

NOTISes

*For users of
NOTIS
library
information
systems*

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SEPTEMBER 1990 • Number 58

How important is vendor training?

Training is critical if you want to successfully implement an integrated library system, according to Katherine Cunningham, training coordinator for NOTIS.

On page seven in this issue of *NOTISes*, we have included a reprint of Katherine's article, "Vendor Training of Library Staff." Her article originally appeared in *Library Hi Tech*.

Katherine's article describes the training NOTIS supports, which includes basic training in how the Library Management System (LMS) software functions, and special training. Special training includes topical workshops for library and technical staff, presentations at our annual users' group meeting, training in the use of products that are not part of the LMS, and customized training.

Please turn to page seven to read in more detail what NOTIS provides you in terms of training.

NOTIS will attend EDUCOM this fall

All NOTIS customers attending EDUCOM on October 14-17, 1990 in Atlanta are invited to stop by the NOTIS booth (#308) in the INFORUM, across from the Hyatt.

We will be showing the new Multiple Database Access System Release 1.1 with its hook to holdings as well as Release 5.0 features.

Please stop by and say hello if you attend EDUCOM.

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BULLETIN

New technical phone

support hours

Starting Sept. 24, you will get

help from 7 a.m. to 7 p.m.

ANNOUNCEMENTS

OPAC's new demo diskettes are now available

In July, we announced that a demo package was available with the same sample OPAC record and index displays that we used in the booth at the ALA Annual Conference in June.

We forgot to ask you to send us the model number of the PC you intend to use. Some models cannot read diskettes copied at high density. We can make copies at the correct density for your machine if we have the model number. Our apologies for the inconvenience.

So, please send a blank, formatted 5.25 or 3.5-inch diskette, your PC model number, and a self-addressed mailer to Cassandra Gibson, Sales & Marketing, NOTIS Systems, Inc., 1007 Church Street, 2nd Floor, Evanston, Illinois 60201-3622.

NOTIS MARC Holdings Workshop for monographs catalogers too!

Just a reminder that the NOTIS MARC Holdings Workshop will take place on October 23, 1990 at the Palmer House in Chicago, Illinois. If you are a monographs or a serials cataloger and work with holdings information presently in the NOTIS volume holdings record, then this workshop is for you.

You will get solid, practical information on the USMARC format for Holdings Data and learn how that information translates to the NOTIS environment. With NOTIS Release 5.0, catalogers who deal with multi-part publications of any kind will need to become familiar with this format. Use the registration form on page 17 to enroll. Payment must accompany registration.

Update to the Troubleshooting Guide

In September, Documentation Services will mail out an update to the NOTIS *Troubleshooting Guide* to all Technical Update subscribers. The update consists of all problems published in the Troubleshooting column in *NOTISes* from February to July of 1990. In addition, we are including an updated index that incorporates both these problems and the ones already in the guide.

NOTISes

NOTISes is published monthly by the Documentation Services department, NOTIS Systems, Incorporated. The purpose of *NOTISes* is to provide timely, helpful, and accurate information about NOTIS products and services to the NOTIS user community.

SUBSCRIPTIONS: Subscriptions are available to NOTIS users at the rate of \$50 for one year by calling us at (708) 866-0150 or writing us at 1007 Church Street, 2nd Floor, Evanston, Illinois 60201-3622.

CONTRIBUTIONS: We welcome articles and suggestions from the user community. Please call for formatting suggestions before submitting items for publication.

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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.

Here's a follow-up to one of the suggestions from the Customer Services Focus Group.

NOTIS will use BITNET to report priority problems

One of the suggestions from the May focus group was that NOTIS develop a more timely process for informing customers of Priority One and Priority Two (P1 and P2) problems that are reported by multiple sites. The Troubleshooting column of *NOTISes* was seen as valuable, but by the time the solution was published many of you had spent time debugging the problem locally.

To meet your needs, we have investigated several electronic alternatives to the *NOTISes* Troubleshooting column. Of the options we investigated, BITNET was most cost-effective for you, and the majority of NOTIS users are fully trained in BITNET.

BITNET has not been an official communication channel for NOTIS Systems, Inc. because our special and public libraries do not have access to the BITNET network. However, through investigation, we have learned that BITNET access is available to non-academic users through CompuServe. Therefore, we have decided to use BITNET to provide the early warning system you have requested.

Beginning in November 1990, we will be using the BITNET NOTIS-L list to alert NOTIS users whenever any P1 or P2 problems have been reported to us by multiple sites, and to report the solutions to those problems as they are identified. Please continue to call (708) 866-1100 to report all problems, and please note that our use of BITNET will be in addition to, not in replacement of, our use of the Troubleshooting column in *NOTISes*.

At NUGM 1990, John Kolman, Vice President of Systems Development, will present a session on BITNET, which will address accessing BITNET through CompuServe (Session #83, BITNET and NOTIS). Access through CompuServe will allow all of our users access to the NOTIS-L list.

We hope that this improves the communication flow between us; and once again, thank you for bringing this to our attention.

Correction to Keyword Overload

In the June issue (*NOTISes/55*), we described how to use the MAXTHREAD parameter to limit the number of simultaneous keyword/Boolean searches. We incorrectly reported that the system displays an error message when the number of searches exceeds the set limit.

Instead, the system places the transactions in a queue on a first in, first out basis. A search goes into a "wait state" while the searches ahead of it in the queue are being executed. While this creates a short delay in response time, it prevents too many simultaneous users from overloading the system. We apologize for any inconvenience or misunderstanding this statement may have caused.

If you have any questions about the use of the MAXTHREAD parameter, please contact NOTIS Technical Support at (708) 866-1100.

NOTIS staff at local and regional user meetings

As the local and regional user groups mature, we receive frequent questions about sending NOTIS staff to these meetings. The following is our policy statement, outlining our participation in these meetings:

- We will send one staff person, at our cost, to any local or regional NOTIS Users' meeting for the purposes of providing an update on company activities, including development information, customer service information, etc. NOTIS will need two months notice to schedule staff resources. The staff person we send to the NOTIS Users' meeting will be able to provide an overview of new releases and the basic functionality of items in the releases.
- Local and regional user groups can request a more specialized presentation, but will be asked to pay for the time and expenses of preparing and delivering such a presentation. Support days from one or more customers may be traded for these more specialized sessions to "pay" for the time spent in preparing and delivering such sessions. Travel, lodging, and meal expenses will be billed as incurred for this type of session. The invoice will be sent to the chair of the group.

Acquisitions Interest Group forms NOTISACQ

The NOTIS Acquisitions Special Interest Group (SIG) invites all NOTISians to participate in a new BITNET list, NOTISACQ. We hope that this list will facilitate discussion among users of the acquisitions module, including serials. Official business of the Acquisitions Interest Group is also communicated on NOTISACQ.

To subscribe to the list, send the following message: TELL LIST-SERV@ULKYVM SUB NOTISACQ (your name goes here—no parentheses).

If you are not already a member of the SIG, Joyce McDonough (SIG Chair) will ask you for information for the roster and add you to NOTISACQ. If you are curious about the topics we hope to discuss, our first item is a question about the logic that is used to block commitments and expenditures in fund records. During the enhancement ballot process, we identified a number of issues that need to be clarified and discussed further. We hope to begin these discussions on NOTISACQ.

If you would like more information about this list, please write to Joyce (JGMCD001@ULKYVM), she will be happy to answer any questions you may have. You can reach Joyce at the address and phone number listed at the left.

Joyce McDonough
Univ. of Louisville
Ekstrom Library
Louisville, KY 40292
ph: (502) 588-6754
fax: (502) 588-8753

MacPAC 2.0: HyperCard Interface is offered for NOTIS OPAC

*Cornell
University
developed
MacPAC to help
you benefit even
more from using
OPAC.*

With the funding assistance from Apple 2.0: HyperComputer, Inc., programmers at Cornell University have developed MacPAC, a Macintosh interface to the NOTIS online public catalog. The intent of this software is to simplify use and increase the utility of the OPAC.

Since November 1988, versions of MacPAC have been providing Cornell's Macintosh users with public access to the NOTIS online catalog. By placing the user interface for library catalog queries on a Macintosh, the library has succeeded in using the processing capability of the microcomputer to do the following:

- enhance the attractiveness of the user interface,
- facilitate certain types of complex NOTIS searches (such as subject searches based on the subject headings of a previously retrieved record),
- make downloading of catalog records more flexible and powerful,
- create an environment that supports the development of more user help features.

MacPAC's features make the online catalog easier to use

Features in MacPAC that make the online catalog easier to use include a print icon, a notepad feature to capture and edit records, and a clear way to move among screens and records. Other capabilities include a customized welcome screen, graphic displays of command options, storing and editing records within a notepad, downloading or printing at the click of a button, scrolling, arrow buttons to move backward and forward among different screens and records, a time-out function, clear search and error message help, and elimination of rekeying. The screens have also been designed so that either mouse or keyboard-dependent users can use MacPAC.

How MacPAC works in the Cornell computing environment

MacPAC was written to work in the Cornell computing environment, which consists of:

- Macintoshes, connected via their serial ports (possibly via a Hayes-compatible modem) to a Sytek broadband terminal network/data switch system.
- The Sytek system connected to an IBM 7171 ASCII-to-EBCDIC protocol converter/full-screen 3270 emulation product, which is attached to an IBM 370 series mainframe.
- The IBM 370 series mainframe, which runs the NOTIS automated library system, version 4.5.1, with some minor local modifications.

MacPAC requires a Macintosh configured with at least one megabyte of memory, a modem or a direct serial connection to the NOTIS system, a hard disk or two floppy drives, and HyperCard version 1.2.2 or higher. The stack consists of about 50% HyperCard scripts and 50% Lightspeed C XFCNs.

How to modify the MacPAC

According to information provided by the Mann Library at Cornell, MacPAC can be modified to work with other configurations. Modification requires familiarity with both HyperCard and the C-language.

The areas that would need changing include: the commands sent to connect to the 7171, the commands to log in to MVS, CICS, and NOTIS, the trapping of broken connections to the 7171, the parsing and filtering of user commands appropriate to your version of NOTIS, and the parsing of NOTIS screens.

Distributing the MacPAC

Various options for distributing MacPAC are being considered. In the interim, you can send a blank, formatted diskette to Mann Library. The library will copy the program and return your disk.

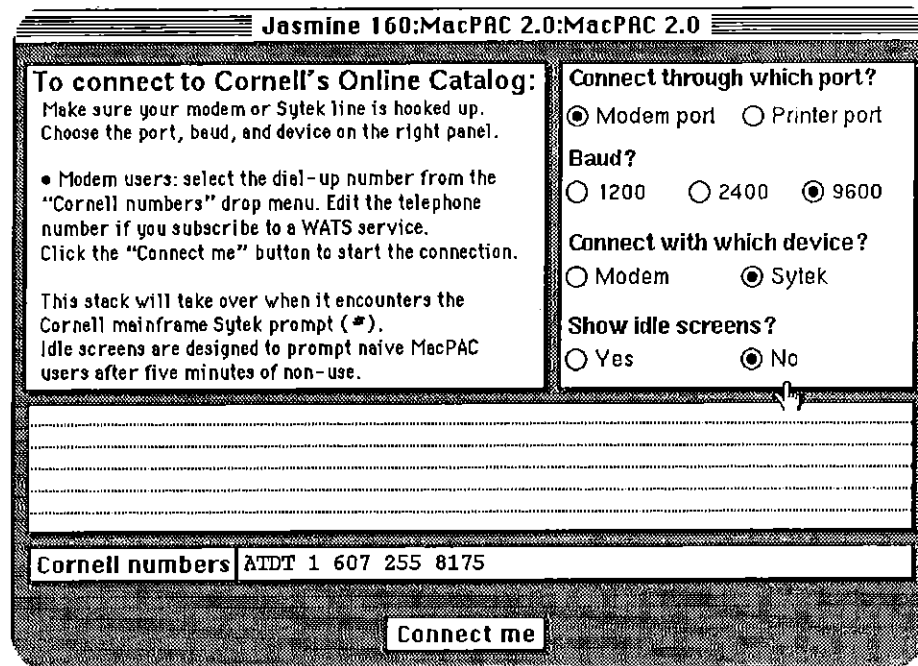
MacPAC is freeware, available for use or modification by any user. Due to resource constraints, Mann Library cannot provide any support for the installation, modification, or use of MacPAC. As changes in the NOTIS mainframe software occur, Mann will determine what, if any, revisions or modifications may be necessary.

More information

For additional information on MacPAC, please request a summary of the project report or refer to: Bill Coons and Wing Eng, "Macintoshes in University Libraries: Providing Macintosh Access to Cornell Library's Online Catalog," Annual Macintosh Special Issue Supplement to *T.H.E. Journal* (September, 1989): 52-55.

Below are two examples of screens that you would see in MacPAC.

This screen shows that MacPAC provides automated dial-up and connection to the OPAC at Cornell's Mann Library.



Jasmine 160:MacPAC 2.0:MacPAC 2.0

To connect to Cornell's Online Catalog:
Make sure your modem or Sytek line is hooked up. Choose the port, baud, and device on the right panel.

• Modem users: select the dial-up number from the "Cornell numbers" drop menu. Edit the telephone number if you subscribe to a WATS service. Click the "Connect me" button to start the connection.

This stack will take over when it encounters the Cornell mainframe Sytek prompt (*). Idle screens are designed to prompt naive MacPAC users after five minutes of non-use.

Connect through which port?
 Modem port Printer port

Baud?
 1200 2400 9600

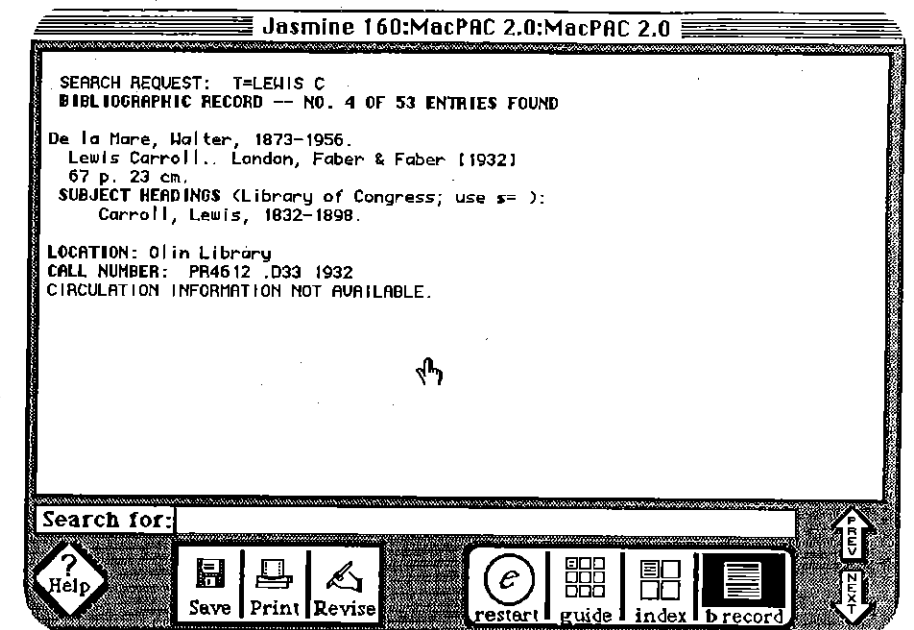
Connect with which device?
 Modem Sytek

Show idle screens?
 Yes No

Cornell numbers | AIDT 1 607 255 8175

Connect me

This screen shows the main user screen for MacPAC. You can enter commands from the keyboard or make selections with the mouse. Any displayed item or index can be saved to a disk file for later use, or printed at an attached printer.



Jasmine 160:MacPAC 2.0:MacPAC 2.0

SEARCH REQUEST: T=LEWIS C
BIBLIOGRAPHIC RECORD -- NO. 4 OF 53 ENTRIES FOUND

De la Mare, Walter, 1873-1956.
Lewis Carroll.. London, Faber & Faber [1932]
67 p. 23 cm.
SUBJECT HEADINGS (Library of Congress; use s=):
Carroll, Lewis, 1832-1898.

LOCATION: Olin Library
CALL NUMBER: PR4612 .D33 1932
CIRCULATION INFORMATION NOT AVAILABLE.

Search for:

Help Save Print Revise restart guide index b record

Vendor Training of Library Staff

by Katherine V. Cunningham

Training is critical to the successful implementation of an integrated library system, just as it is to the success of any operation. With this in mind, NOTIS Systems, Inc. has developed a tiered program of support to customers.

The training supported by NOTIS falls into two categories: basic training in the functions of the Library Management System (LMS) software; and special training, which includes topical workshops for library and technical staff, presentations at our annual users' group meeting, training in the use of products that are not part of the LMS, and customized training.

NOTIS provides its customers

with a written statement of the support that is included as part of the purchase price of the LMS in a document entitled NOTIS Customer Services Support Plan. This document, which was published in October 1988, is a broad statement that describes service hours, contract support days, training, and details of problem reporting and tracking techniques. It includes a detailed statement regarding training support—general and specific objectives, descriptions of the areas of training support, flexibility of scheduling, and our expectations of the customer's role in training.

As our status changed from that of a department within the Northwestern University Library to a company, it became increasingly apparent that, in order to have effective training, NOTIS' role had to be well defined and clearly stated. On numerous occasions the lack of clarity had resulted in vastly different expectations among customers,

and thus a training experience that was less than optimal. At about the same time that this need for a written statement on training support became urgent, we began the process of defining a new service product of Customized Implementation Training and Support. Through a combination of feedback from customers, brainstorming sessions, task force meetings, and managers' negotiations, the Customer Services Division articulated the line between what was basic and what was beyond basic. Out of that process grew our statement on basic support, the first programs of customized support, and direction for planning topical workshops and other programs in support of continuing education.

The benefits of a clearly written statement of the vendor's role in training are clear:

- It provides, at an early stage, information needed in planning for and effecting a local program of training during and beyond initial implementation of a system.
- It provides a framework for successful local implementation of the software modules.
- It minimizes confusion by establishing expectations.

Our training typically begins prior to installation of the software when two members from the Customer Services Division meet with an implementation team composed of representatives from the customer's library and the data center. "The purpose of this session," according to NOTIS' support plan, "is to prepare the library and technical staff at the customer site for the installation of the software, and to discuss the library's implementation plan in general terms." By this time a

NOTIS user services librarian has been named as account manager and trainer. We also ask the customer to name someone to serve as the official library contact and someone to serve as the official contact for technical support. The respective roles of these key people is outlined in our support plan and is discussed during the pre-installation visit.

Training in the techniques of installing and operating the software is done by a NOTIS systems engineer either during initial software installation or during special installation training sessions offered periodically at NOTIS. Training sessions for the library staff are planned over a period of time by the NOTIS account manager and the library's official contact person.

Normally the session after the pre-installation visit is an Implementation Support visit led by the account manager and held either on-site or in the training facility at NOTIS. "The primary objective of this session," the support plan says, "is to provide the library implementation team with a basic understanding of the implementation process, focusing on the first module to be implemented. The two-day session includes a detailed discussion of the key steps and decisions relating to the implementation of the first module or modules in production. The session also includes a discussion of pertinent NOTIS tables, and a 'hands-on' training session for staff involved in data analysis and the writing of data conversion specifications."

Training is modular so the sequence and timing of training sessions can be kept in step with the customer's plan. Each library has the option of a data conversion training session, usually scheduled

in conjunction with or shortly after the Implementation Support visit. "Conversion Services offers a one-day training session in the analysis of bibliographic and holdings data. The purpose of the visit is to prepare library staff to evaluate the library's bibliographic and holdings data, and to understand the types of customization that NOTIS offers." Scheduling of training in the basic functionality of each module follows on a schedule dependent on the library's implementation plan and scheduling requirements.

Recently, NOTIS has begun marketing a bundled hardware/software solution, called KeyNOTIS. This new product has a new target audience and the training program has been adjusted accordingly. Our commitment and approach to training remain unchanged.

In the basic support documents and other materials, NOTIS provides descriptions of the intended audience, format, and training area requirements. Again, these materials serve as planning guides in making the necessary preparations for on-site training—selecting the trainees, scheduling, and preparing the training environment. Ideally, the training environment is one that promotes learning—comfortable for adults and away from regular library activity. Training sessions are more productive in an environment established with adult learners in mind. Such an environment provides a benefit beyond the training that NOTIS conducts; it emphasizes a library's commitment to continued staff development.

In general, we train key staff members in what the system can do, so that they, in turn, can incorporate local policy decisions

and train other staff in how the system will be used locally. We do not teach AACR2 standards or MARC, although we do use them and refer to them in training. We assume our students are coming to the session with a desire to learn. Each trainee receives a manual that provides a context and guide for learning and reduces the amount of note taking he or she must do while trying to master online functions. It also serves as a tool for use during practice after the formal class and as a model for preparing subsequent in-house training.

In the training sessions, NOTIS trainers try to establish an atmosphere of inquiry, first teaching basic concepts and functions, then giving the students various scenarios to work through. Rather than overloading students with complex details of the system, the basic level program is designed as a foundation for further learning. We teach the basic tools, and try to pass on an enthusiasm for using these tools creatively in implementing the system with local policies and practices.

NOTIS encourages libraries to treat this basic training as part of a larger comprehensive training program. This basic training is by definition only a segment of a learning process that must continue and be tailored as the library staff implements the modules in a way that reflects its own character.

The basic training is included in the purchase price of the library management system. NOTIS is also committed to offering a variety of additional training opportunities to meet specific needs. The Technical Support Group offers classes in SAS programming as it relates to NOTIS, as well as installation seminars. The User

Services Group sponsors topical workshops and offers basic and specialized training at NOTIS.

NOTIS also promotes continued learning through the sharing of information among our users. The knowledge gained through the customization and daily use of the system is a major resource for other users. We encourage libraries to publish articles in our newsletter and provide support to numerous special interest groups. One special interest group is organized around training and instruction. This group has been actively involved in presenting a one-day workshop on training that included presentations on topics ranging from adult learning to local training in a specific module. They have met regularly to share training experience, techniques, and locally developed training materials. In addition, many of the sessions offered during the annual NOTIS Users' Group Meeting (NUGM) draw on the experience and expertise of our users as well as our staff.

Our customers have been a valuable resource in developing our training program, and the ongoing involvement with them in the educational process stimulates improvements to the training we offer. Because training is so critical to the successful implementation of a local system, we are committed to providing high quality in the training we provide.

This article first appeared in Library Hi Tech Consecutive Issue 28 Volume 7 Number 1989.

A revised bibliography of NOTIS-related training materials available from LOEX

by David Gregory
Iowa State University Library

In 1989, the NOTIS Users' Special Interest Group on OPAC, Staff Training, and End User Instruction established a working relationship with LOEX, the Library Orientation Exchange Clearinghouse at Eastern Michigan University, to facilitate the sharing of instructional materials among NOTIS libraries.

An article in the June 1989 issue of *NOTISes/43* provided a brief introduction to LOEX and its services, along with a bibliography of NOTIS-related materials available at that time. For the benefit of new NOTIS users, portions of that article have been reproduced below. The bibliography itself has been revised, and appears at the end of this article.

Since 1972, the LOEX Clearinghouse has served as a central exchange for library orientation and bibliographic instruction programs and materials in the United States and Canada. Initially funded by the Council on Library Resources, LOEX is now a self-supporting agency that offers a variety of services to its institutional members for an annual fee of \$50.00.

The agency's quarterly newsletter, *LOEX News*, contains lists of materials available for purchase or

loan, bibliographies of relevant literature, announcements of meetings and conferences relating to bibliographic instruction, reports on current activities of regional and state clearinghouses, and a "Letters" column that facilitates direct exchange of information and materials among readers.

In addition to its newsletter, LOEX maintains a "Speakers Database" (a directory of speakers on various BI topics), a BI Information and Referral Database (containing information on activities and programs at more than 830 academic libraries in the U.S.), and — most importantly — a collection of about 39,000 sample instructional materials, from which members may borrow at no cost (beyond the yearly membership fee).

According to Linda Shirato, director of LOEX, the clearinghouse welcomes any and all types of NOTIS training materials. This includes items related to staff training as well as those designed for end user instruction.

To make it easier to identify NOTIS-related materials within LOEX, guidelines for contributing such materials to the clearinghouse have been prepared by the Special Interest Group, and appear below.

The revised bibliography of NOTIS training materials now available through LOEX was prepared by Linda Shirato in August of this year. NOTIS libraries wishing to obtain additional information regarding LOEX membership, services, etc. should contact Ms. Shirato at the LOEX Clearinghouse, University Library, Eastern Michigan University, Ypsilanti, Michigan 48197. Her telephone number is (313) 487-0168.

Bibliography of NOTIS-related materials available from LOEX: (revised August 1990)

Boston College
QUEST: The Boston College Libraries Online Catalog (brochure).

Brigham Young University
Accessing BYLINE.
Computer Systems available at BYU Libraries.
NOTIS Online Public Access Help Screens.
NOTIS Quick Reference Sheets for Staff.
NOTIS Training Manual: Cataloging. User's Guide to BYLINE Online Catalog.

City University of New York
CUNY PLUS.

Central State University
Using the LUIS Online Catalog to Find Books & Materials.

Cornell University
Letter to faculty: general initial information re: OPAC (2).
Letter to faculty: Introductory sessions on the OPAC.
Notes: searching by subject.
Online Catalog: a brief guide.
Online Catalog (preliminary brochure).
Online Catalog (flipchart).
Remote Access Guide.
Seminars on how to use the online catalog (flyer only).
Teaching Techniques for the Online Catalog (workshop materials).
Teaching the Online Catalog: instructional & educational objectives.
Workshop for CIT Consulting Staff.

Eastern Michigan University
Brief Guide to LUIS.
Transparencies.

Florida International University
How to Find Periodicals in LUIS by Title.
How to use LUIS.

Harvard University
HOLLIS: Dial-up Access.
HOLLIS: Finding Government Documents.
HOLLIS: Finding Serials.
HOLLIS: The New Electronic Library Connection
(insert for college newspaper).
HOLLIS: Reference Guide (brochure).
HOLLIS: Search Limits.

Indiana State University
Brief Guide to LUIS.
Brief Guide to LUIS: author, title, subject &
keyword basics.
General handout on Keyword/Boolean Searching.
Getting Started with LUIS (guide, 9 pages).
LUIS IN-class Exercise.
LUIS is coming (poster).
LUIS News Release and Calendar of Events.
LUIS publicity materials (schedule, in-house
announcements, newspaper articles &
advertisements).
LUIS Staff Training (manual, 8 p.).
LUIS Update (news sheet).
Introducing LUIS: A Library User Information
System that goes to work for you (brochure).
Library User Information System (brochure).
Online Catalog Demonstration (lecture outline for
faculty sessions).
Searching for Library Materials Using LUIS
(exercises).
Sign-up Sheet for Computer Room Tours.
Subject Searching in LUIS: LCSH.

**John Jay College of Criminal
Justice (CUNY)**
An Introduction to CUNY Plus (guide, exercises,
and answer sheet).

Louisiana State University
LOLA: Introducing LOLA, the Libraries'
Computerized Catalog (brochure).
LOLA (one page search guide).
What is LOLA?

Loyola University of Chicago
LUIS Information Desk Training (lecture outlines,
exercises, handouts).
Using LUIS (set of search guides for end users).
Using Keyword/Boolean on LUIS.
INDY: Computer Index to Periodicals.
Databases Online.
How to Access the Library's Catalog from Remote
Terminals.
LMED: Computer Index to Medical Periodicals.

Northeast Missouri State University
Introducing LUIS (brochure).

Northwestern University
Educating the Online Catalog User (lecture
outline).
LUIS Demonstration (lecture outline with screens).
LUIS Information (brochure).
The Library at Your Fingertips (guide to subject
searching).
Model Program Materials for Educating the Online
Catalog User (guidelines).

Queens University (Kingston, Ontario)
QLINE Searching Guide.
QLINE: Accessing QLINE.
QLINE Advanced Searching Guide (short and
long forms).

**St. Louis Community College at
Forest Park**
LUIS: Library User Information System
(bookmark).
LUIS: Library User Information System (brochure).
LUIS: The Online Catalog for St. Louis
Community College Libraries (brochure).
LUIS Tutorial (CAI program).
What do you think about LUIS? (evaluation form).

Southeast Missouri State University
(Currently revising materials).

University of Illinois at Chicago
Using LUIS (brochure).
Brief Guide to LUIS.

**University of Illinois at Chicago,
Library of the Health Sciences**
Brief Guide to LUIS.

University of Iowa
Guide to the University of Iowa's OASIS Online
Catalog (flipchart).
Keyword Searching in OASIS.
OASIS Training Manual (NOTIS training manual for
staff):
v.1: Master Table of Contents, Introduction,
Searching, Cataloging.
v.2: Acquisitions, Serials Control.
v.3: Circulation (not yet available).
v.4: Appendices.
OASIS training and public relations documents: a
variety of NOTIS training and PR tools developed
by the University of Iowa Libraries Automation
Office.

University of Michigan
50-minute presentation: lecture outline with work
stations.
50-minute presentation: lecture outline without
workstations.
50-minute presentation: discussion method outline
with workstations.
50-minute presentation: learning cycle method.
20-minute presentation: lecture outline with work
stations.
20-minute presentation: lecture outline without
workstations.
20-minute presentation: discussion method outline
without workstations.
10-minute presentation: lecture outline with work
stations.
10-minute presentation: lecture outline without
workstations.
Dialing into MIRLYN.
Keyword Searching.
MIRLYN Exercises.
MIRLYN Quick Guide (brochure).
Study Guide for Use with MIRLYN Presentation
(exercises and copies of transparencies).
MIRLYN Public Training Modules (updated 1990).
MIRLYN Staff Training Materials.

University of Minnesota
LUMINA System-wide guides.
LUMINA (brochure).
LUMINA Keyword Searching.
LUMINA Author, Title, Subject, Keyword Searching.
LUMINA Quick Reference Guide.
Departmental training materials from Institute of
Technology Libraries.
LUMINA Keyword Searching Packet, pre- and post-test.
General LUMINA Training.

University of Notre Dame
UNLOC: Basic Introduction (lecture outline).

University of Pennsylvania
Finding Items by Subject Using the Library of
Congress Subject Headings.
PennLIN Quick Guide.
Finding Periodicals, Journals, Magazines, and
Newspapers on PennLIN.
Using the Library Catalogs.
PennLIN Online Catalog Public Mode Searching.
Franklin Staff Mode Searching (NOTE: Name of
catalog changed to Franklin, July 1990).
Franklin Staff Mode Training (presenter's notes).

University of Pittsburgh
Training Materials for NOTIS Keyword Searching
(notebook).
NOTIS Introduction for New Library Employees
(notebook).
Merged Headings Index (notebook).

University of South Alabama
LUIS: the Online Catalog (brochure).
NOTIS/LUIS Public Services Manual.
Using LUIS (brochure).
To Search by Subject (brochure).
Remote Access to the Online Catalog.
Guide to Music in the Library (flipchart).

University of South Florida
How to Locate a Periodical Using LUIS.
How to Use LUIS the Online Catalog (flipchart).
How to Use LUIS the Online Catalog (2-page guide).
LUIS: Library User Information Service (brochure).
NOTIS Authority Control Procedure.

University of Virginia
VIRGO: Virginia Online (flipchart).
VIRGO: Virginia Online quick reference guide.
VIRGO 101: a self-paced tutorial (20 pages).

Vanderbilt University
ACORN: searching guide.
ACORN Plus (Education Library).
ACORN Plus: Medline and Wilson.
ACORN Plus: Using ACORN Plus.
Keyword (K=) on ACORN: basic searching.
Keyword (K=) on ACORN: advanced searching.
Keyword Searching in ACORN.
Keyword Searching in ACORN Plus (flipchart).
Remote Access to ACORN Plus.

Searching ACORN by keyword.
Searching ACORN: a workbook for library staff.

Wayne State University
LUI: Basic Searching Guide.
LUI: Keyword Searching Guide.
LUI: Advanced Keyword Searching Guide.
LUI Search Key Summary.
Using Smartcom to Access LUI via
WSUnet/Merit.

Western Michigan University
Finder OnCat Searching Guide.
Remote Access to Finder.

Wichita State University
Finding Books in the Library Excerpt from
"The Library Handbook for Wichita State
University."
LUI: Advanced User's Tip Sheet.
Using LUI at Wichita State University.

More Information

NOTIS libraries wishing to obtain
additional information regarding LOEX
membership, services, etc. should
contact:

Linda Shirato
Director, LOEX Clearinghouse
University Library,
Eastern Michigan University
Ypsilanti, Michigan 48197
(313) 487-0168

Guidelines for contributing NOTIS-related materials to LOEX:

1. Any and all types of training or
instructional materials are appropriate for the
LOEX collection. Training tools can include, but
are not limited to, the following:

- curricula
- syllabi
- scheduling tools
- training manuals
- memory aids and cheat sheets
- transparencies
- workbooks and guided practice exercises
- checklists of skills
- trainer/training evaluation forms
- brochures, bookmarks, flip charts
- signs (promotional, instructional, etc.)
- instructional audio or video
- CAI (computer-assisted instruction) or CDI
(computer-directed instruction) packages
- hypermedia (and beyond!)

2. LOEX welcomes materials related to staff
as well as end-user training.

3. Items can be submitted to LOEX individu-
ally, or a group of related materials can be
"packaged" as a single unit—e.g., a three-ring
binder of "NOTIS Staff Training Materials from
the University of . . ."

4. All NOTIS-related materials should be
identified as such. If the title of a work does not
make the NOTIS relationship clear, an accompa-
nying description should. This will make it easier
for NOTIS users to identify relevant materials, as
will compiling occasional bibliographies of
NOTIS-related materials.

5. Finally, the title of an item or its accompa-
nying description should indicate (if applicable):

- the type of item at hand (i.e., promotional
brochure, training manual, checklist of skills, etc.)
- the item's intended audience (i.e., public or staff)
- the NOTIS module to which the item belongs
(e.g., OPAC, Acquisitions, Circulation, etc.).

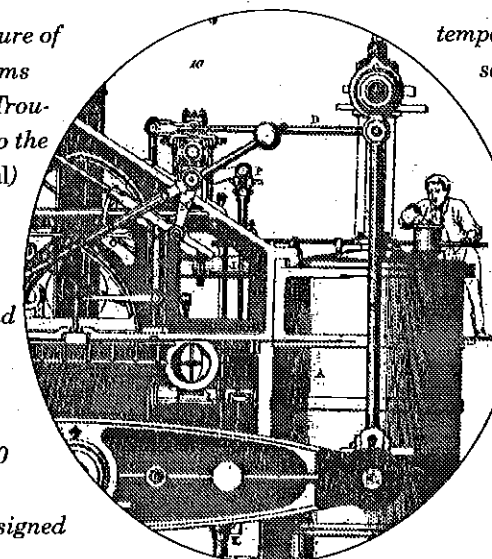
Troubleshooting

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 "Trou-
bleshooting Guide" (Appendix E to the
Installation & 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 troubleshooting pages and
append them to the February 1990
"Troubleshooting Guide."

The problems have been assigned



temporary numbers beginning with V400,
so that they will be in sequence. Period-
ically, we will issue an updated
index which will include both
these problems and the ones
already in the guide. Once per
year 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.

A Note on Problem V472:

In compiling the changed LB616PLI, you will get
the following Compiler Informatory Message:

```
"IEL0533I NO 'DECLARE' STATEMENT(S) FOR  
'TOTAL_AMT_THIS_REC'".
```

This is just a warning (the compiler goes ahead and
does an implicit define). It may be ignored.

Also, the third-to-the-last line should read
/* END V472 INSERT */
(the last two characters were printed as "**1").

A Final Note on ALIGN/NOALIGN:

We have previously indicated that, under MVS,
online programs should be assembled "NOALIGN".
It should now be noted that this does not apply to
Keyword/Boolean or MDAS programs. The rule:
Under MVS, for Release 4.6.1 and previous, the
program MPC210P and all programs beginning
with the prefix "LC" should be assembled
"NOALIGN". All other programs should be assem-
bled "ALIGN" (the default). Under VSE, all
programs are assembled "ALIGN". With Release
5.0, all programs, both VSE and MVS, will be assem-
bled "ALIGN".

V473 Problem: PPP9284

(4.6 and higher only)
In running LB680/2 you get the message "REC

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

NOT UPD. ITEM OVERDUE COUNT IS HIGH"
and the overdue counter is not corrected.

Causes/Solution:

The most common cause of this situation is
analyzed in Problem 6652. If your run of LB680/2 is
preceded on the same day by an execution of LB610
(thus eliminating Problem 6652 as the cause) and
you still get this message, then you may want to
back out the 6652 change so that the counter will be
updated. This may be done by changing the code at
label A040 in LB682BAL so that it looks like this:

```
A040 CP ....  
BE A050  
A045 EQU *
```

As always, we are interested in a series of trans-
actions that can cause the patron CHARGES and
OVERDUE to become incorrect (aside from those
described in Problem 2510).

V474 Problem: PPP8148

(VSE only)

When you try to REPRO in the corrected records
produced by LB680/2, you get ACTION ERROR
messages.

Causes/Solution:

Are you using the 4.6.1 version of LB682BAL? If
not, then see Problem 6659.