NOTISes

Our biggest-ever user group meeting opens September 27
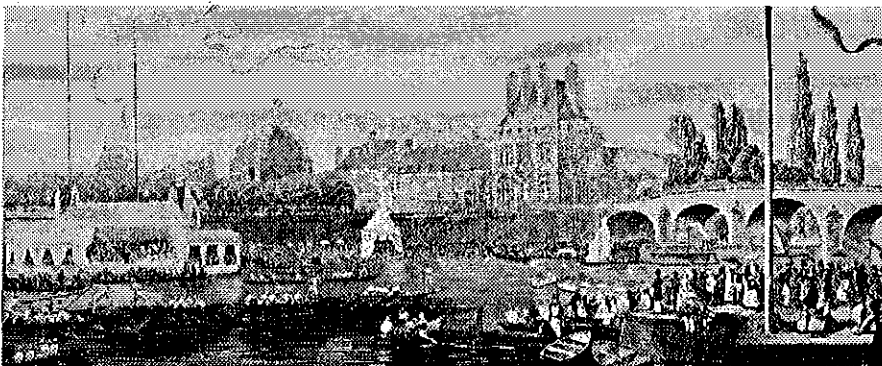
We are expecting over 600 NOTIS users to converge on Chicago's Palmer House Hotel for the 1989 NOTIS Users' Group Meeting (NUGM). Proceedings get under way at 8:30 Wednesday morning, September 27.

Many users will also attend the two pre-NUGM workshops on September 26. Over 300 are registered for the workshops on authority control and on NOTIS Release 4.6 installation. Thank you for participating!

NOTIS 'Basic Support Policy' updated

Reprinted in this issue—see page 17

In our August issue (NOTISes/45 pages 5-6), we told you about how we were implementing your suggestions for improving our responsiveness to your needs. We described our new approaches to such areas of concern as telephone support, problem resolution, and staff training. The "NOTIS Customer Services Basic Support Policy" document, which details our customer services plan, has been updated to reflect these changes. We are reprinting this document in full in this issue (page 17). If you have any questions regarding basic support, please contact Maribeth Ward, Vice President, Customer Services at (312) 866-0675. ■

NUGM Program Agenda—p. 11

Systems Updates

How to order GTO

Here is the latest information on how to order the NOTIS Generic Transfer and Overlay (GTO) utility for the online transfer of records from bibliographic utilities into your NOTIS database. (See page 4 of our July issue—*NOTISes/44*—for a complete list of GTO hardware and software.)

Base price

The price for the first bibliographic utility is $10,000. The price for subsequent utilities is $5,000 (these prices are in effect only until December 31, 1989).

Order one GTO Package for each bibliographic utility (RLIN, OCLC, or UTLAS). The GTO package for the first bibliographic utility is full price. The GTO package for additional utilities may be ordered at a reduced price.

Site License

The price of the GTO package includes a site license for the microcomputer portions of the software. Customers may make as many copies as necessary for the number of microcomputers in their configuration without additional charges.

The GTO package license fee includes:

- GTO program diskettes

(both 3 1/2" and 5 1/4" format diskettes are included)

- Generic version of the GTO online loader programs on tape

- Two sets of GTO user and technical documentation (covering all installation, configuration, operation and maintenance of GTO hardware and software)

- First-year software support and maintenance (maintenance begins when the package is shipped)

- Two hours of technical assistance (via phone) from NOTIS Conversion Services, if required, on data conversion issues

Maintenance

Maintenance for the first year is included in the GTO price. Maintenance for subsequent years is $1,500 a year for the first bibliographic utility and $500 for each additional utility. Maintenance includes telephone support from User Services and Technical Support, as outlined in the "NOTIS Customer Service Basic Support Policy." Maintenance is subject to an annual increase.

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New area code

On November 11, NOTIS Systems, Inc. will have a new area code. All Chicago suburbs now served by area code 312 will be changed to area code 708.

Additional support

Additional telephone support from Conversion Services may be purchased at $100 an hour.

Additional documentation

Additional sets of GTO documentation may be purchased at $50 a set.

Maintenance of peripheral hardware

Although NOTIS can order the microcomputer peripheral boards as a convenience to our customers, monthly maintenance on hardware is provided directly by the manufacturer.

Basic, Consolidated, and Enhanced versions

NOTIS offers three GTO product levels—basic, consolidated, and enhanced. The essential difference is the amount and type of programming support we will provide.

Basic GTO

The basic GTO Package includes instructions for creating an online conversion program that handles incoming data in the same way as the institution's custiomized batch conversion program. In effect, this is done by "cloning" the institution's batch loader and inserting or deleting code to make it run as an online program.

Consolidated GTO

If the customer wishes, NOTIS' Conversion Services group will do the programming necessary to create an online version of the institution's customized batch loader. The fee for this service is $3,000. NOTIS will also test the program. This fee does not include any changes to the conversion logic or data output of the program.

Enhanced GTO

Enhanced GTO includes the basic GTO package plus site-specific customization of the GTO online data conversion logic. Customization is priced through the same process as any NOTIS customized programming; the actual cost will depend on the number of NOTIS programming hours required to customize the GTO loader according to the customer's specifications.

The Enhanced GTO Package license fee covers all the items listed above under "Site license" *except* for the two hours of telephone assistance from NOTIS Conversion Services. (This assistance should not be necessary since NOTIS, not the customer, is creating the online loader.)

Maintenance for subsequent years is $1,500 a year for the first bibliographic utility and $500 a year for each additional utility. Maintenance is subject to an annual increase. Conversion Services will support all enhanced GTO products provided no changes are made to the code after delivery.

Hostess™ Board Ordering Instructions

A HOSTESS™ multiple-port serial adapter is required for each microcomputer to be connected to source bibliographic utility terminal(s) and the NOTIS mainframe. The serial adapter is available with either four or eight ports.

3278 Emulation Board

If the customer wishes to connect the GTO microcomputer to the mainframe using an IBM 3x74-type communications controller, a 3278 emulation board is required.

Shipping Schedule

Basic GTO

The Basic GTO Package will be shipped 4-6 weeks after your authorized order is received and processed at NOTIS. NOTIS is accepting orders now for all GTO packages, OCLC, RLIN, and UTLAS, for 7171 or 3x7x.

Consolidated GTO

The consolidated portion of your program will be shipped as soon as NOTIS Conversion Services has finished programming an online version of your batch conversion loader.

Enhanced GTO

The Enhanced GTO Package will be shipped in two parts:

The microcomputer code, instructions, and documentation will be shipped 4-6 weeks after your authorized order is received and processed at NOTIS. The enhanced mainframe software portion of the GTO package will be shipped as soon as NOTIS Conversion Services has completed the conversion program to your specifications. Each portion of your Enhanced GTO package will be invoiced when shipped. ∎

708

New area code

GTO option: online version of LBC30

LBC30 is a NOTIS conversion utility offering far greater functionality than the generic conversion loader (LBC70 and LBC90) distributed with our Library Management System (LMS). LBC30 converts MARC formatted bibliographic records—such as those available from OCLC or RLIN—into NOTIS formatted bibliographic, holdings, and item records. It offers a very wide variety of processing routines and options.

Some NOTIS users have expressed an interest in using an online version of LBC30 in conjunction with the GTO online transfer and overlay utility. If you are interested in an online version of the LBC30 conversion loader program, please call Bill Easton in Conversion Services at (312) 866-0159. ∎

Problem reported with some RLIN terminals

RLIN users with RLG90 and RLG84 terminals report that these terminals do not pass multi-screen records successfully through GTO-RLIN. The problem occurs only with multi-screen records. (The RLG40 terminal passes multi-screen records with no problems.) RLG has announced that it will not make any modifications to address this problem. Since any fix would have to occur within the RLIN terminals, NOTIS cannot offer a solution either.

RLG no longer supports the RLG90 terminal and in fact now encourages all RLIN users to use PCs. GTO-RLIN sites with PCs emulating RLIN terminals have reported no transfer problems with multi-screen records. ∎

NOTIS limits support of check-digit routines

We have decided to alter our past policy of trying to include *all* customer check-digit routines within the distributed version of the NOTIS Library Management System (LMS) software. In the past, we have tried to include all known check-digit routines used by our customers in the NTCKDGT macro (LNCK-DGT.A under VSE). From now on, however, we will add a check-digit routine only if it is being used by three or more customers.

If your check-digit routine is not in the generic NTCKDGT when you receive a new release, substitute your NTCKDGT for the generic one and reassemble the programs which use NTCK-DGT (LC404BAL, LC532BAL, LC542BAL, LC610BAL, and LC632BAL).

We do not forsee any need to change NTCKDGT/LNCKDGT.A, so you may continue using your current version indefinitely. ∎

Introducing our new staff

We would like to welcome two new members of the NOTIS staff.

Paul Carpenter joined NOTIS Systems on September 5 as the Director of Sales and Marketing. Paul comes to us from Ashton-Tate, where he was National Sales Manager and National Manager for government and educational accounts .

In August, **Jonathan Elliot** assumed the position of Manager of Technical Support. Previously, Jonathan worked at Programmers Investment Corp. His background includes software design, development, installation, and support for both mainframe and microcomputer systems. ∎

Quote of the Month
66

Give me the liberty to know, to utter, and to argue freely according to conscience, above all liberties.

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Principles of Troubleshooting, Part Two:

How to diagnose batch job problems

by Jerry Specht
Chief Systems Engineer

This is Part II of a two-part article for NOTIS application-support staff explaining how to troubleshoot problems in the NOTIS system. Part I, "How to Diagnose Online System Problems," appeared in *NOTISes/44* (July 1989), pages 7-10. Both parts will be incorporated in the "Troubleshooting Guide" (Appendix E to the *Installation & Operations Manual*.)

Troubleshooter's tools
When you encounter a problem, first check the "Troubleshooting Guide" (TSG). Consult the Abend and Keyword Index for specific problem numbers or browse the relevant problem number ranges listed in the Table of Contents.

If you do not find an entry in TSG for an abend, consult the *NOTIS Programmer's Reference Manual* (PRM) or the source listing of the program itself. The entry for each program in PRM usually contains a brief explanation of the abend codes.

For VSE/MVS/CICS system problems, there are some entries in TSG, but typically you will need to consult the IBM *Messages and Codes*. In the case of CICS prob-lems, check the IBM *CICS Problem Determination Guide.*

Programs, tables, or data?
First, try to pinpoint whether the problem lies in a program, in table values, or in data. To help you do this, we supply you with test files and tables.

If the problem can be duplicated with our tables and our data, it is probably a program problem.

If the problem cannot be duplicated, table values or data may be the cause. (Separating table problems from data problems can be difficult since using our data with your tables or our tables with your data is not an easy matter.)

If you are able to duplicate the problem with our tables and data, then try to re-create the problem with NOTIS generic programs, exactly as we distribute them. If the problem cannot be duplicated under these conditions, either local changes or installation options (in LC000OPT) may be the problem.

Four categories
There are four categories of problem jobs:

- jobs cancelled by a NOTIS program
- jobs cancelled by the operating system
- jobs that run indefinitely due to a WAIT or program loop
- jobs that run to completion but produce incomplete or incorrect results.

Jobs cancelled by a NOTIS program
If a NOTIS batch program encounters an illegal condition, it may cancel the job by one of two means. The most common way is by using the NOTIS ABORT macro. All LBxxx programs use this method.

The second method of cancellation is by means of an illegal instruction that results in a program check interruption with an OC1/operation exception. Some LDxxx programs use this form.

ABORT macro under VSE
Under VSE, the NOTIS ABORT macro consists of an SVC instruction with a code of

32 (X'0A32'). Under VSE 1.3, this causes the message 0S04I ILLEGAL SVC HEX LOCATION xxxxxx SVC CODE '32' to appear on the console. Under VSE 2.1 or higher, the message is 0V15I JOB xxxxx CANCELLED. REQUEST FROM SYSTEM SERVICE ROUTINE. When this message appears, you should examine the dump. The instruction, ABORT 01, followed by the instruction, ABORT 02, in the program LB950 will appear as X'0A3201500A320250' in the dump. If the ABORT 01 is taken, the PSW in the dump will point to the byte following the first '0A32' instruction. That is, it will point to the '0150'. This '0150' indicates ABORT 01 within a program ending in 50. If the phase contains more than one program with the last two digits of 50, you should search backwards in the dump from the PSW to see what module you are in.

ABORT macro under MVS

Under MVS, the NOTIS ABORT macro causes a user abend of the form described above. "U=0150" indicates "ABORT 01" within a program ending in "50".

If the load module contains more than one program with the last two digits of "50", you should search backwards in the dump from the PSW to see what module you are in.

Problem determination

Once you have determined the ABORT number and the program it is in, consult the Abend and Keyword Index to the "Troubleshooting Guide" (TSG) to see if there is an entry for this abend. If there is no entry in the TSG, consult either

the documentation for the program in the NOTIS *Programmer's Reference Manual* (PRM) or a source listing for this program. Both references contain a brief comment indicating the cause of the ABORT.

Jobs cancelled by the operating system

First, consult the Abend and Keyword Index in TSG. If the operating system encounters an invalid operation, it will cancel the job. Under VSE, this will appear as 0S03I PROGRAM CHECK INTERRUPTION — HEX LOCATION xxxxxx — CONDITION CODE y — zzzzzz EXCEPTION. Under MVS, it will appear as a system abend 0Cx. Some of the common causes of program check interruptions/system abends are discussed below. For a complete list, see Part I of this article, "ASRA abend" (page 8). An 0C1 in the LD300 job will be listed both under "Abend 0C1 (in LD300)" and "LD300, OPERATION EXCEPTION (0C1)."

Program Check Interruptions/System Abends

0C1/operation exception

An operation exception occurs when the system finds something other than a valid opcode where there should be a valid opcode. The two most common causes of operation exceptions in NOTIS batch programs are (1) omission of a necessary module from the linkedit, and (2) the intentional inclusion of an invalid instruction to cause the job to cancel when an illegal condition is encountered.

If the HEX LOCATION for the interruption is '000000' or the six right-most digits in the PSW are '000002', then this

may indicate that a necessary module has been omitted from the linkedit. You should check and make certain that you did not receive any EXTRNs (unresolved external references) in the linkedit, unless this is an LB6xx link. If so, see TSG Problem 5803.

If the address specified in the PSW is in a NOTIS program and there is no entry for this 0C1 in TSG, examine the assembled listing of the program and see what instruction appears before the one pointed to by the PSW. VSE gives you the "HEX LOCATION" that is the address of the bad instruction itself. For instance, if the contents at the HEX LOCATION is DC H'0' (this appears in the dump as X'0000' where the opcode and operand should be), then there will be a comment indicating why it is forcing the abend at this point. In most of these instances, there is also a message printed in the output (prior to the forced 0C1) with detailed information on the cause.

It may be that the PSW address is within a NOTIS program, but when you examine the "instruction" it is trying to execute, you find that it is not a DC H'0' forced abend, but rather some other data. This might be caused by either an erroneous branch to a data area or the erroneous overlay of program instructions by data. In MVS an 0C1 with a PSW of 00000052 is an attempt to GET or PUT to an unopened file.

If none of the above causes of 0C1s applies, then examine the values in registers as described for 0C4/protection exception (see below).

0C4/protection exception

A protection exception occurs when a program tries to reference an address that is in a protected area of storage. Under MVS, an empty input file or a missing/misspelled DD can sometimes result in an OC4, as can the block size and record size being specified as equal for variable-length records. Otherwise, diagnosis is likely to be difficult. Consider the record being processed. If the program finds characters where it expects to find a field length, this can result in a protection exception or an addressing exception (see "What record was being processed?" below). If the record seems OK, find out what section of the program was executing at the time that it tried to branch to this protected area. Examining addresses in the various registers should give you a feeling for what the program was doing at the time this problem occurred. Tools such as "Abend-Aid" may be helpful in this.
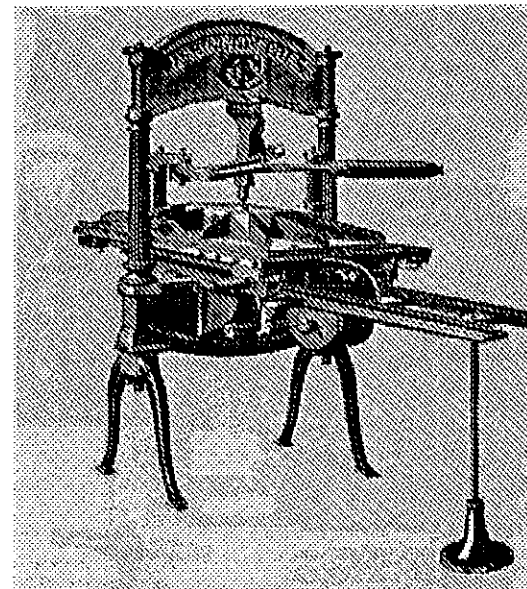
0C5/addressing exception

Same as protection exception above, except that the address to which the program was trying to branch was beyond the end of the partition or region. The current versions of MVS (release SP/1.3 or later) are structured so that the 0C5/addressing exception no longer occurs.

07C/data exception

A data exception occurs when the program tries to perform an operation on an

operand that should be in packed decimal format but is not. You should get an assembled listing of the program and examine the instruction at the "HEX LOCATION" address (VSE) or the instruction prior to that pointed to by the PSW (MVS). For those operands which

should be packed decimal, examine the bytes of storage that contain the value of the operand. For example, for the operand '1045', the value will be found 69 (x'45') bytes after the address in register 1.

By examining this data, one may gain some insight into the problem. If it is character data, it may be recognizable as some other variable. You may need to trace back and see where the bad value came from.

Jobs that run indefinitely

First, check under the job

number in the Abend and Keyword Index.

If a job is taking longer than you think it should, check the I/O activity. If CPU is high and there is no I/O, the job is looping. If both CPU and I/O activity are high, it is possible that the same output record is being written repeatedly. MVS users can check I/O activity while the job is still running. DOS users should wait until they are certain that the job is taking abnormally long and then cancel it and examine the output. If there is no CPU or I/O activity in this partition, then the job is waiting for something.

Loop

If, after the job is cancelled, you find that the same output record has been written repeatedly, examine the input record(s) that produced this output. If the last output record is not repeated, but there is output, then you should use the methods described below to locate the current input record. If the program finds binary zeroes where it expects a field length, this can result in a loop. If examination reveals that there is nothing distinctive about the current input record, or if the job loops on the first input record, then you should determine which instructions are looping. The instruction immediately prior to the one pointed to by the PSW is within the loop, so start here. It may be useful to insert ABORTs to see what values certain variables have at strategic points. Tools such as "Abend-Aid" may

be helpful.

WAIT

Before assuming that the WAIT is internal to the job, make certain that the operating system is not waiting for a reply to any outstanding messages. Under VSE, issue the "REPLID" command from the console. If there are no outstanding messages, you have checked TSG, and there is nothing distinctive about the record being processed, call NOTIS Technical Support.

Job with incorrect results

Was a NOTIS error message issued?

Check the output to see if any NOTIS error messages have been issued. Both TSG and PRM can be helpful in interpreting these messages.

No output

If no output is produced, you should examine the statistics for input records, etc., for each step of the job. Consider whether any input files that are empty should be empty, or whether you have dummied them (MVS), or specified that they be ignored (VSE). If the input files are OK, then double-check to make certain that no error messages have been produced. When a program doesn't process a record, it should produce a message, or at least increment the count of records omitted.

Output is incorrect

If only some of the records are processed correctly, check to see if the incorrectly processed records have anything in common. If all records are processed incorrectly, it may be useful to compare these results to the results of the generic job.

What record was being processed?

To diagnose problems that fall into the first three categories, it may be useful to determine whether the job encountered difficulties before it tried to process any records, while it was processing the first input record, or after it had processed some records.

To locate the record that was being processed, look at the output file(s) after the job is cancelled. Determine the last record that was written successfully to the output. This may indicate where the job encountered problems. Remember, however, when the output file is in blocked format, the last logical record you see is probably not the last one processed. The job accumulates logical records until there are enough to fill up a physical record or block. To get around this under VSE, you may either change the DTF for the output file from REC-FORM=VARBLK to VARUNB (or, if it's FIXBLK, change to FIX-UNB) Under MVS, change the RECFM=VB to RECFM=V (or RECFM=FB to RECFM=F) in the DD statement. The MVS default

for an abending step is to delete the output files.

Alternatively, you can examine the dump. Sometimes the program will contain the key of the current record. In other cases, it will just have the address and you will need to go to that address to see the record. You will need to have an assembled listing of the program that reads the input record in order to locate the offset at which the key, or the address, of the current record is located.

Once you have located it, check to see if there is a problem with the record. For example, each variable-length field in a NOTIS record begins with two bytes that indicate the length of the field. If the record is corrupted so that the program finds binary zeros where it expects to find a length, this can result in a loop. If the program finds characters where it expects to find a length, this can result in a protection exception or addressing exception. ∎

Customers in the news

Jane Aitkens, of **McGill University**, was this year's recipient of the "Career Recognition Award," granted to a staff member who has made an exceptional contribution to the McGill Library System. Jane, the library Training Coordinator, was cited for her successful efforts in introducing NOTIS to the McGill staff.

Barbara Loar, the Director of the **DeKalb-Rockdale-Newton Regional Library** in Decatur, Georgia, received the "DeKalb County Public Servant of the Year Award" from the *Atlanta Journal Constitution*. Barbara received the award in recognition of her work in community service.

The Canadian Library Association has published *Canadian Newspapers: The Record of Our Past, the Mirror of Our Time* compiled and edited by **Hana Komorous** of the **University of Victoria**.

Trinity College Library recently celebrated the retirement of **Jane Willits**, the Automation Coordinator. In honor of the event, the staff composed a song praising Jane's contribution to NOTIS implementation at Trinity.

Paul Fu, Librarian, the **Supreme Court of Ohio Law**

Library, was recently elected Secretary of the American Association of Law Libraries at their 82nd Annual Meeting in Reno, Nevada. ∎

Leaders in Interlibrary Loan requests

As part of the tenth anniversary celebration of its interlibrary loan (ILL) subsystem, OCLC recently recognized those institutions that have been at the top of the ILL "leading borrowers" and "leading lenders" categories. The following NOTIS customers are among those cited. Asterisks mark those libraries that were leaders in both categories.

- Indiana University at Bloomington, University Libraries*

- Texas A & M University, Sterling C. Evans Library*

- Cleveland State University Libraries

- University of Texas at Arlington Library

- University of Utah, Marriott Library*

- Kent State University Libraries

- California State University, Long Beach, University Library and Learning Resources*

- Brigham Young University, Harold B. Lee Library

- Florida State University Library

- University of Virginia, Alderman Library

- Purdue University Libraries*

- Kansas State University, Farrell Library

- Ball State University, Alexander M. Bracken Library

- University of Toledo, William S. Carlson Library

- Virginia Commonwealth University, University Library Services ∎

News from CUNY

We are happy to pass on to interested libraries the following status report from Marsha Ra, Director of University Library Automation Services at City University of New York.

The City University of New York online public catalog is called CUNY+ (CUNY Plus). We gave it that name with the expectation that the system will eventually give our students and faculty access to information beyond that found in the combined CUNY library catalogs. CUNY+ contains the complete holdings of Baruch College, Brooklyn College and John Jay College libraries and detailed serials holdings for Brooklyn College, City College, The Graduate Center, and John Jay College libraries.

CUNY+ is configured as a single institution group with each campus representing a separate processing unit. The single institution group was se-lected because the resulting union catalog is of prime importance to CUNY campus libraries, which are relatively close geographically (across the five boroughs of New York City) and have a policy of open access to all CUNY students. The database contains over 750,000 titles. That number will rise to two million by the fall of 1990 and will top three million when all campuses are participating. CUNY+ will be augmented with SUDOC tapes matching the collections of the four CUNY depository libraries. CUNY+ is supported by University Library Automated Services, which has two professional librarians, one full-time programmer and one part-time programmer. It is also available through dial access.

The complete database for The Graduate Center and New York City Technical College should be loaded in the early fall of 1989, followed shortly by City College. Hunter College and the Borough of Manhattan Community College will follow in the spring of 1990. All 18 CUNY senior and community college campuses will be included over the next two or three years.

Circulation is up and running at Baruch, Brooklyn, and John Jay libraries. Circulation and acquisitions will be implemented at the remaining campuses only after the online catalog has been installed at all 18 sites. We are starting to run global changes and plan to load authority files after we have completed installation of 4.5. We hope to purchase and install the NOTIS Multiple Database Access System in the coming fiscal year. ∎

Who's implementing what?

NOTIS users are usually happy to help others. The information provided here, which supplements the information in the *NOTIS User Directory*, may be of assistance to NOTIS users who wish to contact other sites in order to exchange information.

Please consider giving information about your library's implementation schedule to your NOTIS User Services Librarian.

Columbia University:
August 1989	Cataloging
January 1990	Circ (main library)
1990–1991	Circulation & reserves

Eastern Michigan University:
July 1989	Acquisitions
July 1989	Serials
December 1989	Circulation

SUNY-Binghamton:
January 1990	Acquisitions

University of Louisville:
August 1989	Circulation

University of Pennsylvania:
July 1989	Circulation

University of South Alabama:
November 1989	Circulation

University of Virginia:
September 1989	Circulation
June 1990	Acquisitions
June 1990	Serials

University of Wisconsin—Madison:
Summer, 1989	Circulation

Virginia Commonwealth:
August 1989	Circulation
January 1990	Online Public Catalog

Western Kentucky University:
Summer 1989	Online Public Catalog
January 1990	Convert Bib File
July 1990	Circulation

Yale University:
July 1989	Acquisitions
November 1989	Serials
January 1990	Cataloging
January 1990	GTO-RLIN
July 1990	Circulation

1989 NUGM PROGRAM AGENDA

D A Y 1

AUDIENCE	LIBRARIANS/GENERAL INTEREST						PROGRAMMERS			ALL
	CIRCULATION and / or PUBLIC SERVICES	CATALOGING and / or AUTHORITIES	GENERAL	ACQUISITIONS and / or SERIALS	IMPLEMEN- TATION	CONSORTIA/ NETWORKS				DEMON- STRATIONS
TIME 8:30- 9:30	G E N E R A L S E S S I O N									
9:45- 11:15	GTO OVERVIEW 1G	INTRODUCTION to NOTIS for NEW USERS 2G	USMARC Format for Hldgs & Lcns: Past, Present & Future 3A,B	MANAGING THE TRANSITION from ONE AUTOMATED SYSTEM to ANOTHER 4G		NOTIS TABLES 1 5B	ENTERING AN LT TRANSACTION 6A		POSTER SESSIONS 60G
11:30- 12:30	OVERVIEW of 4.6 7G	PREPARING FOR CONVERSION 8B *	USER DEVELOPED ACQUISITIONS APPLICATIONS 9A		LIBRARY CONSORTIA/ NETWORKS 11G *	NOTIS RECORD STRUCTURE 12B	SAS DISCUSSION GROUP 13A	CONFIGURING FOR NOTIS- TUNING 14A *	MULTIPLE DATABASE DEMO 61G
12:30- 1:45	L U N C H									
2:00- 3:30	REFERENCE SERVICES DISCUSSION GROUP: MANAGING MULTIPLE INFO. RESOURCES 15 A	GTO OVERVIEW: ISSUES for LIBRARIANS 16G	NOTIS' Implementation of USMARC Format for Hldgs & Lcns. 18A,B	AUTOMATING YOUR LIBRARY: A PROJECT MANAGEMENT APPROACH 19G	LIBRARY CONSORTIA NETWORKS 20G *	NEW PROGRAMMER DISCUSSION GROUP 21B	REVISING NOTIS' FRONT-END CICS SIGN- ONS & INTRO SCREENS 22A		MERGED HEADING INDEX DEMO 62G
3:45- 4:45	MULTIPLE DATA BASE UPDATE 23G			EXAMINING & MANAGING YOUR WORKFLOW 25A	STATE-WIDE NETWORKING 26G	INSTALLING NOTIS: MVS 4.6 27B	ADAPTING AND INSTALLING GTO 28A	INSTALLING NOTIS: VSE 4.6 29B	GTO DEMO 63G
5:00- 6:00	TRAINING and INSTRUCTION USER GROUP 68A,B	CANADIAN USER GROUP 69	HEALTH SCIENCES USER GROUP 70	USER GROUP 71	USER GROUP 72	USER GROUP 73	USER GROUP 74	CONFIGURING for NOTIS TUNING 31A *	

* Session Repeats
Please note: Each session has a unique number which is followed by a letter. The letters indicate:
B = Basic,
A = Advanced,
G = General Interest (Appropriate for both Librarians and Programmers.)

1989 NUGM PROGRAM AGENDA

D A Y 2

AUDIENCE	LIBRARIANS/GENERAL							PROGRAMMERS		ALL
	CIRCULATION and / or PUBLIC SERVICES	CATALOGING and / or AUTHORITIES	GENERAL	GENERAL	ACQUISITIONS SERIALS	IMPLEMEN-TATION	CONSORTIA/ NETWORKS			DEMON-STRATIONS
TIME 8:30-10:00	CIRCULATION TABLES 32B	CATALOGING and AUTHORITIES DISCUSSION GROUP 33A	USING NOTIS DOCU-MENTATION 34B *		ACQUISITIONS TABLES 35B		SYSTEM CONFIGURA-TION AND CUSTOMIZA-TION 37G	BATCH REPORTS 38B	CUSTOMIZING KEWORD BOOLEAN 39A	POSTER SESSIONS 64G
10:15-11:15		USING NOTIS to MAKE CATA-LOGING MORE EFFICIENT 40A		OVERVIEW OF 4.6 41G *		POST-LOAD SYNDROME: DATABASE CLEAN-UP 42B		USING NOTIS DOCUMEN-TATION 43B *	BATCH CIRCULATION 44A	GTO DEMO 65G

L U N C H
PRESIDENT'S CHAIR
11:30-1:00

| 1:15-2:45 | OPAC AND THE USER 45A | CATALOGING TABLES 46B | OVERVIEW of 4.6 47G * | | ACQUISITIONS DISCUSSION GROUP 49G | AUTOMATION ANXIETY 50G | CONSORTIUM AND NETWORK DISCUSSION GROUP 51G | FLAT FILE EXTRACT 52B | BATCH PATRON UPDATE 53A | MERGED HEADING INDEX DEMO 66G |
| 3:00-4:30 | CIRCULATION SERVICES DISCUSSION GROUP 54G | | CONVERSION SERVICES PRODUCTS 55G * | NUGM 1990 MEETING: PLANNING 56G | SERIALS CONTROL DISCUSSION GROUP 57G | MANAGING NOTIS IN PRODUCTION 10A | | DISCUSSION GROUP: VSE 58A | DISCUSSION GROUP: MVS 59A | MULTIPLE DATABASE DEMO 67G |

* Session Repeats
Please Note: Each session has a unique number followed by a letter. The letters indicate:
B = Basic,
A = Advanced,
G = General Interest (Appropriate for both Librarians and Programmers.)

Troubleshooting

By Jerry Specht, Chief Systems Engineer

This column is a regular feature of NOTISes. As we encounter problems which we plan to include in the "Troubleshooting Guide" (Appendix E to the In-stallation & Operations Manual) we list them here in NOTISes so you won't have to wait for a new release in order to be aware of them. If you have suggestions, send them to Jerry Specht.

We recommend that you take these trouble-shooting pages and append them to the February 1989 "Troubleshooting Guide." The problems have *been, and will continue to be, assigned temporary numbers beginning with V200, so that they will be in sequence. In February, June, and October, we will issue an updated index which will include both these problems and the ones already in the guide. In February we will send you an entirely new guide in which all of the problems that have appeared in NOTISes since the last publication of the guide will be integrated and assigned permanent numbers.*

Correction to Problem V329 (August *NOTISes*): The code six lines after the label D240LRD (in LC544BAL) should be

```
MVC    TWFBPU,BFPSPROS
MVC    TWFBRNBR,TWITEMRN        change
MVC    TWFBRNBR+7(3),CWABLNKS
```

Correction to Problem V330 (August *NOTISes*): the code six lines after the label D240LRD (in LC550BAL) should be

```
MVC    TWFBPU,F02PROS
MVC    TWFBRNBR,TWITEMRN        change
MVC    TWFBRNBR+7(3),CWABLNKS
```

Correction to Problem V333 (August *NOTISes*): the changed statement should read

```
UNEDCN    DC    5CL60' '
```

(CL300' ' is equivalent but doesn't assemble.)

Problem V343

Despite the fact that you have placed a **CATL re-quest*** for a certain copy holdings record, **no catalog cards print** when you run LB040.

Causes/Solution: Does the SH= parameter in your profile (in LOCB in LC106Tzz) have a value other than L,C,M,A,V,E, or F? If so, the cards won't print—nor will any error message be produced.

Note: the NOTIS *Library Implementation Manual* has an example with SH=0. This is wrong and has been cor-rected in the 9/89 update to the NOTIS *Library Implemen-*

***Boldface type** in the problem description indicates index terms and/or main topics.