

NOTIS^{es}

*For users of
NOTIS
library
information
systems*

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New Release of MDAS

In September, we will be shipping a new version of the Multiple Database Access System (MDAS). Included in the new and enhanced features of Release 1.1 is a "hook to holdings" capability and the ability to print formatted citations.

First released in June 1989, MDAS allows NOTIS sites to mount commercially available or locally developed database files along with NOTIS files. Library patrons may then select the NOTIS OPAC or any available database from a menu screen and search any database in exactly the same way as they search the NOTIS OPAC. Using online control files that are updated in real time, MDAS customers can design a labeled record display and customize news, introductory, and help screens for each database. A library can also determine terminal access to the databases through the online control files.

NOTIS Systems developed MDAS in conjunction with Vanderbilt University. Vanderbilt and four other NOTIS users—Louisiana State University Medical Center, Loyola University of Chicago, University of Michigan, and Texas A&M University—were the five MDAS "launch" customers for the generic product in June 1989.

Starting on page 7, we present an up-close look at the new MDAS.

Messiah College selects KeyNOTIS

Messiah College's Murrery Learning Resources Center (LRC) in Grantham, PA has selected KeyNOTIS for its new automated system. "We believe NOTIS and IBM provide the best solution for our needs," said Jonathan D. Lauer, LRC Director. Installed during the week of June 18, 1990, system operations training was conducted the following week by IBM and NOTIS personnel. Application software training (continued)

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continues in August. "We're very excited to have Messiah College as a KeyNOTIS customer—the staff has moved very aggressively in its implementation," said Jane Burke, NOTIS President. "With only sixteen people, the LRC needed a "turnkey" solution and we're delighted they selected KeyNOTIS." The LRC has already accepted its customized loader (programmed by NOTIS Conversion Services) and will have its database up with the online public catalog and cataloging module in production before the end of August 1990.

KeyNOTIS, a turnkey library management system designed by NOTIS Systems, Inc. for the medium-sized academic library, runs on a dedicated IBM 9370 and requires no programmer support. Although the 9370 runs in an office environment, Messiah chose to place the computer in its Computing Center. "We found the KeyNOTIS solution to be quite flexible, another reason why we opted for it," said Lauer.

Messiah College is a four-year, Christian, liberal arts institution granting undergraduate degrees. The library and media center have collections in excess of 180,000 items and serve about 3,000 patrons, circulating over 92,000 items in 1987-88.

In addition to the Grantham campus, the library will eventually catalog items at its Philadelphia branch and possibly the materials at a sister institution, Daystar University College in Nairobi, Kenya. The LRC intends to use all of the KeyNOTIS modules, beginning first with cataloging/authorities and the online public catalog in August 1990, followed by acquisitions and fund accounting in October 1990, circulation in June 1991, and finally serials control in summer 1991.

7 am to 7 pm Phone Support Coverage

In our ongoing effort to provide equitable support to all of our users, we are expanding our hours of technical phone support. Starting September 24, 1990, you will be able to contact a Systems Engineer for assistance in resolving your technical problems from 7:00 am to 7:00 pm (CST).

How? From 7:00-8:30 am and from 5:00-7:00 pm (CST), the System Engineer on duty will handle incoming calls in correlation with the voice mail system. Periodic checks to the voice mail boxes will be done to make sure your call is not missed. Calls between 8:30 am and 5:00 pm will continue to be handled as they are now, through the Customer Services Representative. As always, our voice mail system is available 24 hours a day.

The number to call any hour of the day or night is still (708) 866-1100.

NOTIS

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Problem after hours? No problem!

You can use our voice mail system to report a problem before 8:30 am or after 5:00 pm CST. Simply call Customer Services at (708) 866-1100. A recorded message will give you instructions for leaving a voice message for User Services or Technical Support staff.

This article describes the new programmerless features in KeyNOTIS and is intended for the technical audience

How KeyNOTIS Works

by Jerry Specht, Chief Systems Engineer

NOTIS Systems, Inc.

KeyNOTIS is a standardized, programmerless version of the NOTIS system intended for libraries in the range of 150,000 to 600,000 titles (200,000 to 800,000 volumes) and up to 120 terminals. KeyNOTIS has been available since July and is installed at two sites with a third site planned for August.

The NOTIS system has always required on-site programmers, so why doesn't KeyNOTIS require them? The following describes how each function traditionally performed by on-site programmers is handled under KeyNOTIS.

Hardware Installation

The KeyNOTIS hardware consists of the following:

- one IBM 9373 Model-25, -30, or -50 processor
- two to six 9335 disk drives
- one 2440 tape drive
- Integrated ASCII adapters with ASCII terminals
- one 4234 printer

The KeyNOTIS hardware operates in a normal office environment and does not require raised flooring or air conditioning. NOTIS and IBM provide specific instructions on site preparation and arrangements that can be made to actually perform functions, such as cabling.

Systems Software

VSE/CICS/NOTIS are loaded and maintained as a single package by NOTIS Systems, Inc. We have optimized all parts of this software to meet the needs of KeyNOTIS customers. We provide PTFs and upgrades to VSE, CICS, etc., in FASTCOPY RESTORE format. (The DOSRES and SYSWK1 volumes do not have any local files on them and can be overlaid.)

VTAM and CICS TCT Entries and Customizing the 7171

KeyNOTIS has standard VTAM entries with predefined NETNAMEs that do not vary from site to site. KeyNOTIS has allowed for all possible terminals and printers. (The IBM 3151 terminal has a port-sharing feature. This feature allows a printer attached to the terminal to do CICS printing without requiring an additional port.) An Auto-Install User Exit handles the creation of CICS TCT entries.

Installation of a terminal requires only the following steps:

- specify the terminal type in the hardware console/ASCII Adapter,
- verify that the parity and bits/character are correct in the terminal setup, and
- add an entry to the KeyNOTIS terminal table. This online table is maintained through a NOTIS-created ISPF interface. The information the customer provides KeyNOTIS is used to create

LC101TB4 terminal and TCT entries by the Auto-Install User Exit when the terminal signs on.

KeyNOTIS replaced the 7171 with the Integrated ASCII Adapter/ASCII Subsystem Controller, which is simply an additional board in the 9370 rack. The Integrated ASCII Adapter supports the ALA character set.

Customizing CICS Tables

The institution group codes, processing unit codes, patron group codes, and file names/DD names are standardized (see below); therefore, the PCT and PPT are the same at all KeyNOTIS sites. The FCT is one of three standard versions with a different SHARECONTROL STRINGNUMBER value depending on the processor's size. Those files for which its use is appropriate have been set up to use Local Shared Resources.

The only CICS tables for which the KeyNOTIS customer has local versions are the TCT (described above) and the SNT. Both tables are updated via the ISPF interface.

NOTIS Tables and OPAC Screens

Some table values that are frequently used in NOTIS have been standardized, such as institution group, processing unit, service unit, patron group codes, and file names. The following institution groups are capable of providing four processing units, four patron groups, and twelve service units within each group:

- IN--NOTIS-supplied test/training files
- QN-Customer test/training files
- KN--Production files

Other NOTIS table values have been placed into online tables that the KeyNOTIS customer can access in the NOTIS CICS. These tables have menus that show all of the options at each point. These tables are stored as VSAM KSDS files and do not need to be assembled as the old tables did.

Because of a feature we refer to as "KN/QN mirroring," table values do not need to be entered in for the customer training file locations, circulation policies, etc. Instead, the corresponding production (KN) values are automatically used.

The text that appears on the OPAC screens is also updated online and is handled in exactly the same fashion as the text in the NOTIS tables.

Defining Files/"Juggling" Files

KeyNOTIS supplies the VSAM cluster DEFINES for all three sets of files (IN, QN, and KN). The first two sets are the same for all sites, but the KN DEFINES vary according to the number of disks the KeyNOTIS customer has. (There is a 6-disk-configuration bib file DEFINE, which is different from the 4-disk-configuration bib file DEFINE.)

Each of these files' secondary allocations are sufficient to accommodate the possible maximums. We specify a maximum number of bibliographic records that each configuration can accommodate; aside from this, there is considerable flexibility in how many records the KeyNOTIS customer has of each type. The files are set up to share potential space.

There is flexibility in the work space, too. VSAM-managed SAM enables the system to use space that is not yet being used by data files for

the large amount of extra work space required by the Keyword/Boolean (KWB) and merged headings index (MHI) regenerations. When KeyNOTIS customers near the bibliographic record capacity for a particular disk configuration, they can specify that tape will be used for certain work files. If they don't specify that tape will be used, then these jobs are set up to run entirely from disk. Tape work files have been eliminated entirely from other jobs, and no job requires more than one tape drive.

Cumulating journal 4 and LB665 updates is done on disk rather than on tape. Running the KWB and MHI regenerations is coordinated with the weekly tape backups. This temporarily frees up space used by the disk backup files so it can be used as work space by the KWB and MHI jobs. Forms for monitoring available space are provided at the volume level, but not at the file level since that is not a concern.

JCL and Multi-Job Jobstreams

The NOTIS-created ISPF Batch Job Submission menus are used to submit a DAILY jobstream (containing 12 jobs that should run daily), similar WEEKLY and MONTHLY jobstreams, and a variety of on-request jobs. The KeyNOTIS customer can specify options by marking them with an "x" or by filling in the blanks on the submission screens. The customer does not need to know anything about VSE JCL.

Changing Programs to Correct Data-Related Abends

We have removed the known cases of data-related abends (e.g., an 0550 abend in the LB300 job because too many headings begin with the same characters) and increased the sizes of work areas, key lengths, record sizes, etc., to help prevent data-related abends from occurring. A number of these enhancements will be incorporated into Release 5.0 of Classic NOTIS.

Writing Patron Interface Programs

The KeyNOTIS customer can choose to write their own programs that will put patron records into the interface format, or they can choose to have NOTIS Conversion Services write programs for them.

Setting Up a Test CICS

KeyNOTIS comes with a built-in test CICS, which is the same for all customers, all configurations. There is some question as to whether it will be needed, but it's there if it is.

Diagnosing System Problems and Recovering Damaged Files

Lastly, we provide the KeyNOTIS customer with information for troubleshooting system problems, and we are able to dial in and correct the more difficult problems. If necessary, we also have jobs set up to recover and reorganize files. Because we have a standard, stable environment in which to work, we believe that we can effectively accept this responsibility and relieve the customer of the need to have these high-level system-troubleshooting skills on site.

*Until
October 31,
Conversion
Services will
offer LBC30 at
a special rate
to users who
still need to
batch-load
records.*

Special price for record loader

As reported in the April issue of *NOTISes*, Conversion Services will terminate support for LBC70BAL, LBC90BAL and for LD08XBAL as of April 1, 1991. These programs have been replaced by LBC30BAL. This new loader is table driven. LBC30 accomplishes the following with table entries:

- Converts a MARC record into the NOTIS format.
- Deletes all occurrences of specified field(s).
- Deletes all occurrences of specified subfield(s) from selected fields.
- Retags all occurrences of specified field(s).
- Brackets the GMD in the title field.
- Uses the 005 field to determine the cataloging date and supplies it in NOTIS.
- Checks specified indicators for non-numeric characters.
- Checks and, if appropriate, sets specified filing indicators for English language articles.
- Builds the NOTIS Title Level Notes field from a specified field or subfield of a specified field.
- Builds the NOTIS Copy Level Notes field from a specified field or subfield of a specified field.
- Uses subfield *lc* of the 300 field on a location by location basis to identify and indicate oversize material.
- Translates holding codes into NOTIS location/sublocation codes.
- Uses stamps to determine or modify the NOTIS location and/or sublocation, the identification and indication of oversize material, call number search sequence, and classification type.
- Translates straightforward copy and volume information into the NOTIS structure.
- Creates NOTIS linked item records on a location-dependent basis, including: item ID number, circulation count, browse count, item level notes, and volume information, if present in the archival record.

Since we announced that we are discontinuing support for LBC90/70, several users have asked if they could purchase LBC30 at a reduced price. Until October 31, Conversion Services will offer LBC30 at a special rate to users who still need to batch load records. To qualify, the original conversion must have been done by NOTIS.

LBC30 will cost \$8,000 plus \$2,500 for an extra holdings module. The \$8,000 reflects the difference between the base cost of LBC90/70 (\$10,000) and the current base cost of LBC30 (\$18,000). Documentation will be included to assist you in entering the table values to accommodate your needs.

If you have any questions, please contact Bill Easton at (708) 866-0159. ■

*The new version
of Generic
Overlay will be
sent out with
Release 5.0 free
of charge*

Generic Overlay

With Release 5.0, Conversion Services will be issuing a new version of the Generic Overlay. This version will correct the problems associated with Generic Overlay and LBC30. The following are the changes to Generic Overlay:

- a) Generic Overlay with release 5.0 will produce six output files as opposed to four output files in the previous releases. Matched records are separated from new records, which allows for more flexibility in updating your database.
- b) A program is added to remove duplicate records from the input file to LBC30. This program will match on Standard Numbers and will keep only the latest occurrence of the MARC Record.
- c) A final step is added to Generic Overlay to select only those items produced by LBC30 that are linked to new unmatched bibliographic records. These item records will be added to the NOTIS database and the existing item records will remain unchanged.

The Generic Overlay is being tested at three different sites and will be distributed generally with Release 5.0. There is no extra charge for the new Generic Overlay.

If you are interested in receiving the 5.0 version of Generic Overlay early, please contact Bill Easton, Manager of Conversion Services at (708) 866-0159.

Multiple Database Access System: Release 1.1 Features

by Stuart Miller, Product and Communications Manager

NOTIS Systems, Inc.

The Multiple Database Access System (MDAS) Release 1.1 is now in production at Vanderbilt University. We have provided the following enhancements:

- "hook to holdings" if a database citation's source material is owned by the library
- printing formatted citations from an MDAS display,
- conforming the MDAS screen display with the new OPAC of Release 5.0.

As always, NOTIS delivers these enhancements to all current MDAS users as part of their annual maintenance fee. General availability is now scheduled for September 1990. Current MDAS users include:

Auburn University	Louisiana St. Univ. Med. Center	University of Iowa
Boston College	National Geographic Society	University of Michigan
City University of New York	State Univ. of NY-Binghamton	University of Puerto Rico
Florida Center for Library Automation	State Univ. of NY-Buffalo	University of Virginia
George Mason University	Syracuse University	Vanderbilt University
Indiana State University	Texas A&M University	Virginia Commonwealth University
Loyola University of Chicago	Tulane University	

Displaying "Hook to Holdings"

"Hook to holdings" is the most exciting new feature in MDAS. For each database, MDAS uses a standard number (whatever number is supplied in the database) as the "hook" into the NOTIS database.

As soon as you display an MDAS record, the system searches the NOTIS files and looks for a matching standard number that exists both in the MDAS record and in a NOTIS bibliographic record. Each MDAS site can turn the holdings option on or off for each database. (If your site turns it off, then records for that database will not display the "HO" prompt.)

There are four databases that share the same fields or holding information; MEDLINE, H.W. Wilson Indexes, Compendex, and PsycINFO use the ISSN (MARC field 022 |a |y |z). The ERIC database uses the ISBN (MARC field 020 |a |z).

Current Contents does not use a standard number; however, the publisher assigns a unique title abbreviation that could be used for its holding display if MDAS users are willing to input the title abbreviation into the bibliographic record. As this seems less than optimal, we are still investigating alternatives. In addition, NOTIS is close to an agreement with Information Access Company and its databases use the CODEN as the standard number.

When library patrons find a citation in a non-OPAC database, they see an explicit message at the bottom of the screen that tells them the library owns the source material. Record 1 shows you this message, the two new prompts ("HO" and "PR"), and the new screen design.

If holdings exist and you enter the "HO" command, then MDAS will display location and holdings information for all copies of the

Record 1:
MDAS
Record
Display
When
Holdings
Exist

```

Search Request: T=EFFECTS OF MEDLINE RECORD - No. 5 of 16 Entries Found
MEDLINE RECORD - + Screen 1 of 6
IDENTIFIER: (NLM)88332672.
AUTHORS: Sultatos L G.
ADDRESS: Department of Pharmacology, University of Medicine and Dentistry of New Jersey, Newark.
TITLE: Effects of acute ethanol administration on the hepatic xanthine dehydrogenase/oxidase system in the rat.
SOURCE: J Pharmacol Exp Ther 1988 Sep; 246(3): 946-9.
ISSN: 0022-3565
Continued on Next Screen
COMMANDS HO Holdings P Previous Record H Help
          F Forward I Index PR Print
          N Next Record G Guide R Refine
Held by library-type HO for holdings information.
NEXT COMMAND:
    
```

Record 2:
Holdings/Status
Display
in MDAS

```

Search Request: T=EFFECTS OF MEDLINE RECORD - No. 5 of 16 Entries Found
MEDLINE RECORD - + Screen 1 of 5 Location/Copy Availability
TITLE: Effects of acute ethanol administration on the hepatic xanthine dehydrogenase/oxidase system in the rat.
SOURCE: J Pharmacol Exp Ther 1988 Sep; 246(3): 946-9.
ASSOCIATED LIBRARY HOLDINGS
TITLE: The journal of pharmacology and experimental therapeutics
LOCATION: MAIN
CALL NUMBER: RS1 J85
OTHER INFO: Current issues in Periodicals
LIBRARY HAS: v.1 no.1 (June 1909)-v.81 no.12 (Dec.1989)
CUR. ISSUES: v.82 (1990) no.1-5
Location 2
LOCATION: MAIN
CALL NUMBER: TEMPORARY CONTROL NUMBER: ADE1590
Continued on Next Screen
COMMANDS F Forward P Previous Record H Help
          C Current Record I Index R Refine
          N Next Record G Guide
NEXT COMMAND:
    
```

source material that the library holds, just as though you had opened a "window" to the OPAC.

When you use MDAS you know where you are in a search because each display

- shows you the four-character database label
- repeats the search statement and the entry number
- supplies the label "Location/Copy Availability"
- lists all location information for each copy

The labels used for the holdings information have been hard-coded for MDAS Release 1.1 and are similar to the labels currently used in the NOTIS Release 4.6 OPAC. If you enter the new command "C," you return to the MDAS record.

Order status information displays the same as it does in the current OPAC. The information in the MDAS holdings display is taken from the NOTIS bibliographic record (the title); the copy holdings record (location, call number, and title/copy level notes); volume holdings record ("Library Has" data); and the serials check-in record ("Cur. Issues" data).

If no holdings exist, the record does not display an explicit message. However, the "HO" prompt appears and if you enter it, the system will display a help screen that can be customized (using the MSYS function) to suit your library's situation.

Printing formatted citations from an MDAS display

MDAS Release 1.1 permits you to enter "PR" at any IBM 3151/3163/3164-type terminal that has an attached printer to print out a formatted citation. Terminals with attached printers are identified to the system through the MSYS terminal control functions. Records displayed at a terminal without an attached printer will not show the "PR" prompt.

The following example shows a printed citation from a MEDLINE record. Notice that the "Control Number" will be whatever number

appears in the 035 field (e.g., for H.W. Wilson indexes, the Wilson accession number; and for MEDLINE, the NLM number).

```

07/17/90 10:27:17 MEDLINE Record - TERMINAL L9E3
CONTROL NUMBER: (NLM)88334625
AUTHORS: Pizzo P A, Eddy J, Fallon J, Balis F M, Murphy R F, Moss H, Wolters P, Brouwers P, Jarosinski P.
TITLE: Effect of continuous intravenous infusion of zidovudine (AZT) in children with symptomatic HIV infection.
SOURCE: N Engl J Med 1988 Oct 6; 319(14): 889-96
ASSOCIATED LIBRARY HOLDINGS
LOCATION: MAIN
CALL NUMBER: ML9867
    
```

Record 3: Printed Citation

This same format applies to any database. You may enter the "PR" command from any screen of a record, and it will always print all location/call number information for every copy.

Conforming the new MDAS screen design to the OPAC screen design

The new release changes the basic screen design and screen prompts. These changes make MDAS displays resemble the new NOTIS Release 5.0 OPAC (see NOTISes March 1990 for more details on the new OPAC). The MSYS function remains the same for each database when you want to define labels, display data for each label, and space and highlight labels.

Notice that you now "Refine" rather than "Revise" a search, even

```

Search Request: A=SMITH      DWIL
WILSON RECORD - No. 6 of 15 Entries Found
----- + Screen 1 of 2 -----
NAMES:      Hejkal, Thomas W.
            Smith, Eric M.
            Gerba, Charles P
TITLE:      Seasonal occurrence of rotavirus in sewage.
SOURCE:     Applied and Environmental Microbiology 47:588-90 Mar '84
SPECIAL FEATURES:
            bibl il.
SUBJECT DESCRIPTORS:
            Rotaviruses.
            Sewage-Microbiology.
----- Continued on Next Screen -----
COMMANDS    HO Holdings      P Previous Record  PR Print
            F Forward      I Index           R Refine
            N Next Record  H Help
NEXT COMMAND:

```

Record 4: New MDAS Screen Design

though "refine" has the same capability as the old "revise." This wording change was required because we have introduced the Common Command Language (CCL) in the new release.

In CCL, the command "review" (to list previous searches) can be abbreviated to "rev," so in order to avoid any possible confusion in the future, we have changed "revise" to "refine" for both MDAS Release 1.1 and the new OPAC in release 5.0.

More Information

Texas A&M and Loyola's positive experiences with MDAS are detailed in the recent article, "Mounting

Local Tapes: The NOTIS Interface Combines Turnkey Ease and Adaptability," by Vicki Bakowski, Lisa Moeckel, and Kathy Jackson, *Online* 14 (July 1990): 38-45. The September issue of *Online* will have a report from Vanderbilt.

For more information on MDAS, call your NOTIS Marketing Representative or call (708) 866-0156.

AUCAT Debuts

AUCAT, the University of Auckland's OPAC, went live on July 9. AUCAT contains more than 30 different catalogs and is proving to be very popular with students and faculty.

During a recent party held in honor of all the technicians who helped with NOTIS implementation, it was remarked that, since the University of Auckland is the first NOTIS site outside the Americas, this implementation was an historic occasion.

Auckland plans to have the circulation module up and running by the beginning of the academic year in February 1991.

*Live at the
University of
Auckland*

SCROLL Installed at Supreme Court of Ohio Law Library

On July 30, the Supreme Court Law Library of Ohio became the first automated state supreme court law library in the country. The library staff recently completed the installation of a computerized catalog called SCROLL (Supreme Court Research Online Law Library) that provides extensive access to the collection and services. For the convenience of patrons, the library also offers remote dial up service.

Who to Contact in NOTIS Customer Services

In an effort to keep you posted on the current structure of the Customer Services division, here is a list of department managers and their phone numbers.

Maribeth Ward Vice President (708) 866-4862	Jane Larkin Manager Documentation Services (708) 866-0146
Bill Easton Manager Conversion Services (708) 866-0159	Carole Norris Manager User Services (708) 866-0181
Jonathan Elliot Manager Technical Support (708) 866-0192	Jim Miesse Senior Account Manager (708) 866-0198

O P A C

N A M E S

ACORNVanderbilt University
 AUCATUniversity of Auckland
 BEACONGrand Valley State University
 BISONSUNY-Buffalo
 BOSUNNaval Postgraduate School
 BYLINEBrigham Young University
 CATALYSTKent State University
 CENTRACentral Michigan University
 CHESTERWest Chester University
 CLIOColumbia University
 COASTCalifornia State-Long Beach
 CRISTALUpper Peninsula (Michigan) Region
 of Library Cooperation
 CUNY+City University of New York
 DELCATUniversity of Delaware
 ELIXIRSUNY-Binghamton
 FOCUSMichigan Technological University
 JANUSJohns Hopkins University
 LIBRISRice University
 LIBROSNational University
 LOLALouisiana State University
 LUIS(pronounced *loo-EECE*)
 University of Texas-El Paso
 LUMINAUniversity of Minnesota
 LUNAN.A.S.A.
 LYNXKansas State University
 MAGICMichigan State University
 MCLUISMontgomery College
 MINERVAUniversity of Louisville
 MIRLYNUniversity of Michigan

MORRISMcMaster University
 MURLINUniversity of Regina
 MUSEMcGill University
 OASISUniversity of Iowa
 OLINUniversity of Oklahoma
 ORBISNational Geographic,
 Yale University
 PEGASUSUniversity of California-Santa Barbara
 PennLINUniversity of Pennsylvania
 PITTCATUniversity of Pittsburgh
 PONISouthern Methodist University
 QUESTBoston College
 QLINEQueen's University
 ROCKYIona College
 SADIESoutheast Missouri State University
 ScholarCleveland State University
 SCROLLSupreme Court of Ohio
 SOLUniversity of Texas-Dallas
 STARSSUNY-Stony Brook
 THORPurdue University
 TOPCATFort Hays State University,
 Western Kentucky University
 TULANETTulane University
 UNACATUniversity of North Alabama
 UNICATBurroughs Wellcome Company
 UNISUniversity of Utah
 UNLOCUniversity of Notre Dame
 UTMOSTUniversity of Toledo
 VICTORUniversity of Victoria
 VIRGOUniversity of Virginia

How to mix oil and water: or, Getting librarians to work with programmers

By James J. Scanlon

Director, Computing & Information Management Services

California State University, San Bernardino

Information professionals, as any diverse group of individuals, span the whole range of personality types, from the most gregarious to the very withdrawn. Different types of personalities are drawn to different professional types. We are all used to dealing with the typical police or bureaucratic mindset. One of the primary responsibilities of any manager is to ensure that individuals work well in harmony. Generally, computing and library professionals have very different personalities. This paper will examine the personality differences between librarians and computer professionals and further examine several strategies which will allow them to work together. The paper will also examine the present and future relationships of the computer center and the library.

The typical stereotype of the librarian is a little old lady with a bun on the back of her head who is constantly "shushing" patrons. According to the Myers-Briggs Type Inventory (MBTI), librarians typically are literal, search for total solutions to problems, and place emphasis on authority. On the other hand, computer specialists think linearly, tend to search for the best possible fit to a problem, worrying about exceptions as they occur, and place emphasis on knowledge as opposed to authority when seeking answers.¹

These two differing personality types serve their professions well. Librarianship is a mature profession with a history going back to Greek and Roman times. Consistency of information presentation is essential for the librarian. One main function of the library is to provide quick and easy access to information for large numbers of patrons. In order to provide this level of access,

there must be a high degree of standardization.

One must constantly rely on rules of authority to achieve standardization. Over the years, these rules have served librarians and the general public well. The majority of adults were educated in a system which used library methods to access information.

Because of the age of libraries, the decision-making processes have become very standardized. This is true of any mature institution. Mature institutions tend to have numerous review committees and very formalized decision-making processes that are indicative of bureaucratic organizations. Generally, since libraries are bureaucratic institutions, reliance is placed on authority as opposed to knowledge.

On the other hand, computer professionals come from a culture that is very young. As typical of young cultures; change is a constant. To deal with change, professionals must adopt coping strategies. Often these coping strategies solve only a certain percentage of problems in the general situation and then deal with the remainder, on a case-by-case basis.

Computer professionals, as indicative of professionals of any emerging field, tend to shoot from the hip and place their faith in the knowledge of individuals as opposed to their authority within the organization. Authority is a commodity that does not solve the problem at hand; therefore, is of little value.

Getting these two cultures to work productively, is at times, a difficult and frustrating process. Constant clashes occur between the personality types. Procedures which make absolute sense to a librarian make little sense to the computer professional, and vice versa. Conflict seems almost inevitable because of the differences in these interpretations. A case in point would be the library automation system at the University of Georgia. At the beginning of the author's tenure as manager of library automation, there was a great deal of dissent between the library staff and the computer staff. Shouting matches were not uncommon and little respect was shared between the two organizations. Over the course of three years, several strategies were developed to provide a better working relationship between these two groups. These strategies were based upon the following four-pronged approach:

- 1) Develop mutual professional respect.
- 2) Develop mutual understanding of

operational needs of the other organization.

- 3) Develop an identification with the positive results of the other organization.
- 4) Good problem definition.

At the beginning of the project, the library staff perceived the computer staff as technicians, not as professionals. As technicians, the computer staff's opinions and needs carried a lower weight in the minds of the professional staff. The genesis of this problem is quite understandable. Often there is no formalized training for the computer staff, while a professional librarian is required to earn a Masters of Library Science. The difference in education requirements alone was enough to make this perception widespread.

The key to overcoming this problem from the point of view of the computer staff was to act with a professional demeanor in all contacts with the library staff. When discussing problems, the computer staff was instructed to deal with the problems in a professional manner. In all situations, the computing staff attempted to portray the professional image and to refer to themselves as professionals.

From the point of view of the library staff, the professional image of the computer staff was built by the management of the library. When talking about the computing staff, they were referred to as professionals. When a decision needed to be made, the management staff would often refer to the expertise of the technical staff. This leading by example was very helpful in building the image of the computer professional as a true professional.

The second step was to develop a mutual understanding of operational needs of the other organization. Due to the diverse backgrounds and missions of computer professionals and librarians, there was difficulty understanding the professional concerns of the other group. As stated previously, the major interest of the library staff is to ensure constant and consistent access to information. It should be noted that the key words for library staff members are constant and consistent. These two words require a high degree of uniformity in operation. This overriding requirement for uniformity has led to the requirement of librarians to require solutions which allow for all of the cases. When an unusual cataloging

problem occurs, it must be dealt with immediately. It cannot be handled on an exception basis, but as a part of the routine function of the library.

The computer professional deals with a world in which there is constant change. This is not only due to changes in the external environment and the work requirements of the supported systems, but also to changes caused by random occurrences. It is possible for a computer program to be changed because of the chance passing of a cosmic ray through the wrong part of a computer chip. Because of the extremely variable world of the computer professional, only the most common cases can be handled on a routine basis. All others must be handled on an exception basis.

Just as the library and computer professionals must recognize each other as different types of professionals, this recognition has its own set of professional concerns. Discussions of all problems and solutions should focus on the professional concerns of both communities. The computer professional is concerned with the stability of the system and integrity of the data. On the other hand, the librarian is concerned with the accuracy of the data contained in the system. These two sets of concerns are often at odds with one another. Decisions need to be made where there is a win-win solution regarding the professional concerns of both communities.

The bottom line of each of the two professionals is the same: "The provision of information in a timely and accurate manner." Because the end is the same, each group should identify with the positive results of the other. A system which handles the inter-accuracies of the relationships of serials designed by a librarian should be greeted with a high level of enthusiasm by the computer staff. On the other hand, an operational fix allowing for the recovery of data that is apparently lost should be appreciated by the library staff.

When developing a common language between the two staffs, it is incumbent on the computer staff to learn the language of the library staff. The jargon of the librarian may seem arcane, but it has a precise meaning for professionals in this area. The computer staff should learn the language of the user to allow the computer staff to do three different things.

It helps the computer staff to associate more closely with the needs of the library staff to understand the logic behind the language. The second reason is that it allows for easier problem identification and solution. It is much easier for the user to explain the problem in a language to which he is accustomed, than to try to explain a problem in a language that he really doesn't understand. The third reason is that it helps build the professional image of the computer staff because the computer professional has learned the language of the user, and in the process, gained new empathy with the user.

One method for developing this type of positive attitude toward the successes of other organizations is to hire staff from the organization or to allow that organization the opportunity to become involved in the solution of a problem they are facing. The former library staff member could often speak the language of the user much more easily than the general computer staff. An unanticipated benefit of using library staff in this way is to get at the other side of the question. When one of the computer staff would complain about a perceived library problem, the former library employee would say, "But you just don't understand." From this rather startling statement will come a new understanding of the operational requirements of the library.

Problem definition became a very big issue between the two groups. The library staff, being excellent problem solvers, would present problems in terms of solutions rather than as problems. This attempt to solve the problem before it was well understood generally yielded poor results. From the point of view of the computer professional, what often appeared to be a rational, intelligent solution to the real world would not work in the computer environment.

To assist in problem definition, a great deal of time was spent in meetings where all aspects of the problem were well understood. When these problems were well understood, solutions would be discussed. The discussion process was often lengthy and stressful. However, as a result of this process, problems were solved that were agreeable to all parties concerned. By defining the problem in a manner understandable to all, a large step was taken in the solution of the problem.

To make these four coping strategies work

required the full cooperation of all levels of management in both the library and the computer center. It was the expressed commitment of the directors of both departments that full cooperation between these two would exist. More than a commitment was made by these two individuals—they were occasionally called upon to intervene in situations out of control. From the commitment of the senior managers, the junior management followed with the active encouragement and cooperation.

In the final analysis, it was through the dedication of both organizations that a common professional ethic was achieved to deliver a service to their user community as it was needed. The professionalism of both organizations was the deciding point. The role of management was to demonstrate how this professional ethic could be achieved to improve communications between organizations.

These steps are applicable to all groups using the service of computer professionals. It should be remembered, the main goal of the computer professional is to achieve success through the success of the user community which he/she serves. A computer professional can design the most elegant system imaginable, provide instantaneous response time, and have 100% machine availability; but if the user cannot use the system, it is valueless. The key to a valuable system is to increase communication with the user.

1 Isabel Briggs-Myers, *Gifts Differing* (Palo Alto, Calif.: Consulting Psychologists Press, 1980).

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Corrections to the NOTIS Library Implementation Manual

Please make the following changes to the NOTIS Library Implementation Manual:

1. LOCN parameter required for certain service units

Make a note on page C1D.7 that the LOCN parameter is required for service units that will process fines where the FINREA definition lacks ITEM=YES. In most cases, this means that LOCN should always be included when you code a SERVIC macro. Its omission can causeabend 5461 when attempting to post payments. [cf. PPP8243]

2. Switch "NU" to "SE" and vice versa

On page C2A.8 in the sixth paragraph, beginning, "If the item has not arrived..." change the "NU" in line 3 to "SE" and the "SE" in line 5 to "NU". We apologize for any confusion this error may have caused. [cf. PPP7893]

3. Error in discussion of NOTIS CICS

On page C1F.1, please change the last sentence of the third paragraph to read "The table operates at each installation for each NOTIS CICS region. Multiple institution groups served by the same CICS must share a common LC101TB5." [cf. PPP7885]

4. Add ACTINT to list for FIELDS=9

Please correct page C4A.22 by deleting ACTINT from the list of fields governed by FIELDS=8. Add ACTINT to the list for FIELDS=9, immediately following AD. [cf. PPP8490]

Request for Information

From time to time, NOTIS Marketing and Sales Group finds it helpful to have available basic information on each NOTIS site, e.g., collection sizes and strengths, special collections, staffing levels, etc. While some of this type of data is available in standard reference sources, more detailed background information on a library is typically available only in library handbooks and/or other institutional publications.

We would greatly appreciate your sending us any information on your library—handbooks, annual reports, or other publications that provide some general history and a general description of collections, services, and on-going activities. (This of course also applies to libraries who use NOTIS in a consortium.) Please send any such material to Stuart Miller at the address shown at the left.

Stuart W. Miller
NOTIS Systems, Inc.
1007 Church Street
2nd Floor
Evanston, Illinois
60201-3622

As promised in (NOTISes/51), we are reprinting the bylaws of the NOTIS Acquisitions Special Interest Group

Article I. Name

The name of the organization shall be the NOTIS Acquisitions Interest Group, hereinafter referred to as the Interest Group.

Article II. Purpose

The purpose for which the Interest Group is formed is to provide a specific forum for issues involving all aspects of the acquisitions module of NOTIS and its relation to other segments of the NOTIS system. Additionally, the Interest Group provides a central clearinghouse for the transmission of information among those individuals having responsibility for or interest in NOTIS acquisitions functions.

Article III. Membership

Section 1. Classification. Membership in the Interest Group is open to any individual interested in the acquisitions module and functions of NOTIS Systems, Inc.

Section 2. Voting. An individual is a voting member of the Interest Group upon attendance at an Interest Group Meeting, or by request to the Chair of the Interest Group.

Article IV. Meetings

Section 1. General Membership Meetings. Regular meetings of the Interest Group General Membership will be held at the American Library Association Midwinter (ALA Midwinter), American Library Association Annual (ALA Annual), and NOTIS Users Group meetings (NUGM). Ten percent or 25 members, whichever is the smaller number, shall constitute a quorum of the general membership at any general membership meeting.

Section 2. Steering Committee Meetings. Regular meetings of the Steering Committee of the Interest Group will be held at least once a year, generally at NUGM.

Article V Steering Committee & Officers

Section 1. Steering Committee Membership. The Steering Committee of the Interest Group shall be composed of the chair, Vice Chair-Chair Elect, and 15 Steering Committee members. Each steering committee member is appointed by the Chair and Vice Chair for a three-year term. Any member of the Interest Group is eligible to be a member of the Steering Committee.

Section 2. Purpose. The Steering Committee shall manage the business of the Interest Group, and be

responsible for its programs, actions, and general meetings. The Steering Committee may appoint subcommittees and ad hoc committees as needed.

Section 3. Officers.

Section 3.1 Vice Chair-Chair Elect. The Vice Chair-Chair Elect (VCCE) shall be elected to a one-year term by a plurality of the Interest Group members attending the ALA Annual meeting of the general membership. Upon completion of that term, the VCCE shall become Chair of the Interest Group for a one-year term. The VCCE shall assist the Chair in the management of and planning for the Interest Group, Interest Group Steering Committee, and NUGM; and in the absence of the Chair, shall perform the responsibilities of that office. The VCCE may also have such duties and responsibilities as may be assigned by the Steering Committee or the Chair.

Section 3.2 Chair. The Chair of the Interest Group shall serve a one-year term after having served as VCCE, except for the first year after the approval of the by laws of the Interest Group during which a Chair shall be elected directly by the membership of the Interest Group to serve a one-year term. The Chair shall have charge and supervision of the Interest Group and will chair the Steering Committee, as well as perform other duties as may be assigned by the Steering Committee. The Chair is also responsible for the acquisitions track at NUGM. The Chair shall also be an ex-officio member of all Interest Group Committees.

Section 4. Quorum. Five members of the Steering Committee shall constitute a quorum for the transaction of business.

Section 5. Vacancies. Vacancies on the Steering Committee created by other than completion of a term of office shall be filled by appointment by the Chair for the remainder of the vacated term.

Article VI. Amendments

The by laws of the NOTIS Acquisitions Interest Group may be amended at any regular meeting of the Interest Group by a two-thirds majority of those present.

Minutes of the Interest Group

The NOTIS Acquisitions Interest Group met on June 26 during the American Library Association annual conference in Chicago. The first order of business was to elect a chair and a vice-chair/chair-elect. Joyce McDonough, University of Louisville, was elected chair, and Dottie Marcinko, Auburn University, was elected vice-chair.

Paul Carpenter of NOTIS Systems, Inc. briefly discussed the new Report Writer product. NOTIS Report Writer is an online interface to SAS that enables the customer to design reports from NOTIS data elements. It is still under development and no date had been set for its release as it has not yet been

subjected to any alpha testing. The price announced in January 1990 will be honored for the duration of the calendar year. In 1991, the price will be based on a value added pricing structure.

NUGM programs planned by the Acquisitions Interest Group and the Serials Interest Group will be in a single track. [See the NUGM agenda on pages 20-21 for a listing of the sessions in Serials/Acquisitions track.]

Dodie Ownes, NOTIS liaison to the group, emphasized the importance of reading each issue of NOTISes, in particular the Troubleshooting section. She went on to describe the enhancements and fixes due in release 5.0.

Some of the changes include:

- call number index correction
- improved vendor file listings
- expansion of the note field for patrons
- corrections of the standard number index regeneration program
- improved worksheet production

- automatic appearance of the fiscal year in each pay statement
- increased number of XC codes that can be used in a fund
- expanded AMT field
- vendor invoice number will increase to 20 characters
- ability to issue commands from the first screen of an invoice record
- improved report formats
- additional management reports
- fiscal period close options

The interest group formed a subcommittee to work on a list of acquisitions enhancements. Members of the subcommittee are Deana Astle (Clemson University), Dottie Marcinko and chair, Pat Ramage (University of South Alabama). Suggestions from the floor were taken. The subcommittee will try to put together a list for the group's consideration in time for the next enhancement ballot.

Acquisitions Interest Group Steering Committee

Chair (through ALA Annual Conference 1991):		Lynn Cline	LSC085F@SMSVMA
Joyce G. McDonough	JGMCDO01@ULKYVM	Southwest Missouri State University	417-836-4658
University of Louisville	502-588-6754		
Vice-Chair (90/91) / Chair-Elect (91/92):		Frances Lynch	LYNCHFH0@VUCTRVAX
Dottie Marcinko	SHERI@AUDUCVAX	Vanderbilt Medical Library	615-322-2199
Auburn University	205-844-1720		
Steering Committee:		Alena Ptak-Danchak	PTAK@CUNIXC.CC.COLUMBIA.EDU
<i>Term expires after ALA Annual Conference 1991:</i>		Columbia University	212-854-5042
Margaret Axtmann	MA4@CORNELLC		
Cornell Law Library	607-255-5862	FloydZula	LB131LF@MUSIC.TCS.TULANE.EDU
		Tulane University	504-865-5693
<i>Term expires after ALA Annual Conference 1993:</i>		Deana Astle	DLAST@CLEMSON
Roberta Eddy	NASA Wallops Flight Facility Technical Library	Clemson University	803-656-4782
Neal Nixon	NDNIXO01@ULKYVM	Christian Boissonnas	CBY@CORNELLC
University of Louisville (Health Sci)	502-588-8526	Cornell Olin Library	607-255-4960
Pat Ramage	URAMAGE@USOUTHAL	Stephen Corrsin	SDCBC@CUNYVM
University of South Alabama	205-460-7021	Brooklyn College	718-780-5426
Pamela Thayer	THAYERP@QUCDN	Gene Dewey	DEWEY@WISCMACC
Queen's University	613-545-2523	University of Wisconsin - Madison	608-262-1493
<i>Term expires after ALA Annual Conference 1992:</i>		Suzanne Reisner	S-REIS@UMINN1
Peggy Chalaron	NOTPPC@LSUVM	University of Minnesota	612-625-9803
Louisiana State University	504-388-3319		



Oct. 24-25 • Palmer House

NUGM registration information

Registration

Due to the popularity of some topics, registration for NUGM 1990 sessions will be "first-come, first-served." Therefore, please select a first and second option for each time slot.

All registrations must be received by September 28, 1990. Cancellations must be received by October 8, 1990.

Fees

Your registration fee covers all sessions you wish to attend, as well as a NUGM 1990 binder containing handouts of all the sessions, an updated NOTIS User Directory, a special welcome reception sponsored by NOTIS on Tuesday evening, all-day coffee stations both days, lunch both days, demonstrations of new products and functions, informal poster sessions for users with special topics they wish to share, and Special Interest Group meetings. The fee is \$250 for registrations postmarked on or before August 24, 1990 and \$275 for those postmarked after that date.

Accommodations

Chicago's Palmer House and Towers will be the site of NUGM 1990. Rooms may be reserved at preferred rates on a first-come, first-served basis. Single and double rooms are \$89 per night. Please contact the hotel directly at 1-800-HILTONS and request the special NUGM 1990 rate. Early booking is strongly recommended.

Airfare

Moran Travel in cooperation with NOTIS is pleased to offer exclusive airfare discounts. Contact Moran Travel at (800) 373-5401 or (312) 853-0340.

About the program

Our goal is to provide you, our users, with informative sessions conducted in a professional environment. Please help us to achieve this by bringing your NUGM Schedule to each session for which you have registered. Should you wish to attend sessions for which you have not registered, please assist us by not being seated until all registered attendees have been seated. We will do our best to accommodate all who wish to attend.

Session descriptions

If a description is not available for a session you are interested in, please contact the moderator or presenter listed. ■

1990 NUGM PROGRAM AGENDA

DAY 1 - OCTOBER 24, 1990

LIBRARIANS/GENERAL INTEREST						PROGRAMMERS	GENERAL
CONSORTIUM/ NETWORKS	CATALOGING/ AUTHORITIES	SERIALS/ ACQUISITIONS	OPAC/ TRAINING	NOTIS	CIRCULATION	LIB1	TECH1
REGISTRATION							
GENERAL SESSION							
1							
2	3	4	5	6	7	8	9
9:45-11:15	9:45-11:15	9:45-11:15	9:45-11:15	9:45-11:15	9:45-11:15	9:45-11:15	9:45-11:15
CIRCULATION IN A DECENTRALIZED ENVIRONMENT	GENERIC TRANSFER/OVERLAY JOINT SESSION	KEYWORD/BOOLEAN AND MULTIPLE DATABASE ACCESS SYSTEM (MDAS) INSTRUCTION FOR END USERS	UPDATE SESSION ON ADDITIONAL PRODUCTS	CIRCULATION IN A DECENTRALIZED ENVIRONMENT	DEVELOPMENT TOPICS: DISCUSSION WITH NOTIS Systems, Inc.	NOTIS TABLES	NOTIS TABLES
8	9	10	11	12	13	14	15
11:30-12:30	11:30-12:30	11:30-12:30	11:30-12:30	11:30-12:30	11:30-12:30	11:30-12:30	11:30-12:30
ACQUISITIONS/SERIALS IN A CONSORTIUM ENVIRONMENT	TECHNICAL SERVICES WORKFLOW	INTEGRATED WORKFLOW: USING NOTIS TO MAXIMIZE EFFICIENCY IN ACQUISITIONS PROCESSING	STAFF TRAINING MODELS	REPORT WRITER	RUNNING COURSE RESERVES	ROLE OF THE LIB 1 IN THE LIBRARY STRUCTURE--DUTIES AND POSITION	PLANNING FOR LMS RELEASE 5.0
12:45-1:45	LUNCH						
2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15
17	18	19	20	21	22	23	24
2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15	2:00-3:15
AUTHORITY CONTROL IN A CONSORTIUM ENVIRONMENT	RELEASE 5.0: CHANGES TO THE ACQUISITIONS MODULE	THE CHALLENGE OF REMOTE USERS	MULTIPLE DATABASE ACCESS SYSTEM (MDAS)	CIRCULATION BATCH PROCESSES: ERROR RECOVERY	UPDATE SESSION ON NEW (NON LMS) PRODUCTS	CIRCULATION BATCH PROCESSES: ERROR RECOVERY	PRESIDENT'S CHAIR
3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45
23	24	25	26	27	28	29	30
3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45
SHARED ONLINE CATALOG	MESH AUTHORITY RECORDS IN NOTIS	ASK THE EXPERTS	CROSS-MODULE TRAINING	RELEASE 5.0	INTRODUCTION TO CIRCULATION TABLES	ONLINE STATISTICS	VSAM TUNING
5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00
32	33	34	35	36	37	38	39
5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00	5:00-6:00
SERIALS DISCUSSION GROUP	OPAC USER INSTRUCTION, AND STAFF TRAINING SIG MEETING	POSTER SESSIONS	CIRCULATION DISCUSSION GROUP	LIB1 DISCUSSION GROUP	VSE SPECIAL INTEREST GROUP MEETING	MVS SPECIAL INTEREST GROUP MEETING	RLG/NOTIS SPECIAL INTEREST GROUP MEETING

NOTE: #86 LATIN AMERICAN SIG MEETING - 7:30 - 9:00 PM

* SESSION REPEATS

1990 NUGM PROGRAM AGENDA

DAY 2 - OCTOBER 25, 1990

LIBRARIANS/GENERAL						PROGRAMMERS	GENERAL
CONSORTIUM/ NETWORKS	CATALOGING/ AUTHORITIES	SERIALS/ ACQUISITIONS	OPAC/ TRAINING	NOTIS	CIRCULATION	LIB1	TECH1
POSTER SESSIONS							
34	35	36	37	38	39	40	41
8:00-8:45	8:00-8:45	8:00-8:45	8:00-8:45	8:00-8:45	8:00-8:45	8:00-8:45	8:00-8:45
LOCATION-BASED SEARCHING - A NOTIS ENHANCEMENT PROPOSAL	U.S. GOVERNMENT DOCUMENT RECORDS IN NOTIS	STAFF TRAINING MATERIALS	PRESIDENT'S CHAIR	CIRCULATION BACK-UP	LMS RELEASE 5.0	LMS RELEASE 5.0	LMS RELEASE 5.0
46	47	48	49	50	51	52	53
10:15-11:15	10:15-11:15	10:15-11:15	10:15-11:15	10:15-11:15	10:15-11:15	10:15-11:15	10:15-11:15
CONSORTIUM/NETWORK DISCUSSION GROUP	SOMETHING COMPLETELY DIFFERENT: ARCHIVES, MARC-AMC FORMAT AND NOTIS	VITLS TAPELOADING	OPAC FRONT ENDS INNOVATIVE PUBLIC ACCESS TO THE NOTIS LIBRARY SYSTEM	GENERIC TRAINER AND OVERLAY (GTO)	USING MACROS	DISCUSSION OF RELEASE 5.0	LAW USERS' DISCUSSION GROUP
34	POSTER SESSIONS						
LUNCH							
54	55	56	57	58	59	60	61
11:15-2:15	11:15-2:15	11:15-2:15	11:15-2:15	11:15-2:15	11:15-2:15	11:15-2:15	11:15-2:15
NEW DEVELOPMENTS: TELECOMMUNICATIONS AND NETWORKING EQUIPMENT	CATALOGING/AUTHORITIES INTEREST GROUP MEETING	ACQUISITIONS INTEREST GROUP	REFERENCE SERVICES DISCUSSION GROUP	MULTIPLE DATABASE ACCESS SYSTEM (MDAS)	RUNNING BILL AND FINE	GUIDELINES FOR IMPLEMENTING NOTIS	NOTIS 5.0 RECORD STRUCTURE
63	64	65	66	67	68	69	70
2:30-3:30	2:30-3:30	2:30-3:30	2:30-3:30	2:30-3:30	2:30-3:30	2:30-3:30	2:30-3:30
CAPACITY PLANNING FOR NOTIS SITES	THE NEW GLOBAL CHANGE PROGRAMS	MACHINE READABLE DATA	POST IMPLEMENTATION TRAINING	REPORT WRITER	SAS REPORTS FOR CIRCULATION LIBRARIANS	PROJECT MANAGEMENT	NOTIS TROUBLESHOOTING FOR BEGINNERS
72	73	74	75	76	77	78	79
3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45	3:45-4:45
CONSORTIUM/NETWORK PROGRAMMERS DISCUSSION GROUP	MESH AUTHORITY RECORDS IN NOTIS	CREATIVE SOLUTIONS FOR SPECIAL NEEDS	RELEASE 5.0	TRANSFERING BILLS AND FINES	TUNING AND TAILORING KEYWORD/BOOLEAN (KWB)	AUGMENTING OPAC	NOTIS CLASSICS, INC. DISCUSSION GROUP