

NOTIS^{es}

*For users of
NOTIS
library
information
systems*

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Attention GTO customers—OCLC is making a change

OCLC is replacing its current terminal software with PASSPORT software. You may run into a problem when OCLC replaces the current terminal software with the new PASSPORT software. PASSPORT software runs on the OCLC PC, and it provides the interface to both OCLC's First system (the old system) and the OCLC PRISM service (the new system).

Specifically, OCLC changed the print format for records printed from the First system. GTO Version 2.1 uses the screen print format, which has stringent requirements. Since the print format changed, GTO Version 2.1 will not work with either the PASSPORT software or the First system.

OCLC has helped us develop a fix that produces a print format that works with GTO. For the fix to work, you will need to define a new print function key within PASSPORT and use this function key for GTO Transfers from the First system. Here's how to do it:

1. Load the PASSPORT software and go into the function key editor.
2. When you are prompted for the function key you want to define, press the key that you want to use instead of print screen. (NOTIS used F1, since it's not defined anywhere else within PASSPORT.)
3. Next, enter the definition for the function key. You will need to type the following string of characters:

```
<ESC>'A<CTRL>-<ESC>E<ESC>FPrinting<CR><ESC>P<ESC>R<ESC>F<CR><ESC>'B
```

Please note that in the function key definition, <ESC> means to press the ESCAPE key; <CTRL> means to press the control key; and <CR> means to press RETURN or ENTER. Also, please note that the ` is the grave, which is usually under the tilde (~) on the keyboard.

This new print function key that you have defined will insert a blank line at the beginning and end of the screen print. It will also pop up a status message (Printing).

The PASSPORT software is scheduled for general release this fall.

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BULLETIN

New technical phone

support hours

Now you can get help from

7 a.m. to 7 p.m.

ANNOUNCEMENTS

MARC Transfer news

NOTIS will discontinue support for the MARC (tape) Transfer with Release 5.0 of the NOTIS Library Management System. We made this decision because we only have five customers using the MARC Transfer and because GTO 3.0 gives customers two viable alternatives.

We will continue to answer questions from those of you who are running the MARC Transfer under Release 4.6 until support for Release 4.6 is dropped. Release 4.6 will be supported until at least December 1991.

GTO Release 3.0 enables customers to transfer records from BiblioFile and Library of Congress CD-ROM products.

A special thanks goes out to...

Susan Davis of SUNY-Buffalo who acted as secretary/recorder for the NOTIS Acquisitions Special Interest Group minutes that were published in *NOTISes/57*.

A library is dedicated

The University of Alabama dedicated its Eric and Sarah Rogers Library for Science and Engineering on September 14, 1990.

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Page 133 of the NOTIS User's Guide, Volume 1: Technical Services states that the D/S fixed field element suppresses display of the record in the OPAC when set to the value S. This is not quite accurate. For NOTIS Release 4.6, display is suppressed only when using the MHI OPAC-like view (find b=) in staff mode and is not suppressed in the OPAC itself. This feature will be fully implemented in Release 5.0 of NOTIS. We apologize for the confusion. [PTS PPP9614]

NOTIS

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

MANAGER, DOCUMENTATION SERVICES
Jane Larkin

EDITOR
Robyn McMurray

ASSISTANT EDITOR
Sherri Miller

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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.

Ideas on how Customer Services can communicate better with you

A follow-up from last May's focus group

Last May, NOTIS's Customer Services division sponsored two focus group discussions designed to generate feedback from NOTIS customers. Since May, we have been carefully analyzing concerns that customers have expressed, and we have been modifying our procedures to address those concerns.

Participants in the focus groups indicated that they understand and accept the NOTIS basic support policy, but want NOTIS to enforce the policy more consistently. Customers also think that NOTIS needs to pay more attention to phone support. Some specific problems that participants experienced were lost calls and delayed follow-up.

We want to assure you that both the User Services and Technical Support staffs have been working to improve internal procedures to address these concerns. We are asking that you also assist in the process of improving telephone basic support by following the policies and procedures that we outlined in the NOTIS Customer Services Basic Support Policy. You will find the most recent copy of the Basic Support Policy in *NOTISes/56*, July 1990, on pages 33-41.

Specifically, Section II of the Basic Support Policy outlines procedures implemented to expedite the problem resolution process. This includes consistent use of the Problem Log Sheet and Troubleshooting Checklist prior to contacting NOTIS for assistance, so that your contact person is prepared to fax these completed forms to NOTIS if necessary. For your convenience, copies of these two forms are included in this issue (p. 10-11).

Secondly, Section I, Part A of the Basic Support Policy specifies that all questions, problems, and requests for information from your institution be communicated to NOTIS by either your official library contact (LIB1) or your official computer center contact (TECH1). Please understand that the intent of this policy is to make communication between NOTIS Customer Services staff and NOTIS users more effective and consistent. The benefit to you, the NOTIS user, in having a Library and Technical coordinator is to have better and more efficient communication through centralized project management.

We recognize that you may need to designate an official back-up to maintain coordination when your primary contact is not available. This back-up person should be designated as your LIB2 or TECH2 contact. These are the individuals who should be communicating with NOTIS.

Thank you in advance for your help. By working together, we are confident that NOTIS can continue to address your concerns.

Conversion Services will improve their programs for Release 5.0

We'd like to hear from you so we can improve our programs to meet your needs.

With Release 5.0, Conversion Services will be modifying many of their programs to accommodate reading the Control File, which will replace many of the NOTIS tables. Since Conversion Services will be working on many of their generic and for-cost programs, we are interested in correcting some of the problems that you have experienced, so that we can improve upon the programs.

Below is a list of the programs that we will be modifying.

LLBC93/94	Generic Authority Loader
LBC11	NOTIS Authority Record Loader
LD003	Linked Item Record and Label Tape Creation
LD014	Unlinked Item Record Creation
LB250/LBC80/12	Bibliographic Output/Reload Series
LD030/31/32	Generic Overlay Series
LBC30	Bibliographic and Holdings Loader
LD016	Smart Bar Code and Vendor Label Tape Creation
LDX25	Batch Linker
LC Resource Loader Package	
LC Overlay	

Conversion Services is aware of some problems with these programs by your reporting them directly to us, by our monitoring Bitnet, or by other interaction with our users. The following list describes the types of problems that we have been hearing about and that we hope to fix.

LBC30BAL—Conversion Services Loader

- allow for reading the housekeeping record at the beginning of a run and writing it out at the end of the run.
- not processing any records with a status code of "D."
- creating a file, which can be read by LBC30BAL, of records to be deleted from a tape.

LD014—Creates a tape for creation of Smart Bar Codes

- writing out only updated item records.

LB250/LBC80/LBC12 —Processing

- modifying to process multiple processing units.

The feedback Conversion Services receives from you is the best way for us to correct and improve our programs. We appreciate any suggestions you have to offer; but, please recognize that we cannot accept every suggestion because it may not be generically applicable for every user.

Please send your problems or enhancements to Bill Easton, Manager of Conversion Services at the address shown on the left.

Bill Easton
Conversion Services
NOTIS Systems, Inc.
1007 Church Street
2nd Floor
Evanston, IL 60201

MFHL is coming....

Release 5.0 incorporates the USMARC format for holdings and locations data (MFHL) through the introduction of the NOTIS MARC holdings (MHL) record. With the advent of MHL, the NOTIS volume holdings record will no longer be used.

Converting the NOTIS holdings record into the MHL record is an integral part of Release 5.0, for which two conversion programs have been designed. You can find complete descriptions of the program specifications in the article, "All about MFHL" in *NOTISes/56*.

Both of these conversion programs have been designed to assure libraries that their current volume holdings records will successfully convert to the new structure. Because of the free text nature of volume holdings records, NOTIS recognizes that some libraries may desire enhancements to the base-level functionality of the conversion programs to further incorporate their data entry practices into the MHL structure.

Upon request, Conversion Services will customize (at an additional cost) either of these programs to accommodate such local volume holdings data. Any customization includes our assisting you with writing the necessary specifications.

For further information, you can contact Bill Easton, Manager of Conversion Services, or Jim Miesse, Senior Account Manager of Conversion Consulting.

Windowing OCLC and NOTIS from a GTO workstation

*by David Reiman, Coordinator of Library Automation
Carlson Library, The University of Toledo*

Everything you need to know about setting up a multitask workstation.

Carlson Library created an OCLC workstation by using DesqView/386, which is a software platform published by Quarterdeck Office Systems. The OCLC workstation performs Generic Transfer and Overlay (GTO) transfers and displays NOTIS and OCLC records simultaneously.

The workstation is an IBM PS/2 Model 55SX. It is equipped with one standard serial port (COM1), plus an IBM Dual Async Adapter, which provides two additional serial ports (COM2 and COM3). OCLC is connected to COM1, GTO is connected to COM2, and the 7171 mainframe for NOTIS is connected to COM3.

Instead of an IBM monitor, the OCLC workstation is configured with Zenith's 14-inch flat tension color monitor. The Zenith monitor is a good choice for windowing applications because it offers excellent clarity for downsized screens and its anti-glare design is easier on the eyes than IBM monitors.

An even better choice, although more expensive, would be to choose a larger monitor (16 inches or more). A larger monitor will increase the size of characters when you display multiple windows.

Carlson Library's choice of equipment for its workstation

In addition to using DesqView/386 and the OCLC Terminal Software, the Carlson Library workstation uses Kermit telecommunications software (version 2.32/A) to connect to the university's mainframe and NOTIS. Because OCLC and GTO must run on COM1 and COM2, we needed to find software that would provide a mainframe connection through the third serial port (COM3).

Kermit, developed at Columbia University, is one of a few telecommunications programs that will support COM3. Kermit software is available free of charge from Bitnet and a variety of other sources.

DesqView/386 is sold in a single package with Quarterdeck Expanded Memory Manager (QEMM). Together, they provide excellent memory management using virtually all of the 2 Mb of RAM that is standard on the 55SX.

Pop-up menus enable you to open up multiple programs, and each of the programs has its own window. For example, the Carlson Library workstation allows you to select Kermit from a program selection menu and log onto the mainframe. After you are connected to NOTIS, you will select OCLC and log on through the terminal software.

Once you are connected to both systems, it will be easy to toggle between the two. Or, you can select 50- or 60-line mode from a DesqView/386 menu and both systems will condense to approximately half their original size, and then you can view them simultaneously. Sometimes when you select the 50-line mode, some of the OCLC characters (e.g., the start of message, subfield delimiter, field terminator, and diacritics) do not display properly.

Pros and cons of using DesqView/386

While DesqView/386 provides some flexibility that is not available on an 80386 or 80386SX workstation, it does have some disadvantages. For example, it takes about twice as long to display a record using Kermit under DesqView/386 than it does to start Kermit directly from DOS.

Some might choose to use DesqView/386 only when they specifically need to display OCLC and NOTIS at the same time. Others may

find that the convenient menus and added functionality of DesqView/386 outweigh the inconvenience of waiting half-a-second longer for a record to display.

Finding software to support the ALA character set

Another disadvantage of the multitasking workstation is its lack of support for the ALA character set. Kermit does not support the character set.

YTERM, the software package that does support foreign-language diacritics on PCs, does not support COM3. Since you must run OCLC and GTO on COM1 and COM2, the software you use to connect NOTIS must provide a connection to COM3.

Even though the NOTIS diacritics are displayed incorrectly when Kermit is used on this workstation, OCLC does display the diacritics correctly in full-screen mode. Therefore, it is possible to successfully transfer diacritics through GTO.

Total cost involved in setting up a multitask workstation

During the past two years, Carlson Library has been replacing all of its OCLC M300 workstations with 80386 and 80386SX microcomputers. This strategy offers additional functionality in the workstation and is designed to ensure compatibility with future OCLC software enhancements.

With these workstations in place, the total cost of setting up the multitasking workstation was \$135 for the IBM Dual Async Adapter and less than \$200 for the DesqView/386 software. As previously mentioned, Kermit software is available free from Bitnet and from a variety of other sources.

OPAC NAMES

ACORN.....Vanderbilt University	MINERVA...University of Louisville
AMELIA.....University of Alabam at Tuscaloosa	MIRLYN.....University of Michigan
AUCAT.....University of Auckland	MORRIS.....McMaster University
BEACON.....Grand Valley State University	MURLIN.....University of Regina
BISON.....SUNY-Buffalo	MUSE.....McGill University
BOSUN.....Naval Postgraduate School	OASIS.....University of Iowa
BYLINE.....Brigham Young University	OLIN.....University of Oklahoma
CATALYST...Kent State University	ORBIS.....National Geographic,Yale University
CENTRA.....Central Michigan University	PEGASUS....University of California-Santa Barbara
CHESTER.....West Chester University	PennLIN.....University of Pennsylvania
CLIO.....Columbia University	PITTCAT.....University of Pittsburgh
COAST.....California State-Long Beach	PONI.....Southern Methodist University
CRISTAL.....Upper Peninsula (Michigan) Region of Library Cooperation	QUEST.....Boston College
CUNY+.....City University of New York	QLINE.....Queen's University
DELCAT.....University of Delaware	ROCKy.....Iona College
ELIXIR.....SUNY-Binghamton	SADIE.....Southeast Missouri State University
FINDER.....Western Michigan University	Scholar.....Cleveland State University
FOCUS.....Michigan Technological University	SCROLL.....Supreme Court of Ohio
JANUS.....Johns Hopkins University	SOL.....University of Texas-Dallas
LIBRIS.....Rice University	STARS.....SUNY-Stony Brook
LIBROS.....National University	THOR.....Purdue University
LOLA.....Louisiana State University	TOPCAT.....Fort Hays State University, Western Kentucky University
LUIS.....(pronounced loo-EECE) University of Texas-El Paso	TULANET....Tulane University
LUMINA.....University of Minnesota	UNACAT.....University of North Alabama
LUNA.....N.A.S.A.	UNICAT.....Burroughs Wellcome Company
LYNX.....Kansas State University	UNIS.....University of Utah
MAGIC.....Michigan State University	UNLOC.....University of Notre Dame
MCLUIS.....Montgomery College	UTMOST.....University of Toledo