

NOTISes

*For users of
NOTIS
library
information
systems*

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Customer Services Strives to Give You Better Service

NOTIS is pleased to announce that we are restructuring Customer Services to improve our service to you. Customer Services will focus on improving our response time and on helping you get to the right person faster. We are also concentrating on training internal staff and eliminating voice mail.

During the next few months you will see these changes taking place. One of our goals is to communicate with you better, so please look to future issues of *NOTISes* for information on how we are improving our service to you. ■

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BULLETIN

We are looking forward to seeing all of you at NUGM

1991!

Reminder: We Do not Support Screen- to-Screen Transfers

The Technical Bulletin issue #139 reminds us to remind you that NOTIS Systems no longer supports the screen-to-screen transfer. We will not make the changes to our screen-to-screen transfer software that were required to implement Technical Bulletin #139. ■



Important Information on Upgrading to LMS 5.0.1

As noted in another article this month, NOTIS Systems is hoping to distribute the 5.0.1 upgrade to the LMS customers around the time of NUGM 1991.

To assist you in planning your staff resource needs for this upgrade, please note the following:

- The upgrade instructions provided with the 5.0.1 tape assumes that your LMS level is 5.0. We are not able to supply instructions for upgrading your system to LMS 5.0.1 from LMS 4.6.1 or from previous levels of LMS.
- MDAS sites are reminded that MDAS 1.2 must be installed in your LMS 5.0 region before you upgrade to LMS 5.0.1.
- In a departure from previous practice, the 5.0.1 tape is a full set of LMS libraries, not just those programs that have undergone modification since the general release of 5.0. ■

A Reminder about Release 5.0 and Basic Support

In the March 1991 issue of *NOTISes* (page 4), we reminded you that when we distributed Release 5.0 we would close problems with prior releases that did not exist in 5.0. To increase our ability to work with your 5.0 calls and to help us prepare for testing of future releases, NOTIS Customer Support Services is now operating in a "5.0-standard" support mode.

We want to emphasize that only your 5.0 production problems will be assigned a P1 or P2 level of priority. A 4.6.1 version of the software will be available only on a limited basis for reported problems that exist both in 4.6.1 and 5.0. In addition, all fixes will be developed from a 5.0 platform and may not be backward-compatible with the 4.6.1 release.

Because we are now in a "5.0-standard" support mode, we are following Basic Support guidelines that "problems reported on a previous release will be assigned a P3 priority."

We have been working with a steadily increasing number of 5.0 questions over the past months, and we look forward to helping all of you move 5.0 to production status. ■

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 \$65 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 call a systems engineer to help you resolve your technical problems from 7:00 a.m. to 7:00 p.m. (CST). From 7:00-8:30 a.m. and from 5:00-7:00 p.m., the system engineer on duty will handle incoming calls in correlation with the voice mail system. Simply call Customer Services at (708) 866-1100.

News from Documentation Services.

Indexes are Almost Complete

Nine completed and only two more are left! You may be asking yourself, two more of what are left? Well, only two more NOTIS manuals still need to be indexed. All of the other manuals that the Documentation Services Department publishes have indexes.

Indexing the documentation was one of the most common requests on last year's customer satisfaction survey. We agreed wholeheartedly with your request.

Indexes are essential given the amount and complexity of the documentation that accompanies our software products. We have been working diligently on indexing our manuals.

The following manuals now have indexes:

- *NOTIS User's Guide: Circulation*
- *NOTIS User's Guide: Acquisitions and Serials*
- *NOTIS Library Implementation Manual: Planning for Implementation*
- *NOTIS Library Implementation Manual: The System Control File*
- *NOTIS Technical Reference Manual*
- *MDAS Technical and User Documentation*
- *GTO Technical and User Documentation*
- *KeyNOTIS System Administrator's Guide*
- *KeyNOTIS Console Operator's Guide*

The only two manuals to be indexed are the *NOTIS User's Guide: Online Public Access Catalog* and *NOTIS User's Guide: Cataloging and Authorities*. We are working on indexing these two manuals, and we will issue these indexes by the end of this year. ■

New Directories Will be Available at NUGM

We would like to thank all of you who returned your customer profile sheet to us. We are preparing the 1991-92 Customer Directory and will have it ready to distribute to you at NUGM.

If you returned your profile sheet, remember to stop by the registration desk at NUGM to pick up your free copy of the directory. ■

We are Using a Lockbox for Remitting Invoices

On September 16, NOTIS implemented a lockbox for all invoice remittances. In addition to improving internal cash operations, a lockbox assures that customer checks will be processed and deposited on time.

The address to the left is for remittances only. You can send all other mail to NOTIS' corporate offices. We will send you a reminder letter and, for a limited time, we will enclose a self-addressed return envelope with all billing invoices. If you have any questions, contact Pamela Schmid at (708) 866-0139, or Bob Deering at (708) 866-0163. ■

Please remit all payments to this address:
NOTIS Systems, Inc.
P.O. Box 3083
Evanston, Illinois
60204-3083

This article is a detailed outline of what you can expect from the new Support Coordination program.

Support Coordination Update

As we announced in June *NOTISes*, Customer Services has started a program to call all customers. Support Coordination's primary goals are to stay connected to each customer, gather information on NOTIS successes, and get feedback on customer perceptions.

It is important to have a clear idea of what you think about NOTIS so we can provide useful new services and properly support existing products and services. For the past three years, the Customer Services Division has worked to improve its productivity while providing the tools and services you need to make NOTIS a success at your sites.

Customer Services has also worked to understand customer attitudes and how you use NOTIS products. We have applied that knowledge to developing new products and services.

The Problem Tracking System/Phone Support service and the Basic Support Policy will remain in place. Both define how customers interact with Customer Services either in terms of (1) a specific problem to be resolved, or (2) the distribution of services to customers as part of their purchase of the NOTIS software. Both depend on you initiating contacts.

The Support Coordination program provides a third means of keeping in contact with you in conjunction with phone support and the Basic Support Policy. By contacting all of you on a quarterly basis, it will be possible to gauge your perceptions of NOTIS' performance and clarify NOTIS' position in product development and policy. Support Coordination will also track each site's development with NOTIS during the implementation phase and beyond.

What You Can Expect from Support Coordination

A NOTIS Representative will call each LIB1 once a quarter. If the LIB1's position is vacant, we will talk to the person who has the best overall view of NOTIS' use and performance. Support Coordination does not replace the current procedures for resolving system problems or for arranging training or consulting visits.

If you raise questions about the system problems, we will give you the current information from PTS if it is a reported problem, or connect you with phone support when we are finished talking. If training needs to be scheduled, we will connect you to the department secretary.

The representative who calls you is not responsible for all NOTIS interactions with you. For example, when you report that a system (PTS) problem is not getting resolved fast enough, the representative is responsible for checking on the situation, making the involved parties aware of your concerns, and reporting back to you on what action we are taking to resolve the problem.

The representative will also inform you of new and current NOTIS products that can help you achieve your goals. Topics we cover will vary from call to call. We will often discuss upcoming NOTIS events, such as ALA, NUGM, new releases, and new products. We believe an informed LIB1 is better prepared to integrate the new material at your site.

We hope the Support Coordination calls improve the communication flow. As always, we will be asking for your reactions in the months to come. ■

Conversion Services—Our Recent Successes in Converting Data

Even though summer is normally a time for vacation, Conversion Services has been working hard this summer to successfully complete a number of load programs and to assist some sites in converting their data.

Here is a short outline of the conversions we have been working on:

- Oklahoma State University has successfully completed loading their production database to convert their OCLC and REMARC records. They signed a Customized Work Letter on March 28 and we sent them the first sample of data on May 30.

Oklahoma State accepted the loader on the first sample and we sent them the loader on June 27. The staff at Oklahoma State had no trouble converting approximately 600,000 records and were happy with how their customized loader performed.

- Conversion Services used Quikload+ to deliver a test database to Oklahoma Health Science on June 24. A Customized Work Letter for Oklahoma Health Science's serial records was signed on July 22, and the preprocessed records from BNA arrived at about the same time. The processed serial records, along with a number of records from their Tulsa library, were sent on August 20. They accepted the database as a production file at the same time.
- The University of Kentucky went into production with OPAC on August 28. They received a signed Customized Work Letter on May 20, and we sent them their first sample of data on July 10. Two specification changes were made and we sent the second sample on July 26.

Tari Keller at the University of Kentucky said she was happy with Conversion Services' turn around time, especially because the university was on a tight schedule to load their database. We sent them the customized loader on August 2. David

Block successfully loaded approximately 800,000 bibliographic records.

Two problems were encountered in converting the LS2000 records. On two occasions, the program work space was exceeded. Once because of the number of 059 fields and the second time because the records were extremely long.

The conversion specialist who customized the load program worked closely with David Block to handle these problems. In addition, David needed to overlay records without any 001 fields. With the help of a conversion specialist, David modified the generic overlay programs to handle these records. The University of Kentucky also has the ERIC and MEDLINE databases loaded into MDAS.

- Angelo State University in San Angelo, Texas is loading their database. Conversion Services received their Customized Work Letter on May 29. We sent their first sample on June 20 and sent the load program on August 16. This loader was also accepted on the first sample.
- Columbus College is also in the process of loading their database. We sent them their first sample on June 17 and sent the customized load program on August 11.
- Conversion Services customized LBC30 for the University of Virginia to convert their acquisition data from INNOVACQ into the NOTIS format. INNOVACQ provides the data in a MARC format so the loader, with some customization, could load the records into NOTIS. In his letter of acceptance, John Sleeman wrote that they were able to transfer records from INNOVACQ to NOTIS at a great saving of input time.
- Rob Kairis at Midwestern State University in Wichita Falls, Texas, called to say that they had completed running LD025, the Call Number Batch Linker. Rob said he was happy that they were able to link 175,254 out of 188,640 item records. That's a linkage rate of 93%.

At the present time, Conversion Services is working on the following conversions:

- Utah State University has an ambitious schedule for implementing OPAC into NOTIS. The university was installed at the end of June and needs OPAC to be in

production by the beginning of September.

Utah State contracted with NOTIS for consulting services to help them reach this goal. In July, Ann Greeneth, Account Representative for Conversion Services, spent two days at Utah State for conversion training. The goal behind this extended training was to answer all the questions on the Conversion questionnaire and sign the Customized Work Letter as soon as possible.

NOTIS received a signed Customized Work Letter on August 13 and a conversion specialist went to Utah State on September 4 to help them convert their GEAC records.

- Kentucky State is another Quikload+ data conversion. Conversion Services received the Customized Work Letter on August 7 and sent them their test database at the end of August. The test database includes processing Kentucky's authority records through the authority loader.

Running LBC90/70/10 Loaders with Release 5.0

Conversion Services announced in earlier editions of *NOTISes* that we have ended support for LBC90/70/10 load programs. As we mentioned, our reason for ending support was to maintain the load programs more efficiently.

Ending support does not mean that these load programs cannot be used to load data into NOTIS. LBC90/70/10 can still be used to convert data into the NOTIS MARC format.

The only difference between Release 5.0 and previous releases in regard to the Bibliographic and Holdings records is that the MARC Holdings record replaces the Volume Holdings record. With Release 5.0, if you have incorporated the MARC Holdings record, then after you run LBC90/70/10, you will need to run either the LCA898 or LCA899 conversion programs.

NOTIS Sites Using MDAS Load Programs

The following Load Programs are being used by these NOTIS sites:

Wilson Loader

Auburn
Boston College
City University of New York

CTW Consortium
Indiana State University
Johns Hopkins University
Loyola University of Chicago
SUNY at Buffalo
Syracuse University
Texas A&M University
University of Iowa
University of Michigan
University of Notre Dame
University of Virginia
Vanderbilt University
Wayne State University

MEDLINE Loader

Louisiana State University Medical Center
Loyola University of Chicago
Vanderbilt University
Virginia Commonwealth University
University of Kentucky
University of Michigan

ERIC Loader

Ball State University
Indiana State University
University of Kentucky

Current Contents Loader

CTW Consortium
University of Virginia
Wayne State University

PsycINFO Loader

Johns Hopkins University
University of Pennsylvania

Information Access Co. Loader

Ball State University

ABI Inform Loader

University of Pennsylvania ■

All Customers Will Get Conversion Services' Generic Programs

In previous issues of *NOTISes*, we announced that Conversion Services' Generic Programs will only be sent to customers who request the programs. We are changing this policy. A tape with the generic programs for Release 5.0 will be distributed to all NOTIS customers.

Conversion Services has spent a considerable amount of time enhancing all of the generic programs. We have collected all the bugs that were reported and all the suggested enhancements that users made, and incorporated the fixes and enhancements that were generic enough into the programs.

We have renamed all the programs to reflect these changes. The new names of generic programs and the changes made to them are reported in the April 1991 issue of *NOTISes*, page 6.

At NUGM 1991, Conversion Services will sponsor a Poster Session explaining their products. At the Poster Session a tape with the Conversion Services' generic products and run documentation will be available for all sites. A representative from each site may pick up one tape with documentation. If an individual site does not pick up their tape, it will be shipped after NUGM. ■

We are happy to see the list of 5.0 sites that are in production grow each day. Thanks to all of you for working so hard to get 5.0 up and running!

5.0 Sites in Production

Ball State University
Boston College
Catholic University—Puerto Rico (in September)
CTW Consortium
Fort Hays State University
Indiana State University
Indiana University
Iona College
Iowa State
Michigan State University
Princeton Theological Seminary
Purdue University
Queen's University

Rice University
SUNY—Binghamton
Trinity
University of Iowa
University of Kentucky
University of Michigan
University of Notre Dame (in September)
University of Texas—Arlington
University of Windsor
Vanderbilt University
Washington Research Library Consortium
York University ■

SAS Extracts are Available on NOTISPRO

NOTIS has made SAS extract programs available on NOTISPRO, the filelist of programs submitted by programming and library staffs of NOTIS licensees. For information on how to gain access to these and other NOTISPRO programs, please refer to the NOTISPRO article in the July 1991 *NOTISes* (page 9).

These SAS programs were originally developed for and distributed at NOTIS Data Extraction seminars to explain potential uses of SAS at NOTIS sites. It is NOTIS' desire to make the programs as widely available as possible. File layouts and references to NOTIS tables have not been continuously updated, however, and are not necessarily up to date with the 5.0 release.

The programs are useful as guides or models—"shells"—from which you may begin work, but will require careful examination and local modification before you use them at your installation. Because SAS programs are not covered by Basic Support guidelines, we at NOTIS urge you to be cautious in using SAS programs that modify files, as opposed to those that simply read data to produce reports.

Programs now on NOTISPRO include the following:

LB013SAS.SAS	List Action Codes Journal #6
LB023SAS.SAS	List Action Codes Journal #3
LB365SAS.SAS	Bibliographic File Field Tag Extract
LB366SAS.SAS	Bibliographic File field Tag Frequency
LB369SAS.SAS	Delete Bibliographic/Holdings Records
LB465SAS.SAS	Order File Extract
LB466SAS.SAS	Order File Field Tag Frequency
LB655SAS.SAS	Circulation History File Extract
LB656SAS.SAS	Circulation History File Field Tag Frequency
LB657SAS.SAS	Circulation History File Report
LB675SAS.SAS	Item File Extract
LB676SAS.SAS	Item File Field Tag Frequency
LB677SAS.SAS	Item File Report

We would like to thank Harriet Gorny and Paige Weston at UIC, the NOTISPRO list server, for helping to make these programs available. ■

GTO Release 3.0 Reminder

We'd like to remind all GTO customers that GTO Release 3.0 is designed to be used with CICS 1.7. ■

NOTISearch'
new capabilities
in keyword
searching.

DocalertsDocalertsDoca
lertsDocalertsDocalert
sDocalertsDocalertsDoc

One of the new capabilities in NOTISearch, the new search engine, is that you can search by date and word ranges when you use keyword.

You can search for date ranges or ranges of search terms by using the truncation symbol (?). You cannot use the truncation symbol twice in the same search.

Specify a date field when you search date ranges; otherwise, your search results may be misleading because your search will retrieve all the fields where those numbers occur.

EXAMPLES: k=child.su. and 197?-1990.dt2.
k=star.ti. and 194?-1975.dt1.

You can also search ranges of words. Make sure the first word in the range precedes the second word in the alphabet. Searching for name ranges can result in a more specific search than other types of searches.

For example, if you are looking for a title of a book and you know it's a history book, but you don't know whether the word history or historical is used in the title, you can perform the following search.

EXAMPLE: k=histor?-historical.ti.

University of Michigan Brings Up LMS Release 5.0 and MDAS Release 1.2

In August, the University of Michigan introduced the new version of their integrated information system, MIRLYN. MIRLYN includes LMS Release 5.0 and MDAS 1.2 and provides access to 2.5 million bibliographic records and 4 citation databases. In the same week, MIRLYN celebrated its third birthday. MIRLYN first went into production on August 15, 1988. ■