New HAS command: what you’ll be seeing

NOTIS Library Management System (LMS) Release 4.6 introduces a number of enhancements to the online display of patron charge information. The patron charge index—which contains an entry for every item linked to a patron—is now updated online, so it always contains up-to-the-minute information. There is no need to wait until a special index-generating batch job can be run. Other enhancements include improved security authorization and a simplified command structure.

A more versatile HAS command

There are now two options for displaying the patron charge index. As before, you can enter LPxx and the patron ID number preceded by the command HAS. But with Release 4.6 you no longer have to type the patron ID number. Instead, you can type HAS on the request line of a patron record display.

In addition, two online commands are available to restrict display by circulation status. Using the command HAS OVER causes the system to display a list of overdue/missing items. The command HAS RECA produces a list of recalled items. Both HAS OVER and HAS RECA can be entered with a patron ID from a blank screen to bypass the display of a patron record. If there are no items charged to a patron, the system will respond with the message, “No items charged to this patron.”

More privacy allowed

Balancing a patron’s right to privacy with the circulation department’s need to answer questions about overdue, lost, or recalled items is often difficult. With release 4.6, security authorization has been upgraded to allow for greater patron privacy. Using the LC104Txx (SECOPR) table, a terminal operator’s security authorization can be limited to the display of a partial listing of items linked to a patron. By coding the security entries in RECORD=CHARGE with FLAG=OVER, the operator can limit the display to those items that are in the “overdue/lost” or “recalled” categories.

How the data is displayed

The index display is twenty lines long, in order of original due date, with the earliest due date displaying...
How overdue and lost items are handled

Overdue and lost items are combined into one category (overdue/lost). (In most libraries, items overdue for a long enough period of time are charged to a lost or missing pseudopatron.) An item charged to lost or missing continues to appear in the original borrowing patron's charges index provided the tracking information has been retained in the item record. This is a particularly useful feature, because it allows the circulation librarian to see a patron's current charges as well as their outstanding lost or missing items in one lookup.

Changing an item to the lost or missing category will not, however, move a circulation status message that appears on the index card to the original borrower. That change of due date will not move the overdue/lost message display only if the item is overdue at the time it was changed to lost or missing. Because the system decreases the charges counter in the patron record by one when an item is charged to lost or missing, there may be a discrepancy between the number of items in the patron's charges index and the charges counter in the patron record. Upon discharge from the lost or missing category, the entry will also be removed from the original borrower's index.

Moving between screens

As with the previous version of the index, to view an item described by a code, select a line number from the index display. The transaction code is now LT plus the processing unit code for that item. Item records directly accessed from the index can be updated, but by using the PF1 or keys and then clearing or entering done, the system will display a prompt back to the item. Clearing the screen or entering DONE from the index record causes the system to display a prompt directing you to back to the patron record. Entering the correct message for a done record will cause the system to display the patron record. The

standard index movement commands FF1, FF2, FF5, work with items displayed from the patron charges index. With indexes more than one screen in length the commands MOVE and BACK are used. Using the FF1 key in the index will prompt you back to the patron record. The variation in command function is due to differences between how the HAS programs interpret some commands and how the command processor interprets the same commands. Commands entered from an index display are controlled by the HAS programs while commands entered from an item display are controlled by the command processor. As with other indexes, displaying the patron charges index breaks the linkage to any previous index displayed as part of a search.

How to raise or lower the display limit

The patron charge index allows for the display of 750 charged items per patron. If necessary, you can increase or decrease this number to determine the maximum number of items your library will need to display. Estimate the size of the largest pseudopatron category (lost, missing, bindery, etc.). At the maximum NITT index record size of 35K, approximately 1650 lines can be displayed. To circumvent a situation in which the maximum number is too low, create multiple patron records. If you must change the display limit, see the release 4.6 technical documentation (especially the program description for LCO608A) or contact NITT Technical Support for assistance.

A major enhancement

Once you try the new HAS command, we know you will agree that it offers many convenient, time-saving features.

Contributed by Ben Schapira, Senior User Services Librarian, with assistance from Verne Cappell, Lead Programmer.
Why buy GTO?

Advantages include speed, reliability, value

NOTIS GTO (Generic Transfer & Overlay) has been designed to make the online transfer of records from a source utility to NOTIS as easy and as fast as possible. For the first time, RLIN and UTLAS users have available a source-to-NOTIS online transfer capability to facilitate acquisitions and cataloging.

The benefits of using GTO-OCLC as opposed to the OCLC screen-to-screen transfer are numerous.

No editing required

GTO allows staff members to transfer all of their records from the utility terminal and then move to a NOTIS terminal to do any necessary editing. The current screen-to-screen transfer requires editing on the OCLC side before transferring the record. Subfield 1w must be deleted, multiple line fields must be adjusted, and any screen with 25 lines require manipulation so that the last line will transfer. With GTO, essentially no editing is required. The system converts the incoming data into NO'TIS-MARC format using online conversion programs that can be the same as your NOTIS batch conversion program. In addition, when OCLC moves to the MARC record export capability, GTO will transfer the entire record in a single transaction.

Greater reliability and economy

Currently, the OCLC screen-to-screen transfer captures a screen image. This means that the program relies on a consistent screen image as input. Changes in the screen display require modifications to the NOTIS programs. When OCLC makes available its new system, GTO will capture an actual MARC-formatted record, not just a screen image. Transferring data in this way affords far greater reliability and data integrity. GTO creates NOTIS bibliographic and holdings records automatically (depending on your online conversion program which can be as simple or as complex as desired). There is no need to indicate the format type because NOTIS checks the format code as part of the matching process. The OCLC screen-to-screen transfer can only create a bibliographic record, and requires that the format type be explicitly indicated at the time of transfer.

Dynamic indexing

GTO also provides a greater number of record sets than are available with the OCLC screen-to-screen transfer. GTO dynamically indexes the mainframe fields (2XX, and added entry (7XX) fields. Once you install NOTIS Release 4.6, GTO-transferred bibliographic records will be dynamically indexed by the Merged Heading Index (MHI) programs. GTO also dynamically indexes the O35 field (the source utility record number).

Authority records transferred too

For those using GTO-RLIN, there are no programs in transferring authority records. With GTO-OCLC also, authority records transfer, but subfield i's are set at the end of the 4XX or 5XX fields instead of at the beginning. In transferring authority records here in NOTIS Systems, we found that only seven out of forty randomly-selected records had a subfield i that needed to be moved. This problem can be corrected manually. On the right are illustrations of how the authority record looks before and after it has been corrected.

We plan to correct this subfield i problem with the next release of the GTO product in spring 1990. Other problems with authority record transfer that appeared in test versions of the GTO software have already been corrected. Since the transfer is not yet as we would like it to be, we have avoided changing that authority record terminals. However, the transfer of authority records is complete in all other respects.

Stores records, generates reports

Another advantage to GTO is that the GTO microcomputer will store records transferred from the OCLC, thus providing bibliographic utility if communications with the NOTIS mainframe are interrupted. When mainframe communications to the NOTIS mainframe are down, the GTO microcomputer will then transfer its stored records into NOTIS. GTO also provides the user with batch reports. One of the reports is a printed list of the NOTIS record numbers for new and overlaid records. The other report lists any exceptions—those records created with invalid control and utility records with errors too severe to allow for NOTIS record creation. The reports are a fast and easy way to set processing tasks for clerical staff and to identify records needing correction. (Many of the minor errors may require no correction.)

Hardware advantages

Not only is GTO beneficial in terms of functionality, but it also provides benefits in terms of the hardware that is required. The OCLC screen-to-screen transfer requires that a utility terminal be attached to one NOTIS terminal. With GTO, a library can attach up to 16 terminals to a GTO PC (if you use a 717 terminal controller). This not only requires less physical space, but it also frees NOTIS terminals for use in other areas of the library. In addition, the utility terminals from multiple source utilities (OCLC, RLIN, UTLAS) can all be attached to a single GTO microcomputer.

Those of you who attended the GTO sessions at the 1989 NUUMG GTOP47 users meeting can attest to this product's usefulness.

There is no question that the introduction of GTO into your library would give rise to possibilities for improvements in workflow. NOTIS Systems goal is to provide you with software products that can help you to improve the work flow of your library at a minimal cost to the amount of hardware needed to operate your system. We believe GTO can help you realize these benefits.

Order now to get 1989 prices.

The GTO order form appears on page 11. Take advantage of current prices by ordering before the first of the year. We are shipping GTO-RLIN and GTO-OCLC now and can fill your orders quickly. GTO-UTLAS will be available before the end of the year.

October 1989
NOTIS announces new record-to-record data transfer product

The Convention Services Department is pleased to announce the release of its newest product, Authority Record Overlay/Bibliographic Record Overlay (AOVL/BOVL). We are offering this product in response to your need to transfer data from one online NOTIS record into another. Using AOVL/BOVL, you will be able to copy bibliographic or authority information from one NOTIS record, called the "source" record, into another existing NOTIS record, the "target" record. AOVL/BOVL copies all data from the source record to the target record except for dates in fixed fields, the original processing unit, and the record key. You can overlay a target bibliographic record with data from a source bibliographic record when the target and source records are:

• in the same processing unit
• in different processing units but in the same institution group
• in different institution groups but in the same CCN region.

In all cases, the target record is updated and the source record remains unchanged. The same functions are available for authority records.

AOVL/BOVL is an additional-cost enhancement. The price is $3000. To order, or for additional information, contact NOTIS Convention Services.

We wish to acknowledge the assistance with design specifications provided by the University of Minnesota and Cornell University libraries. Thanks to their help, the AOVL/BOVL product should meet the needs of many NOTIS installations.

practical information; by excellent organization; by opportunities for discussion, etc.” (A catalog librarian).

"The program met my expectations. Presenters were knowledgeable and there was a wide range of topics to select from.” (A library specialist).

Another first this year was the concept of "handouts" into one convenient binder. Response to the binder was generally very favorable:

"I liked it a lot, though it was a bit large. But please do not limit the amount of handouts next year—they are too valuable to eliminate. Next year I'll bring a bigger suitcase!” (A research analyst).

NUGM '89: Oct. 24-25

For next year, we plan to offer users even more input, and to get special interest groups involved in the planning of discussion topics. Plan now to join us next October at the Palmer House.

NUGM Manuals

Many visitors to NUGM '89 found the large binder of printed materials (session handouts, outlines, system descriptions, etc.) to be extremely useful, and inquired whether additional copies would be available. The answer is yes. You can order any number of NUGM binders. This item is listed under "Workshop Manuals" on the order form on page 8.

Title page, artillery manual, London, 1626

Authority Control Workshop materials

If you were unable to attend the pre-NUGM Authority Control Workshop, you can still obtain the materials that were distributed to participants.

These materials include:

• handouts from the basic and advanced sessions
• up-to-date information on NOTIS authority control
• comments from authority-control practitioners

• the latest on global heading changes, the New and Dropped Headings Lists, staffing, training, authority control workflow, managing multiple thesauruses under the Merged Heading Index, and advanced cross referencing and displayable notes

All materials are three-hole punched and shrink-wrapped.

To order this valuable resource, use the Training Manual/Workshop Manual order form on page 8.
NOTIS user training

Need to know how things work?

Here's an update on user-training sessions offered by NOTIS Systems at our training facilities near Chicago, and elsewhere.

Authority Control

On Friday, December 8 of this year, User Services will offer a new training class, "Authority Control in NOTIS." The session focuses on the authorities concepts and procedures that pertain to a NOTIS Release 4.6 environment. Participants will learn about the Merged Heading Index, conflict detection reports, the control subfield 1w, validating cross references, and more.

Pre-ALA sessions

If you are attending the Midwinter Conference of the American Library Association, which runs from January 6-10, 1990, consider attending a NOTIS pre-ALA training session. The following training sessions will be held at NOTIS Systems headquarters in the Chicago area (Evanston):
- On Friday, January 5, User Services is offering both authority control training and a completely revised OPAC training session.
- From January 2-4, the Technical Support Department is holding classes in NOTIS/SAS data extraction. To register for any of these sessions, use the order form on page 12.

USER TRAINING AT NOTIS

The User Services and Technical Support groups are pleased to announce a series of training sessions to be held at NOTIS headquarters. Sessions to be presented include the newly developed, enhanced training programs on NOTIS modules now being offered as part of NOTIS basic support and technical training.

WHO SHOULD ATTEND?

While this varies with each training session, you will benefit from attending if you:
- Are preparing to install 4.6
- Are implementing a new feature or function
- Have new staff members who missed the NOTIS training
- Want to train one staff member designated to conduct your on-site training

WHAT ARE THE ADVANTAGES OF ATTENDING TRAINING AT NOTIS?

- Receive the most up to date training
- Receive your own copy of the new NOTIS training material
- Interact with other NOTIS users
- Interact with NOTIS staff
- Sessions conducted in an established training environment

WHAT SESSIONS ARE BEING OFFERED?

<table>
<thead>
<tr>
<th>Date</th>
<th>Session</th>
<th>Presented by</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 25-27, 1989</td>
<td>NOTIS/SAS Data Extractions</td>
<td>Tech Support</td>
</tr>
<tr>
<td>December 8, 1989</td>
<td>NOTIS Authority Control</td>
<td>User Services</td>
</tr>
<tr>
<td>(Pre-ALA sessions):</td>
<td>NOTIS/SAS Data Extractions</td>
<td>Tech Support</td>
</tr>
<tr>
<td>January 2-4, 1990</td>
<td>NOTIS Authority Control</td>
<td>User Services</td>
</tr>
<tr>
<td>January 5, 1990</td>
<td>OPAC</td>
<td>User Services</td>
</tr>
</tbody>
</table>

ARE THERE ALTERNATIVES TO ATTENDING THESE SESSIONS AT NOTIS?

Yes, you have two additional options. Since OPAC and Authority Control training sessions are part of our basic support policy, you can schedule on-site training by calling the User Services/Technical Support Secretary, Sherri Miller, at (312) 866-0127.

In addition, we will schedule a regional session if you gather six trainees (eight for SAS training) and arrange for the training site. For additional information on scheduling regional sessions, and for rates, contact one of the following:

Carole Norris, Manager of User Services, (312) 866-0181
Jonathan Elliott, Manager of Technical Support, (312) 866-0192

There are two ways of exerting one's strength: one is pushing up, the other is pulling up.

—Booker T. Washington
RATES (per person)

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<tr>
<th>Session</th>
<th>Number of days</th>
<th>Rate</th>
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<tr>
<td>NOTIS Authority Control</td>
<td>1 day</td>
<td>$300.00</td>
</tr>
<tr>
<td>Online Public Access Catalog (OPAC)</td>
<td>1 day</td>
<td>$300.00</td>
</tr>
<tr>
<td>SAS Data Extractions</td>
<td>3 days</td>
<td>$900.00</td>
</tr>
<tr>
<td></td>
<td>(2 or more)</td>
<td>$600.00</td>
</tr>
</tbody>
</table>

For training sessions other than the SAS Data Extraction Seminar, you may use one contractually-provided customer service support day for each day of training in lieu of payment.

Please note that class size is limited.Registrations will be processed in the order in which they are received.

Registrations will not be accepted without payment.

Minimum number of registrants is four. NOTIS reserves the right to cancel any training sessions with two weeks' notice.

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REGISTRATION FORM (clip and mail)

Name: ____________________________
Title: ____________________________
Organization: _____________________
Address: __________________________
City: __________ State: ___ Zip: ________
Telephone: (___)___________
Workshop: _________________________ Date: __________
Amount Incl.: $ _______

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

NOTIS User Services
Workshops
NOTIS Systems, Inc.
1007 Church Street, 3rd Floor
Evanston, IL 60201-3632

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Documentation for release 4.6 has been mailed

By now all NOTIS documentation contact people at your site should have received User Documentation Update #19, dated September 15, 1989 and Technical Documentation Update #12, dated October 15, 1989. Both updates contain supporting documentation for new features and enhancements in Release 4.6 including the Merged Heading Index (MHI), the enhanced HAS command, fixes and enhancements to NOTIS Online Fund Accounting (NOFA), and the TAPR and CLAR commands. Anyone who has not yet received these updates should call Sandra Yuen at (312) 800-0190 ext. 689.

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TOM manual chapter on HAS command will be updated

The November user documentation update will contain a change to the NOTIS Terminal Operator's Manual, Vol. 2, chapter H6, on the patron charge index display. New material will be added to this chapter explaining the circumstances under which the number in the CHARGES counter in a patron record may not match the number of items linked to that patron in the patron charges index. The reasons for this are as follows. (You may wish to make a notation in your manual at this time if you will be working with the HAS command.)

When you change an item to lost or missing, that item continues to display in the original patron's charges index. However, the system will not display the circulation status message, OVERDUE/LOST unless the item was overdue at the time you charged it to lost or missing. When an item is charged to lost or missing, the system decrements the CHARGES counter in the patron record.

This explains why it is that when an item originally charged to a patron has been charged to the lost/missing pseudopatron category, there is no circulation status message displaying in the original patron's charges index to the effect that the item has a circulation status of OVERDUE/LOST. Furthermore, in such a situation, the number in the CHARGES counter in the patron record would not match the number of items linked to that patron in the patron's charges index.
New officers at Vandy, Howard, Michigan State

Virginia Eldridge has been named the new Head of Library Systems at Vanderbilt University.

Howard University has appointed Ann Randall as the Director of Libraries.

Hiram L. Davis is now the Director of Libraries at Michigan State University.

NOTIS users publish articles

Two articles on NOTIS implementation appear in the September issue of Information Technology and Libraries. Judith Fox and Kay Ramafani of Washington University (St. Louis), and Haleyen Enssle and Lou Anderson of Colorado State University are the authors.

Fox and Ramafani describe their site's modification and adaptation of NOTIS global heading change capabilities. Enssle and Anderson report on their work to implement NOTIS circulation prior to a full-database load.

Information sought on file extracts, offline products

Stephanie Perentesis, the Director of the User Services Division at the Library of Michigan, would like to know how other NOTIS sites are producing offline products from locally-loaded NOTIS databases. Specifically, the Library of Michigan is interested in producing a book catalog of its NOTIS genealogy titles. Stephanie would like to know what other NOTIS libraries' experience has been in extracting a tape of bibliographic and holdings records by NOTIS location code. She is also interested in knowing if anyone has asked a vendor to produce camera-ready copy in a bibliographic format similar to an entry in the National Union Catalog and arranged alphabetically by title, author, and subject. Stephanie's telephone number is (517) 373-3506. The FAX number is (517) 373-9700.

What's in a name?

Thanks to all who have heeded our call for names given to NOTIS online public catalogs. This month we have three additions.

From the University of North Alabama, we have UNACAT. (Thanks to Myra Harshclif)

Wilbur Stoll, Director of Library Public Services, informs us that the University of Oklahoma has chosen the name OILIN (Oklahoma Library Information Network).

Thanks to Alan Alexander-Manifold for reminding us to add Purdue's THOR (Title Online Rezouced to the list.

This month our design editor wanted to give "What's in a Name?" a "new look," in keeping with the imaginative and whimsical spirit embodied in all these original OPAC names.

If you don't see your OPAC name listed here, please let us know!

ACORN Vanderbilt University
BECON Grand Valley State University
BISON SUNY-Buffalo
CATALYST Brigham Young University
CHESTER Kent State University
COLUM New York University
COLUM+ Columbia University
CU+ City University of New York
DELCAT University of Delaware
ELIHER SUNY-Binghamton
FOCUS Michigan Technological University
JANUS Johns Hopkins University
KLOA Louisiana State University
LUIN University of Texas El Paso
LUCINA University of Minnesota
LUNA N.A.S.A.
MINERVA University of Louisville
MILEY University of Michigan
MORRIS McMaster University
MUSE McGill University
OASIS University of Iowa
OLIN University of Oklahoma
ORINS National Geographic, Yale University
PENALY University of Pennsylvania
PETICAT University of Pittsburgh
QUEM Queen's University
ROCKY Iowa College
SUNY SUNY-Stony Brook
THOR Purdue University
TOPCAT Western Kentucky University
UNACAT University of North Alabama
UNICAT Bureau of Ocean Energy
UNIS University of Utah
UNLOC University of Notre Dame
VIBGO University of Virginia
YORKLINE York University

OPAC NAMES

*Pronounced loo-ECK

October 1989
Here is an update on the activities of members of the NOTIS Health Sciences Users' Group:

Michigan designs NOTIS training program

At the University of Michigan, the staff instituted an "Ongoing Training" program in March of 1989 after Michigan's online system went live. According to Diane Schwartz of the medical library, the program is designed to introduce new employees to NOTIS as well as serve as a refresher course for experienced staff. If you have any questions regarding Michigan's training program, contact Diane at (313) 763-2037.

User-written program makes MEDLINE available to patrons

Janet Arth at the University of Minnesota, is working with a locally written system that makes MEDLINE available to patrons. The system is called "Minnesota MEDLINE" and has been available since July of 1987. The database covers from 1984 to the present. Minnesota MEDLINE runs on Control Data Corporation hardware with basic software from the Battelle Institute. If you would like further information, contact Janet at (612) 626-5805.

Vanderbilt uses online statistics to help design training program

Vanderbilt University is now offering MEDLINE through the online catalog. To determine how patrons are searching the database, the library staff studied transaction logs. The results indicated that patrons were searching MEDLINE using unqualified keyword search statements and, for the most part, they were not using the MEDLINE help and instruction screens. Judy Orr at Vanderbilt says these factors are being taken into consideration when they train staff and end users. If you have any questions about Vanderbilt's training program, Judy can be reached at (615) 922-2281. See NOTIS/Medline/4: 44, page 2, "Vanderbilt Blazes Trail for NOTIS Multiple Database Access System," for more information on MEDLINE at Vanderbilt.

UICC transfers PHILSOM serials data to NOTIS

The University of Illinois at Chicago has successfully loaded bibliographic, copy holdings, and volume holdings data from a tape of their data in PHILSOM, a serials control module. The library was able to transfer data via a tape-conversion program. During the same process, data from EBSCO and Faxon was also used to create records for the main library. If you have any questions about the conversion, please contact Ann Weller at the Library of the Health Sciences at (312) 990-8974.

New NLM MeSH/MARC records 'work well' in MHI

Northwestern University Medical Library is examining the MeSH subject headings in MARC format, a newly released product of the National Library of Medicine (NLM). According to Tony Olson, head of Technical Services at Northwestern, NLM has done a good job of producing the authority records in MARC format and the records work well in the Merged Heading Index. The file contains 394,000 records. For further information, contact Tony at (312) 928-8125.

SPECIAL INTEREST GROUP CHAIRS

1. Acquisitions
   Joyce G. McDonough
   Head, Acquisitions Dept.
   Ekstrom Library
   University of Louisville
   Louisville, KY 40292

2. Archives
   Bruce Braeuner
   Archivist
   Charles Babbage Institute
   University of Minnesota
   Minneapolis, MN 55455

3. Cataloging/ Authorities
   Elaine Henjum
   User Services Librarian
   (Cataloging, Authority Control)
   Florida Center for Library Automation
   2002 NW 13th Street, #320
   Gainesville, FL 32609

4. Circulation
   Ellen Cordes (co-chair)
   Sterling Memorial Library
   Circulation Department
   Yale University
   P.O. Box 16034
   Yale Station 120 High Street
   New Haven, CT 06520-7429

5. Consortia/ Networks
   Louise Bugg
   Director of Automated Systems
   Wayne State University (DL/NET)
   5025 Cass Avenue
   Detroit, MI 48202

6. Faxon/NOTIS
   Karin Begg
   AUL for Automation & Tech Services
   Boston College
   O'Neill Library
   140 Commonwealth Avenue
   Chestnut Hill, MA 02167

7. Government Documents Cataloging Services
   Maureen Harris
   Robert Muldrow Cooper Library
   Clemson University
   Clemson, SC 29634-3001

8. Health Sciences
   Ellen Eagle
   Director, Dana Medical Library
   University of Vermont
   1121 Green Building
   Burlington, VT 05405-0036

BITNET: JGMCDO0M@ULKVM
Phone: (502) 589-6754

BITNET: BRUCEMEN@MNACVX
Phone: (612) 624-5050

BITNET: FCELMAN@NERVM
Phone: (904) 392-0020

BITNET: CORDESA@ALEVM
Phone: (203) 432-1853

BITNET: 20676DOC@MSU
Phone: (517) 353-6752

BITNET: 1BUGG0DWAYNEST1
Phone: (313) 577-4058

BITNET: BSG0B@VCM
Phone: (617) 552-8709

BITNET: "NONE"
Phone: (803) 656-5174

BITNET: EANGLER@UVVM
Phone: (802) 656-4366

NOTIS/47
Meet your new account managers!

As we announced at the 1989 NOTIS Users' Group Meeting, account management responsibility for all NOTIS customer sites has moved to the Sales and Marketing Department. NOTIS has assigned account responsibilities on the basis of geographical regions. The five regions are Eastern, Southern, Great Lakes, Central, and Western.

Following is a listing of NOTIS Representatives, Product Specialists, and their assigned territories.

Who ya gonna call?

You should continue to call the Customer Services number, (312) 866-0160, for assistance or information about operational issues.

Any general questions or concerns, requests for information about new products, or unresolved complaints should be directed to the NOTIS Sales and Marketing Representative assigned to your territory. If your representative is temporarily unavailable, you can call the NOTIS Product Specialist who works with your Sales and Marketing Representative.

If you have any questions about this new policy, please call Stuart W. Miller, Sales Support Manager, at 312-866-0171.

Eastern region
Connecticut
Delaware
Massachusetts
Maine
New Brunswick
Newfoundland
New Hampshire
New Jersey
New York
Nova Scotia
Ontario
Pennsylvania
Prince Edward Island
Quebec
Rhode Island
Vermont

NOTIS Representative: Bill Favaia, (312) 866-0155
NOTIS Product Specialist: Doug Madigan (312) 866-0137

Central region
Includes:
Arkansas
Colorado
Iowa
Kansas
Manitoba
Minnesota
Missouri
North Dakota
Nebraska
New Mexico
Oklahoma
South Dakota
Saskatchewan
Texas

NOTIS Representative: **
NOTIS Product Specialist: Sandy Schmidt, (312) 866-0192

Southern region
Includes:
Alabama
District of Columbia
Florida
Georgia
Louisiana
Maryland
Massachusetts
North Carolina
Puerto Rico
South Carolina
Tennessee
Virginia
West Virginia
Latin America

NOTIS Representative: **
NOTIS Product Specialist: Keith Gilmer, (312) 866-0157

Western region
Includes:
Alberta
Alaska
Arizona
British Columbia
California
Hawaii
Idaho
Montana
Nevada
Oregon
Utah
Washington
Wyoming
Pacific rim

NOTIS Representative: **
NOTIS Product Specialist: Doug Madigan (312) 866-0137

**Not yet assigned. NOTIS users in these areas should call the NOTIS Product Specialist. NOTIS Representatives will be resident in their territories by January 1, 1990.