center purchases the NOTIS library management system, the staff of that organization purchases a pride of ownership in addition to the software. Responsibility for implementing and maintaining the software locally rests with the customer. With that

responsibility, however, comes the opportunity to nurture and preserve that sense of ownership.

We at NOTIS pledge to reinforce that pride of ownership by supporting the customer's efforts. Toward that end NOTIS Systems has developed a basic level software support plan to supplement the initiative of the NOTIS customer to install, implement, and maintain the NOTIS library management system in the local environment.

The basic level support plan is also designed to meet another important goal, that goal being to deliver equitable levels of service to all NOTIS users.

Attachment 1 is a copy of the NOTIS CUSTOMER SERVICES BASIC SUPPORT PLAN.

Please read carefully the BASIC SUPPORT PLAN included in this month's issue of NOTISES in order to understand the services provided under that plan.

If you want additional copies of the plan, call Customer Services at (312)-866-0127.

MAKING EFFECTIVE USE OF NOTIS SUPPORT SERVICES

In our continuing efforts to improve customer satisfaction, NOTIS has implemented a series of integrated procedures intended to expedite the problem resolution process for both our customers and the NOTIS Customer Services staff. These procedures include the use of the Problem Log, the Troubleshooting Checklist, and the Problem Tracking System.

Attachment 2 describes the Problem Log, the Troubleshooting Checklist, and the Problem Tracking System. The attachment also details the procedures (both at NOTIS and at your institution) that involve these three new features of NOTIS customer service. They are central to the ways in which we give you high quality support.

EARLY RELEASE SITES FOR RELEASE 4.5 SOUGHT

We have designed the Early Release Program to provide in a customer's production environment a full, integrated, systems test of a new NOTIS release. The Early Release Program will begin after successful beta testing of all new modules has been completed.

NOTIS staff will (at NOTIS Systems' expense) assist Early Release customers with new release implementation.

We are now seeking Early Release sites for release 4.5. Installation would begin after completion of beta testing. We would like to install four sites (two MVS and two VSE) 3-4 weeks prior to the general release of NOTIS 4.5.

The requirements for serving as an Early Release site are:

- * NOTIS modules in production
- * Minimal local modifications to the software
- * Staff availability for a July installation
- * Interest in moving NOTIS 4.5 into production quickly

Please contact John Kolman, Manager, Systems Engineering at (312)-866-0150 if you are interested.

NOFA NEWS: RELEASE 4.4.4

The following acquisitions features will be available June 6:

- Multiple Fiscal Years
- Expanded ORCODS
- Improved processing routines to fix several known bugs

If you need the acquisitions features listed above prior to the general release of NOTIS 4.5, please contact your Systems Engineer to verify that you are on the distribution list.

In addition to the changes to the NOTIS software which accommodate multiple fiscal years and the expanded ORCODS feature, the following problems will be fixed by 4.4.4. (V043 was in the Troubleshooting section of April NOTISES; the others are all in this issue.)

Problem: V043 (Revision of Problem 1408)
 When you try to create an order record/purchase order and the default fund code is invalid and you don't change it to a valid code, you get an abend 935C

Problem: V048 After approving an invoice (LTxx APRV) you get an abend 936F and, in association, a storage violation which may cause CICS to crash

Problem: V058 Changes to the fund code and/or expected payment method in the order scope statement do not properly decommit from the previous fund and recommit to the new fund

Problem: V059 Data typed into "nonexistent" invoice fields (that is, fields which appear online preceded by "=" rather than a statement number) causes an ASRA abend

Problem: V060 When you try to enter a pay statement into an order record and can't because the invoice record is full, you find that, despite the fact that the pay statement has not been recorded in either the order or invoice record, the fund record has had this amount subtracted

Problem: V061 Two users may be updating an invoice record simultaneously: one directly and one via the order record. When the direct invoice update follows the update from the order record, the order update to the invoice is overlaid. The fund record is then also out of synch with the invoice record.

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LONG BEACH PUBLIC LIBRARY IS BETA TEST SITE

We want to make sure all NOTIS users know that Long Beach Public Library is the MVS beta test site for Bill & Fine. We sent the following letter to Tim Winkey at Long Beach about omitting Long Beach Public Library from the list of 4.5 beta test sites which appeared in the April 1988 issue of NOTISes.

April 22, 1988

Mr. Timothy Winkey
 Project Manager, Library
 Long Beach Public Library
 101 Pacific Avenue
 Long Beach, CA 90802

Dear Tim,

We goofed. The issue of NOTISes that was mailed yesterday contains a typographical error. In the list of libraries beta testing the 4.5 release, Long Beach was omitted. Your testing of the bill and fine function is critical to the success of the release, and we will run a correction stating this in the next issue.

Please note the correction on your issue of NOTISes. We'll try harder next time.

Sincerely,

James G. Meyer
 Manager
 Documentation Services

xc: Warren Seek

IMPLEMENTATION/TRAINING CLASSES FOR RELEASE 4.5

The Customer Services Division will offer two implementation and training courses for Release 4.5 at NOTIS headquarters. These special instructional courses will be available to library and computer center staff and will cover the installation of the release, implementation of the release, and functional training in the various 4.5 features.

These support courses are intended to assist those NOTIS users who intend to implement one or more of the 4.5 features quickly.

Installation Support Classes

Customers who want to get a jump on the installation of the many new features of release 4.5 will want to attend one of the two release 4.5 installation support classes being offered in August. These classes, held at NOTIS Systems, will be an excellent opportunity to "practice" the 4.5 installation under the guidance of experienced Systems Engineers, a special benefit for sites without CICS test regions.

The two day class will include:

- * Installation of release 4.5 into a test CICS region at NOTIS Systems
- * Explanation of new table values
- * Review of record structures and batch programming changes
- * Detailed review of the new Bill & Fine and Course Reserve modules.

Class dates are:

MVS: August 15-16, 1988
VSE: August 22-23, 1988

The cost for each class will be \$750. Additional personnel from the same institution pay only \$500.

Why not come a day early and enjoy a great Chicagoland summer weekend?

Class size is limited. Please contact Cassie Gibson at (312)-866-0127 by August 1 to reserve a seat.

Release 4.5 Orientation

The User Services Group will offer special 4.5 implementation support and training sessions at NOTIS Systems, Inc. The group will offer these special orientation sessions from September through December 1988. The schedule and fees for these sessions will appear in the June issue NOTISes.

4.5 training at NOTIS will be 3 days long and will include:

Implementation Planning

- * Review of new features and functions available with 4.5
- * Discussion of tables changes
- * Discussion of implementation issues
- * Review of documentation

Training

- * Brief review of current functions, features and procedures affected by the release.
- * Basic level training in the 4.5 functions and features.

These special support programs are designed to make your implementation of 4.5 go smoothly and efficiently. We encourage you to take advantage of these new programs. The schedules and prices for the support programs will be announced in next month's NOTISes.

SAS CLASS TO BE OFFERED AT NOTIS

The upcoming release of NOTIS 4.5 will include a new set of SAS data extraction jobs that will process most of the NOTIS online files. NOTIS will be offering a three day intensive course at its Evanston training facility. The course explains the design and operation of the extraction programs.

The cost of the course is \$900 per person, \$600 per person if more than 1 person attends from a single site.

Course Objectives

1. To gain an understanding of basic SAS report code as well as a more thorough examination of the more complicated DATA PROC processing of the extraction jobs used against a NOTIS data base.
2. To gain an understanding of the NOTIS online record structure for the purpose of creating useful SAS programs with speed and efficiency.

Course Topics

1. SAS code. The structure of SAS code, how to code basic reports and utilities, and useful SAS functions.
2. The NOTIS record structure and how to deal with the rather complex NOTIS files using the SAS language. Our approach to understanding NOTIS records will be through the DATA PROC section of the SAS code.
3. The NOTIS data extract programs. What they do and how they do it. Close examination of the code to gain an understanding of the processing and potential use of these extraction tools.
4. Using the NOTIS extraction programs, we will code and execute a variety of SAS report jobs against most of the NOTIS online files. These will be based on the NOTIS extraction jobs as well as the needs of individual attendees.
5. We will examine some methods for "tuning" your SAS jobs to run efficiently against your NOTIS data base. In addition we will explore a variety of methods for job submission and scheduling (e.g., interactive SAS vs. batch jobs).

We feel there is a real demand for this type of information and education. Since it is the responsibility of each NOTIS site to create and customize its own collection of management and performance reports, a course such as the August course should speed the process of implementing a SAS report system for your NOTIS data base.

Course dates are August 10, 11, and 12.

PRE-NUGM TRAINING WORKSHOP IS JUNE 28, 1988

Do either of these situations apply to you?

- * You're a new NOTIS user and you're reading through the NOTIS training syllabi. What now? Who should be trainers? What should you do first? How have other people approached training?
- * You're a well-established site, with all NOTIS modules up and running. Release 4.5 is on the horizon. Some of your staff need to know about the changes, others need to know about the new features, still others need to know about both. How do you handle the necessary training and re-training?

If either situation applies to you, come to the NOTIS Training Workshop on June 28, 1988 (the day before the 1988 NUGM) to hear NOTIS users speak about their staff training programs and provide useful tips, approaches, and strategies of direct benefit to you.

Sheila Creth, Director of the University of Iowa Libraries and a well-known writer on library staff development, is the keynote speaker with her talk, "Beyond Technical Issues: Preparing Staff for the Online Environment."

The all-day program also provides a conceptual grounding in adult learning theory and staff development as well as discussion of appropriate training techniques and methods. You can find out how some NOTIS users have applied these techniques and methods in their staff training programs for NOTIS circulation, acquisitions, and cataloging.

Attendees will also get ideas on how to develop local documentation, the nitty-gritty details of how to set up a training area, and many approaches to the issues of system orientation and ongoing training for library staff.

Those assigned responsibility for in-house training for NOTIS should find the workshop particularly pertinent to their needs.

Registration materials for the workshop were mailed to all NOTIS sites with the 1988 NUGM registration information.

If you need registration information, call Madeleine Metzler at (312)-866-0151.

For details on the programs/speakers, call Kathy Cunningham at (312)-866-0183 or Stuart Miller at (312)-866-0175.

FOCUS: THE ONLINE PUBLIC ACCESS CATALOG AT MICHIGAN TECHNOLOGICAL UNIVERSITY

Debbie Morrow from the Michigan Technological University Library sent the following article to Ben Schapiro for inclusion in NOTISes.

LIBRARY ANNOUNCES OPAC NAME CONTEST WINNER

Congratulations are in order, both to the Library's online public access catalog on receiving its new name, FOCUS, and to MTU Freshman Rick Stegehuis for submitting the winning entry. From now on Library patrons will be able to get answers to many of their Library questions in FOCUS: Fast Online Catalog Users' System. We like the name because the purpose of the catalog is to bring a library's holdings into "focus." We hope FOCUS will help YOU get to the point, fast.

Over 300 suggestions were turned in to the Library's Automation Planning Committee, which had the difficult task of choosing the winning name from among some very creative entries.

The OPAC's new name was officially announced by Library Director Lee Lebbin in a ceremony on April 19 in the Library as part of the Library's National Library Week observance. The winner will receive a check for \$50.

Congratulations to Rick and FOCUS.

News about FOCUS's new name first appeared in Michigan Tech's newsletter, Take NOTIS No. 18 (April 19, 1988). In the same issue of the newsletter was the following article.

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THE LIBRARY'S LATEST CHALLENGE (A TRUE STORY) -D. Bezotte

STUDENT: Does the Library have Perelandra by C.S. Lewis?

LIBRARIAN: Well, let's find out by doing a title search in the online catalog. Type "t=perelandra" and then hit SEND.

STUDENT (excited): There it is. Wow, this is great. You're a library. So where's the book located.

LIBRARIAN: Let's see ... the call number begins with "PR" so that means it's on the third floor.

STUDENT (not so excited): The third floor. Oh, that's so far away. Now if you could just beam me up ...

TAMU/NOTIS: THE ONLINE PUBLIC ACCESS CATALOG AT TEXAS A & M UNIVERSITY

Students caught up in the last-minute flurry of trying to collect research in the Sterling C. Evans Library for a final paper now have the opportunity to work with a new online public access catalog TAMU/NOTIS.

"It's a big improvement," said Anne Highsmith, the automation project coordinator at the Sterling C. Evans Library. "Anyone who uses the library knows we've had some problems with the reliability of our previous system. Other libraries that have used NOTIS have found it to be very reliable."

Anne said there are several advantages to TAMU/NOTIS at Texas A & M.

TAMU/NOTIS will contain subject headings, one feature that the previous system did not have. Users will be able to search for works in TAMU/NOTIS with Library of Congress subject headings as well as author and title references.

There also will be improved screen displays, making TAMU/NOTIS easier to understand than the previous system.

"It will be a lot easier to read," Highsmith said. "Our previous system was designed for library staff to use. TAMU/NOTIS's design offers easy reading for anyone."

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"The problem of having to search for an author under several different forms of the name to obtain all the works by that author will be eliminated in the NOTIS catalog, TAMU/NOTIS, in the future," she said.

TAMU/NOTIS will help students when looking for serial holdings, she said. It will provide location, call number, and holdings information for serial titles in a single screen display.

With Texas A & M's previous system, Highsmith said, library users had to find the call number for a serial and then check a separate serial holdings list to determine whether that particular volume is owned by the library.

TAMU/NOTIS will have search functions to help keep search capabilities more flexible, she said. The use of these functions will be familiar to patrons who have used the library bibliographic retrieval service since the search techniques are the same.

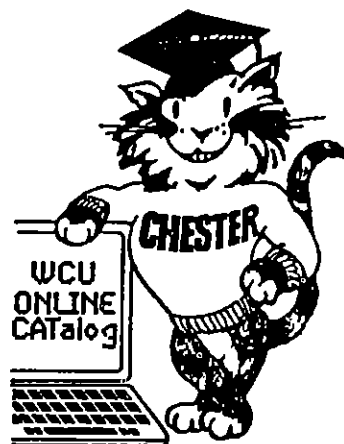
In April Texas A & M installed TAMU/NOTIS catalogs so that students could familiarize themselves with TAMU/NOTIS.

The Library brought the system into production in a very short time, moving from software installation in December to online cataloging in February to a spring release of the online catalog.

Highsmith said the expected implementation date for the whole TAMU/NOTIS data base is August, just in time for the Fall 1988 semester.

CHESTER: THE ONLINE PUBLIC ACCESS CATALOG AT WEST CHESTER UNIVERSITY

West Chester University dedicated its online public access catalog CHESTER on April 20, 1988. Frank Helms from West Chester will describe the dedication in a future issue of NOTISES.



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KENT STATE DESIGNS NEW DATA MAILER FOR OVERDUE NOTICES

Kent State University has designed a data mailer for overdue notices. Jeff Gatten will report on the new mailers in a future issue of NOTISES, after KSU has completed testing of the mailers.

DIAL-UP INSTRUCTIONS FOR CENTRAL MISSOURI STATE UNIVERSITY AND THE UNIVERSITY OF SOUTH ALABAMA

Dial-up instructions for Central Missouri State University's public access catalog appear in Attachment 3.

Dial-up instructions for the University of South Alabama's public access catalog appear in Attachment 4.

If your institution provides remote access to its NOTIS online public access catalog, please send the dial-up instructions to:

Tom McGinn
User Services Librarian
NOTIS Systems, Inc.
1007 Church Street
2nd Floor
Evanston, IL 60201-3622

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VSAM LIMITATIONS ON NOTIS DATA FILES

The concern about how many records can be stored in NOTIS has surfaced again. This short article summarizes the true story.

There is virtually no limitation inherent in the NOTIS software. The limitation exists in the IBM end and is related to the maximum size of a VSAM file.

The IBM limitation is due to the size of the relative byte address field--4 bytes. This is the field that is used to actually address data in the VSAM cluster. The largest number you can put into this field is 2 to the 32nd, or 4,294,967,296. Therefore the IBM limitation is not on number of records, but on total bytes in the cluster (i.e., file).

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This means that the limitation in NOTIS depends on the average record size and how many logical files share the same VSAM cluster (i.e., do you have bibliographic records and copy holdings records in the same cluster?).

At Northwestern University Library bibliographic records sit by themselves and the average record is about 800 bytes long. Therefore, you could get about 5,370,000 records into the file. For the more common bibliographic with holdings configuration, the bibliographic plus holdings combination averages around 910 bytes for the two records. This would allow for a maximum of approximately 4,740,000 bibliographic/holdings pairs.

Both of these computations assume an average amount of freespace, characteristic of a fairly stable file. During a period of high online addition to the file, you may find you need to increase the amount of freespace.

When contemplating all this keep in mind the fact that multiple processing unit records within a single institution can be split out into separate physical files. The presence of, and preponderance of, volume holdings records in the file can also become a significant factor in certain kinds of collections. So there's really no easy way to come up with a single foolproof figure.

For those interested in really big numbers, the NOTIS limitation is imposed by the structure of the NOTIS record number. The format is

alpha-alpha-alpha- numeric-numeric-numeric-numeric

The letters "I" and "O" are not used. This permits a maximum of $24 * 24 * 24 * 10 * 10 * 10 * 10$ or 138,240,000 unique record keys.

Therefore, it's pretty certain that we're going to hit the IBM limitation before we hit the NOTIS limitation.

PROBLEM WITH JOURNALING UNDER CICS 1.6.0

As noted in Problem 6004 in the NOTIS Installation & Operations Manual Appendix F: Troubleshooting Guide and in Problems V046 and V047 in the Troubleshooting section of this issue of NOTISEs, there are problems with journaling under early versions of CICS 1.6.

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The sites which have reported to us having these problems are all DOS sites. We strongly urge that all VSE 2.1 customers who are not at VSE level 2.1.5 or higher obtain from IBM the following PTFs related to journaling (i.e., UP53096, UP53361, UP70018, UP70856, UP71566, UP71961, UP72973, UP74944, and UP76577).

DISTRIBUTED PRINTING OF BATCH REPORTS

Some users have wanted to break up technical service batch reports (purchase orders, worksheets, catalog cards) by processing unit or to break up circulation reports by service unit so that the output can be routed to printers in different libraries.

One way to do this is to use the INCLUDE/OMIT parameters which are part of all standard SORT utilities. Two NOTIS jobs which make use of these parameters are LB968 and LB610 (the LB665 step).

NOTE: In order for this to work you need to have the ability to route output to remote printers. This is a standard feature of MVS Systems, but would require the purchase of a package such as BIMSPool for DOS users.

For purchase orders/claims (LB060JOB), after the statement "RECORD TYPE=V,LENGTH=(1100,,,30,200)," in the SORT which follows the LB065 step, one would insert:

INCLUDE COND=(5,2,CH,EQ,C'xx')

where xx is the first processing unit. One would then execute LB070, re-execute the SORT (changing xx to the second processing unit), and then re-execute the LB070 step. The total job would look like this:

LB060 -> SORT -> LB065 -> SORT (INCLUDE 1st procun) -> LB070 -> SORT (INCLUDE 2nd procun) -> LB070

For circulation notices (LB610JOB) after the statement "RECORD TYPE=V,LENGTH=1200" in the SORT which follows the LB610 step, one would insert:

INCLUDE COND=(21,2,CH,EQ,C'ss')

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where ss is the first service unit. One would then execute LB620, SORT, LB630 ("A"), LB630 ("B"), and then re-execute the SORT preceding LB620, changing ss to the second service unit. After all service units had been processed one would proceed with the SORT following LB630, LB660, SORT, LB665, and the final SORT/MERGE.

The following list shows this sequence:

```
LB610
SORT (Include only records for ss service unit)
LB620
SORT
LB630 ("A")
LB630 ("B")
```

```
Any more service units to do?
  YES (Return to first SORT)
  NO (Continue)
```

```
SORT
LB660
SORT
LB665
SORT/MERGE
END
```

The SORTs which are used to include records for only particular processing units/service units do not have to be those mentioned above. Any SORT in LB010 or LB060/LB610 could be used, or a SORT step could be added at some point. It should be noted, however, that the values in the INCLUDE statement will vary from one SORT to another depending on the position of the processing unit/service unit in the input record.

Breaking up the technical services output by location (rather than processing unit) is not possible using the SORT since the location is not one of the elements of the journal 3 or LIREQP record.

The operator ID and terminal ID are included, however. If these IDs were grouped in some fashion (e.g., so that all of the terminals at the same location had the same first two characters). Then an INCLUDE statement could be constructed so that only the purchase orders/claims for these particular terminals would be included.

All of the above information will be included as section 6.4.5 in the 4.5 NOTIS Installation & Operations Manual.

CONVERSION SERVICES NEWS CONVERSION SERVICES NEWS CONVERSION SERVICES
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Scott Swanson joined our staff May 1 as a Conversion Specialist.

Scott received his MS degree in Computer Science in 1983 and his BS degree in Psychology in 1980 both from Loyola University, Chicago, Illinois. Scott also currently teaches a part-time data base management course at Loyola. Prior to coming to NOTIS Systems, Scott worked for Washington National Insurance Company as a Lead Programmer.

Eva Saloman also joined our staff on May 1 as a Conversion Specialist.

Eva received her MS in Computer Science in May 1987 and her BA in French in 1979. She received both degrees from Loyola University in Chicago, Illinois. Eva previously worked for Hewitt Associates as a Consultant/Analyst in Software Development.

We welcome both Scott and Eva to the NOTIS Conversion Services staff.

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Michael West joined our staff May 2 as Senior Technical Documentation Specialist.

Mike received his BA degree in English in 1975. Mike came to NOTIS Systems with 9 years experience in systems development, most recently as a microcomputer programmer analyst at Financial Services Group (FSG) in Chicago, Illinois. We welcome Mike to NOTIS.

Tina Homan gave birth to a son, Kevin Patrick, on May 1. Tina will be at home with Kevin through the end of June.

Stuart Miller will be the guest editor for the June issue of NOTISes.

SYSTEMS ENGINEERING NEWS SYSTEMS ENGINEERING NEWS SYSTEMS ENGINEERING
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John Kolman is our new manager of Systems Engineering, replacing Jerry Specht who has moved to the position of Chief Systems Engineer. John joined NOTIS in May.

Prior to joining NOTIS, John was Director of Computing Support at Loyola University of Chicago. In that position John was responsible for systems software on the University's IBM and DEC processors, data communication, and (of course) the library system.

John's background includes extensive experience in systems programming and data communications. You may have seen his articles on PC networking in PC Week or PC Tech Journal.

John has a Master's degree in Computer Science from Loyola University.

ENTRY POINT/CALLED SUBROUTINE CROSS REFERENCE PUBLISHED

A number of users have expressed a desire for a document showing what entry point names are associated with what subroutines. Such a document already exists. The document was distributed as part of the February 1987 update: Appendix B4 to the NOTIS Installation & Operations Manual.

When you see an instruction such as "CALL LIDATE" in a batch program, the entry point/called subroutines cross references in Appendix B4 tells you what source module to look at.

Since a number of subroutines, most notably the PL/I subroutines, were omitted from the February version, we are including a complete, updated version with this issue of NOTISes. SEE Attachment 5.

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Sandra Schmidt joined our staff May 9 as a User Services Librarian.

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Sandra received her BA degree in English in 1979 from Cornell College in Mt. Vernon, Iowa. She received her MLS degree from the University of Illinois, Urbana, Illinois, in 1980. Sandra came to NOTIS Systems from the Bibliographical Center for Research Iowa Office in Ames, Iowa, where her primary responsibilities were to oversee the BCR Iowa Office and provide technical assistance, training, and profiling services to OCLC member libraries.

User Services soon will have a new manager. Carole Norris begins with NOTIS Systems as the new Manager of User Services at the beginning of June.

Most recently, Carole has been the Manager of User Education and Regional Marketing at the BRS Information Technologies Regional Office in St. Davids, Pennsylvania. As the Manager of User Education and Regional Marketing, Carole designed and developed alternative training methods using video/workbook modules, initiated and implemented national training programs, provided international training support programs to regional BRS representatives throughout the world, coordinated technical support training programs, conducted training seminars, organized and managed the BRS national user meeting.

Carole has a BA degree in English literature from Temple University in Philadelphia and a MS in Information Studies from Drexel University, also in Philadelphia.

User Services looks forward to Carole's arrival.

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NOTIS FAX MACHINE: WHAT NUMBER ARE YOU CALLING, PLEASE?

There has been some confusion about the telephone number for the NOTIS Systems FAX machine.

The number to call in Evanston is:

(312)-866-0178

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NOTIS POSITION DESCRIPTION (Summary): TECH 1

RESPONSIBILITY:

SYSTEM ADMINISTRATION.

- System Installation.
 - Equipment.
 - Test System.
 - Production System.
- System Operations.
- Data Integrity.
- Data Reliability.
- System Performance.
- System Security.

SOFTWARE LIAISON.

- NOTIS Systems, Inc. - Contact for computer issues.
- Liaison to institution data processing staff and administration.
- Release Control.
- Application Installation.
- Application Testing.
- Problem Solving.
 - Problem Analysis.
 - Troubleshooting.
 - Problem Tracking.

EXPERIENCE:

DESIRABLE:

- Although the NOTIS system runs in an IBM environment, IBM experience is not necessary, however, IBM experience in OS/MVS or DOS/VSE running under CICS is a definite plus.
- Also, a strong IBM Assembler (BAL) background would be advantageous.

EDUCATION:

RECOMMENDED:

- B. S. Computer Science (or equivalent experience).

TECHNICAL ENVIRONMENT:

The amount of technical expertise required will vary with the actual operating environment. More technical knowledge may be required if the NOTIS system is the primary application running on a library controlled computer system; as opposed to the NOTIS system sharing an existing computer center supported system.

- IBM 370, 30XX, 43XX, 937X (or equivalent).
- DOS/VSE Or OS/MVS running natively or under VM/SP.
- CICS/VS.
- VTAM.
- IBM Assembler (BAL).

SUPPORT ENVIRONMENT:

The TECH 1 position has primary responsibility for the computer side of the NOTIS system and is the support person for all computer related problems. The TECH 1 together with the LIB1 form the NOTIS system support team and have primary responsibility for the system. Contact between the customer and NOTIS for extraordinary computer related problems is restricted to the TECH 1. The TECH 1 and LIB 1 are required to work closely together in order to maintain the proper level of system support.

NOTIS POSITION DESCRIPTION (Summary): LIB 1**RESPONSIBILITY:****SYSTEM ADMINISTRATION.**

- System Implementation.
 - Test System.
 - Production System.
 - Data Conversion.
 - Equipment.
- System Operations.
- System Integrity.
- System Reliability.
- System Performance.
- System Security.

LIBRARY LIAISON.

- NOTIS Systems, Inc. - Contact for library issues.
- Liaison with the library community.
- Application Validation.
- Problem Solving/Troubleshooting.
- Documentation Control.
- Customization and localization of application.
- Training.
 - Library Operations.
 - User Support.

PROJECT MANAGEMENT.

- Project Leader/Coordinator with decision making authority.
- Implementation.

EXPERIENCE:**REQUIRED:**

- Experienced librarian.
- Knowledge of USMARC.
- Project management experience.
- Experience with a library automation system, preferably integrated.

DESIRABLE:

- Experience in training of staff and users.
- Project management experience involving a library automation system.
- Experience in implementing and supporting an integrated library automation system.

EDUCATION:

REQUIRED:

- M. L. S. Library Science.

DESIRABLE:

- B. A. Computer Science (for large systems only).

AUTOMATION ENVIRONMENT:

The amount of library automation expertise required will vary with the actual library environment. More comprehensive knowledge may be required if the NOTIS system is to be used in a large multiple institution configuration; as opposed to the NOTIS system being used in a limited institution configuration.

SUPPORT ENVIRONMENT:

The LIB 1 position has primary responsibility for the application side of the NOTIS system and is the support person for all library related problems. The LIB 1 together with the TECH1 form the NOTIS system support team and have primary responsibility for the system. Contact between the customer and NOTIS for extraordinary library related problems is restricted to the LIB 1. The LIB 1 and TECH 1 are required to work closely together in order to maintain the proper level of system support.

NOTIS TROUBLESHOOTING CHECKLIST

I N V E S T I G A T E	<input checked="" type="checkbox"/> Have you checked the Troubleshooting Guide in Appendix E of the Installation and Operations Manual? This will list solutions to previously reported problems. If the problem is listed there, but the solution doesn't help you, note the problem number.
	<input type="checkbox"/> Problem No: _____
	<input checked="" type="checkbox"/> Have you checked the other NOTIS manuals to verify that you are using the correct procedure and that the system is indeed working incorrectly albeit not the way you might expect or prefer? If this does not resolve your problem, then note the manuals and pages to which you referred.
	<input type="checkbox"/> TOM, VOL & PAGES _____ <input type="checkbox"/> I&O, PAGES _____ <input type="checkbox"/> IMP, PAGES _____ <input type="checkbox"/> PRM, VOL & PAGES _____

T E S T	<input checked="" type="checkbox"/> Have you checked to see if the problem occurs in both your test and production files? If it doesn't, what might be different that would explain why?
	<input checked="" type="checkbox"/> Have you tried to isolate the problem? For example, does a location problem involve one, a group, or all locations?
	<input checked="" type="checkbox"/> Have you made any changes to the system which might be related to your problem? If so, can you remove or isolate those to see if the problem still exists?

C O M M U N I C A T E	<input checked="" type="checkbox"/> Have you assembled all the information collected above in preparation for contacting NOTIS?
	<input checked="" type="checkbox"/> Have you identified whether this is a library or system problem?

LIUPSI
 LOGSTX
 LOGSTX
 MOVE
 NTTABL
 P000
 P050
 PATEXIT
 PLIREAD
 PRNTERR
 PRNTR
 PRNTRPT
 READA
 READJ
 REQREAD
 REQSEL
 RPT1
 RPT2
 RPT4
 RPT6
 RPT7
 RPT8
 SEPPAGE
 SFSCAN
 TAGSRCH
 TAGVAL
 WORKERR
 WRITERR
 WRITKEY
 WRITWRK

LB920BAL
 LB100/LB101BAL
 LB705BAL
 LB910BAL
 LB970BAL
 LB641PLI
 LB642PLI
 LB511BAL
 LB002BAL
 LB643PLI
 LB006BAL
 LB646PLI
 LB962BAL
 LB960/LB961BAL
 LB015/LB016BAL
 LB605BAL
 LB631PLI
 LB632PLI
 LB634PLI
 LB636PLI
 LB637PLI
 LB638PLI
 LB644PLI
 LB935BAL
 LB624PLI
 LB905BAL
 LB645PLI
 LB621PLI
 LB628PLI
 LB625PLI

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