

NOTISes

*For users of
NOTIS
library
information
systems*

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OCTOBER 1991 • Number 71

Customer Services Proposes a New Bulletin Board Service

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Inspired by the popularity of the NOTIS-L list server on BITNET, NOTIS is carefully considering a new support service in the form of an online bulletin board or forum. The "On-Line Technical Support Survey" included with this issue requests some information from you that will help us decide on the best format and medium for this service.

Please make a copy of the survey (or tear it out if you don't save your issues in pristine form), fill it out, and return it to NOTIS Systems Inc., Documentation Services, 1007 Church Street, Evanston, IL 60201. We urge a prompt response, as we hope to actually have a prototype service in place early next year. Even if you have no interest in this sort of service, we would like to know that, too.

The online support system would not replace any existing printed or machine-readable documentation, but would instead provide a supplement or enhanced access to information. Keyword searching of troubleshooting information and direct downloading of solutions and fixes are among the first features proposed for implementation. Other features of an online support system could include:

- Public message exchange (similar to BITNET)
- Private message exchange (with individuals or named groups)
- File transfer facility (for programs, examples, or "fixes")
- Direct posting of problem reports or questions for NOTIS support
- Online teleconferencing between users and NOTIS staff

Continued on page 3

BULLETIN

Thanks to everyone for a great

NUGM!



New Report Booklet is Available

The Marketing Department has a new brochure available that details all of the currently available reports in the NOTIS system. The report is called *NOTIS Solutions: Reports*.

The brochure provides both descriptions and examples of the reports. Even if you are a veteran user, you might learn from this brochure. To obtain a copy, call or write the Marketing Department.

You can call Charlotte Henderson at (708) 866-0156. Or, you can write to Charlotte's attention at the following address:

NOTIS Systems, Inc.
1007 Church Street, 2nd Floor
Evanston, IL 60201-3622 ■

LMS Version 5.0 Command Charts are Available

The NOTIS Documentation Services Department now has command charts available for Version 5.0 of the LMS software. The chart is an accordion-fold pamphlet that contains a comprehensive list of NOTIS commands along with a brief description of each command. The commands are listed alphabetically, with OPAC commands conveniently displayed separately on the back panel.

We have combined all commands from the *NOTIS User's Guides* and assembled them into one quick reference guide. These command charts are very useful next to NOTIS staff terminals. They also can enhance staff training by providing easy access to NOTIS commands in a convenient fold-out display.

You will receive a complimentary copy of the command chart as part of User Update #30.

We will offer bulk quantities of the chart for sale. Please direct your inquiries about bulk orders to the address below, or call the Documentation Services Department at (708) 866-0199. You can write to the following address:

NOTIS Systems, Inc.,
Documentation Services Department
1007 Church Street, 2nd Floor
Evanston, Illinois 60201-3622 ■

NOTIS

NOTIS[®] 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.

Customer Services Proposes a Bulletin Board Service (continued from page one).



To help clarify the survey questions, a little background information may be helpful. Given the nature of the library community and the equipment and skills available at NOTIS, a customer support bulletin board service (BBS) will probably take one of two forms: a local PC-based system with multiple phone lines, or an online interest group on a commercial data service.

NOTIS will not derive any additional income from the service, no matter what form it takes, but we feel it is appropriate that customers who make use of the service should pay at least part of the cost, while those who do not use it will not be asked to underwrite it.

Two Options for a Customer Support BBS

One option is a PC-based system located at the NOTIS offices in Evanston. Although there may be a possibility that such a system could be reached via USENET or INTERNET at some future date, it would initially be accessible only via voice telephone lines.

Callers would have to pay the applicable long distance charges for each call they make. The PC-based system costs would consist primarily of long distance phone bills and a possible subscription charge. This solution places some limitations on the number of users who could be "online" at the same time, but we would plan to support at least eight simultaneous callers.

The second option is a commercial data network connection. It would offer all the same features as the PC-based solution, but the costs would be handled somewhat differently. Most commercial networks (such as CompuServe, BIX, or Prodigy) will lease time and disk space to companies like NOTIS to allow creation of online customer support services. Chances are that most potential users of such a service are within range of a local number on a suitable telecommunications network (such as Tymnet) so long distance phone bills would not enter into the costs.

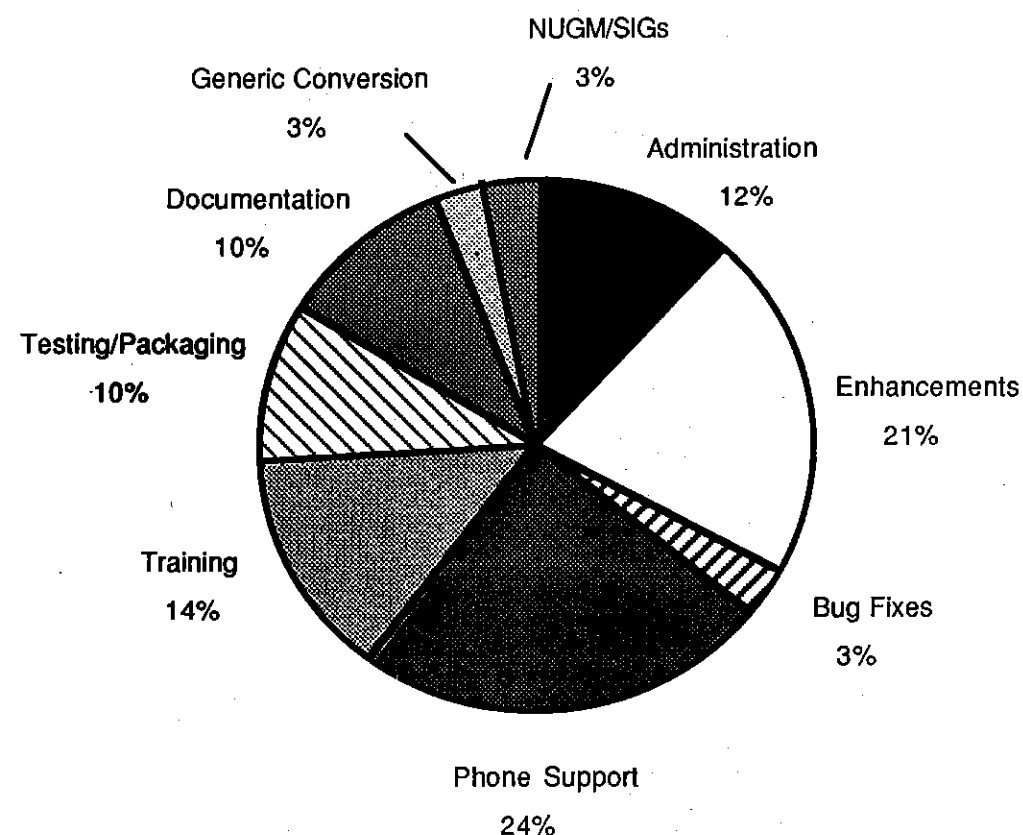
Likewise, NOTIS would have no equipment or extra phone lines to maintain, so there would not be a direct subscription charge payable to us. Users, however, would have to subscribe to the data network's services and pay any applicable hourly connect charges.

At the present time, these charges vary considerably depending on the network involved, but the average falls somewhere in the area of six dollars per hour of connect time for evening and weekend hours, and ten dollars per hour for weekday business hours. (At least one network offers a "flat-rate" subscription that permits unlimited use during evenings and weekends and half-price access during the peak business hours.)

For many of our customers, the hourly network connect charge may be lower than the equivalent long distance charge. The data network allows a much larger number of users to connect to the system simultaneously, and would also include access to support for software and hardware from other vendors at no additional cost.

Regardless of the final decision, the service will be available as an option to all NOTIS customers and will be compatible with any current personal computers and modems, so you will not see questions about your particular brands of hardware or software on the survey. We are very much interested in hearing your opinions about the features and the type of access you would like, so please return your survey promptly. Thank you for your help. ■

How Do We Spend Your Maintenance Dollars?



No maintenance dollars are used for sales and marketing

If you want to read about other improvements in Customer Services, read the article on page 7, Another Milestone for Customer Support and Services.

NOTIS Systems Forms the Professional Services Group

The Customer Services Division has created the Professional Services Group to meet the training, consulting, and project management needs of the NOTIS user community. The Professional Services group is managed by Kathy Cunningham and staffed by Ben Burrows, Dave Dempsey, Nancy Hunn, and Ben Schapiro.

With more than 20 years collective experience with the NOTIS Library Management System, the Professional Services group staff is experienced in all modules and aspects of the Library Management and KeyNOTIS systems.

Motivated to serve the special needs of NOTIS user libraries, the Professional Services group offers the following services:

- Software installation
- Data analysis
- Project orientation
- Systems training
- Customized training
- Orientations for LIB 1
- Production audits
- Customized programming
- System tuning
- Workshops
- System capacity planning
- Project planning & consulting
- Systems Orientation
- Data conversion assistance
- Module implementation
- Basic training and review
- Special seminars
- Orientation for TECH 1
- Technical Seminars
- NOTIS/SAS training
- System configuration design
- Release integration
- New product technical orientation
- System support and troubleshooting training

To obtain more information about the services offered by the Professional Services group or to find out about having a program developed for your library, call (708) 866-4853. ■

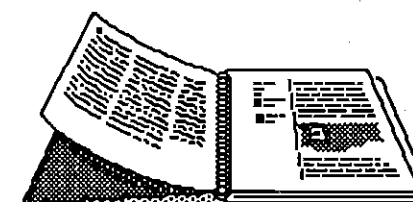
Documentation Sale!

We have the following *NOTIS User's Guides* for 4.6.1 still available:

- *NOTIS User's Guide: Acquisitions and Serials*
- *NOTIS User's Guide: Cataloging and Authorities*

While supplies last, we will offer copies of these manuals for only \$30.00. If you are interested in purchasing these manuals, please call (708) 866-0199.

Also from October 15 through December 15 we will be offering a 20% discount on the purchase of any of our LMS 5.0 or KeyNOTIS 1.1 manuals. ■



Measuring the Quality of Our Publications

Jane Larkin, Manager
Documentation Services

How Do We Evaluate the Quality of NOTIS Documentation?

We have several mechanisms in place for measuring the accuracy and usability of our publications. They include:

- publication review
- customer evaluation forms
- PTS records

The review cycle is our greatest opportunity to put our documentation to the test. Everything we publish is reviewed before we send it to you. We draw our reviewers from different departments within the company depending upon the nature of the material. Generally, staff from Systems Development, Release Integration and Distribution, and Customer Support Services (formerly Technical Support), participate in the review process.

In this way, when we document a new feature, we call upon the NOTIS staffers who designed and wrote the code, those who tested that code, and the staff responsible for ongoing support of the feature to lend their expertise.

When we wrote the chapters on purging bill and fine records for the 5.0 NOTIS User's Guide, the review team consisted of the programmer who wrote the code for this feature, and two librarians who did the alpha testing of bill and fine purge.

During the process, we ask the reviewer to check for accuracy, clarity, and completeness of information. We find out whether or not the instructions flow in logical order, if we have left out a step or a crucial piece of information, or if we need to supply additional graphics or present the information in a different way.

How You Can Help

From time to time, we ask some of you to review for us. We ship documentation for a new release of a product to the beta test sites. For example, our KeyNOTIS beta site offered a number of suggestions to improve the documentation. With LMS Release 5.0.1, the "early release" sites are putting our installation instructions to the test.

Occasionally, we call upon some of you to look

at a new manual or new chapter and give us your reaction. The information that you supply when you review for us is invaluable and has helped shape the contents of some of our manuals.

The review process continues even after we publish a manual. At the back of each of our publications is an evaluation form for you to let us know what you think. We have redesigned the form and included a series of questions that will help us get a general sense of the usability of the manual. We have also included a space for you to give us your specific comments and suggestions.

We appreciate the time you take to fill out the evaluation. Many of the improvements to the second edition of the GTO manual were a direct result of your remarks on the evaluation form.

PTS (Problem Tracking System) plays an important role in documentation evaluation. When you call our phone support staff to report a problem with any of our manuals, a PTS record is opened to the attention of Documentation Services. We look at PTS on a regular basis to monitor the open records so we can respond as quickly as possible.

The Next Step

After we have received information from you on an evaluation form or through PTS, what do we do next? As a first step we assign a priority to each suggestion. Then, we research the reported problem and test the corrected information. Once we have confirmed the accuracy of the "fix," we publish the correction in the Docalerts column in NOTISes.

The changes described in the Docalerts column are then incorporated into a new edition of the manual. A number of your suggestions were incorporated in this way when we published the 5.0 user's guides.

Improving the quality of our publications is an ongoing process. The formal mechanisms we have in place support our commitment to accuracy and usability of our manuals. But there is no need to stand on ceremony. You can always pick up the phone and give me a call. I'm always interested in hearing your ideas and suggestions about documentation. My number is (708) 866-0146. ■

Publication Schedule for LMS Release 5.0.1 Documentation

Along with your Release 5.0.1 tape, you will find complete installation instructions along with a supplement to the *Technical Reference Manual* for NOTISearch, our new search engine. We will be shipping additional 5.0.1 documentation to you in the form of updates. Expect the user and technical updates to arrive in late November. The changes to documentation as a result of Release 5.0.1 are minimal since the focus of this release is improved software performance. ■

Another Milestone for Customer Support and Services

We are pleased to announce another milestone in our plan to enhance your satisfaction with NOTIS Customer Services. We realigned the talent in our technical support and user services departments. We did this to test how much more effective we could be if we focused each group on a specific set of services.

Customer Support Services is led by Carole Norris. Their priorities are to manage customer's problems, coordinate customer support, and provide real time support.

Real time support means that a technical expert is the first person you talk to when you call with a problem or question. We expect real time support to make us more effective in dealing with your questions so you will get your questions answered much more quickly.

Professional Services is led by Kathy Cunningham. Their priorities are to train customers, consult, and train NOTIS staff so that our staff can provide you with better service.

Both groups include systems engineers and librarians working together as a team to improve our service to you. ■

If you want more information on the changes in Professional Services, read the article on page 5, NOTIS Systems Forms the Professional Services Group.

*Here's the place
to look if you
want to know
which manual
contains what
information.*

NOTIS Documentation Services Publications

NOTIS publishes a comprehensive set of manuals to support each of its software products. For each product, NOTIS provides manuals that describe the software's features and help you to get the most out of that software.

The manuals also contain the technical information that you need to handle the periodic maintenance of your system and to keep your library operating efficiently. A description of each NOTIS publication is given below.

NOTIS User's Guides provide step-by-step instructions for performing daily library tasks using NOTIS software. The user guides describe each feature of NOTIS in detail. They serve as an excellent reference for you as you use the software on a daily basis. Each guide focuses on a different area of the library: Acquisitions and Serials, Circulation, Online Public Catalog, and Cataloging and Authorities.


- **Acquisitions and Serials** is written for your library's acquisitions and accounting staff. It covers how to order, pay for, and record the receipt of materials using NOTIS. It also describes cancelling an order and corresponding with the vendor. Fund accounting, including creating and updating fund records and closing out the financial period, is covered in detail. Special procedures for serials acquisitions are also described.
- **Circulation** explains charging, renewing, and discharging library materials. Instructions for placing holds and recalls, creating patron and item records, maintaining items on course reserve, and collecting fines are also discussed. The manual also describes how to maintain patron and bill and fine information. It even explains producing reports on circulation statistics and printing date due slips, receipts, bills, and notices.
- **Online Public Catalog** is designed for your library's public services staff who use and instruct patrons on how to use the online public catalog. Methods for devising author, title, subject, and keyword searches are covered along with instructions for displaying search results.
- **Cataloging and Authorities** is written for the technical services staff. The manual describes in detail using the merged heading index and creating bibliographic, authority, holdings, and item records. It also explains how to maintain your database by checking for the consistent

use of headings and by updating and deleting bibliographic, item, and authority records. It even specifies how to process printing catalog cards and spine labels.

- **NOTIS Library Implementation Manual: Planning for Implementation** is designed for systems librarians or administrators to assist them in installing, configuring, and implementing the NOTIS software. The manual details the decisions that the staff needs to make before implementing each NOTIS module. It also covers defining the library's institution groups and work units and the NOTIS security features.
- **NOTIS Library Implementation Manual: The System Control File** describes translating the decisions made during the planning stages into library policy and then entering that policy into the system control file. This manual discusses the security features in detail as well as the currency conversion features of fund accounting in NOTIS. In addition, this manual covers how to install and configure GTO.
- **KeyNOTIS System Administrator's Guide** is written for library managers who must install and implement KeyNOTIS at their library. It describes the available options and the preset configurations of the system. It provides module-by-module guidance for activating KeyNOTIS and furnishes a record of your decisions for future reference.
- **NOTIS Technical Manuals** provide your library's technical staff with the information that is necessary to keep the NOTIS software and your library running smoothly and efficiently. It also allows you to customize the system with those important features that are part of your library's daily routine.
- **NOTIS Technical Reference Manual** is a comprehensive resource for anyone on your technical staff that is responsible for maintaining the NOTIS software. It provides information such as job documentation for each module and brief descriptions of the NOTIS programs. The manual also includes a run schedule and general information on libraries, jobs, and assembly.
- **NOTIS Abend Codes and Error Messages Manual** provides you with an alphabetical listing of the abend codes and error messages that may appear when you are running NOTIS software. It indicates the program causing the abend or error along with the job, if applicable, and the possible cause of the problem to help you when trouble occurs.


- NOTIS Internals Reference Manual** is an additional technical resource for those library programmers who need detailed information on the internal configurations of the software. Topics include technical information on the programs and files, installation options, NOTIS data record layouts, and customizing the MARC tag table.

- KeyNOTIS Console Operator's Guide** supplies the technical background that the system operator needs to manage KeyNOTIS. It covers the daily console operations, monitoring the database and online system, submitting and monitoring batch jobs, performing file backup and recovery operations, maintaining the equipment, and various troubleshooting techniques.

 Complete software documentation is available for additional modules, such as GTO and MDAS. These modules, which you can purchase to use with the NOTIS Library Management System, provide additional features for your library.

- GTO Technical and User Documentation** describes the GTO module, which allows you to transfer bibliographic and authority records from a bibliographic utility to the NOTIS database. It contains the step-by-step daily operation information as well as the technical information that you need for maintaining and operating the system.

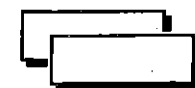
- MDAS Technical and User Documentation** explains MDAS, which lets you search and display the information from locally mounted external databases via the NOTIS online public catalog (OPAC) interface. This manual also provides the necessary technical background to keep your library running smoothly after you've installed MDAS.

 Additional documentation publications exist to enhance your knowledge of NOTIS software. These publications provide an added level of information about the software you have purchased and its future.

- NOTISes** is a monthly publication for NOTIS users that serves as a valuable, timely, and helpful source of information about NOTIS products and services. It has articles on new products, current and future releases, technical troubleshooting, industry trends, and documentation corrections and additions. We welcome user contributions.

- NOTIS Command Chart** is a handy reference card that lists all of the NOTIS commands and gives a brief description of each one. It's great for novice and experienced users. It provides just enough information to jog your memory so that you do not have to open a manual or sift through numerous pages to find a command. ■

NOTIS Documentation Order Form



Library Management System (LMS) User Documentation

- Set of LMS User Documentation (\$240) includes the following:
 - NOTIS User's Guide: Cataloging and Authorities
 - NOTIS User's Guide: Circulation
 - NOTIS User's Guide: Acquisitions and Serials
 - NOTIS User's Guide: OPAC
- Update Subscription for LMS User Documentation (\$100)



Individual LMS User Manuals

- NOTIS User's Guide: Cataloging and Authorities (\$60)
- NOTIS User's Guide: Circulation (\$60)
- NOTIS User's Guide: Acquisitions and Serials (\$60)
- NOTIS User's Guide: OPAC (\$60)



LMS Implementation Manuals

- NOTIS Library Implementation Manual: Planning for Implementation (\$50)
- NOTIS Library Implementation Manual: The System Control File (\$75)



Multiple Database Access System (MDAS)

- MDAS User and Technical Documentation (\$100)
- Update Subscription for MDAS Documentation (\$25)



Generic Transfer and Overlay System (GTO)

- GTO User and Technical Documentation (\$50)
- Update Subscription for GTO Documentation (\$25)



Library Management System (LMS) Technical Documentation

- Set of LMS Technical Documentation (\$150) includes the following:
 - NOTIS Technical Reference Manual
 - NOTIS Abend Codes and Error Messages Manual
 - NOTIS Internals Reference Manual
- Update Subscription for LMS Technical Documentation (\$80)



Individual LMS Technical Manuals

- NOTIS Technical Reference Manual (\$75)
- NOTIS Abend Codes and Error Messages Manual (\$25)
- NOTIS Internals Reference Manual (\$50)
- NOTIS Troubleshooting Guide (\$75)



Additional Publications

- NOTISes —one year subscription (\$65)
- NOTISes —two year subscription (\$115)
- NOTIS Command Chart
- Customer Directory (\$25)
- KeyNOTIS System Administrator's Guide (\$60)
- KeyNOTIS Console Operator's Guide (\$60)

----- Ship To -----

Name _____

Institution _____

Address _____

City/State/Zip _____

All shipments are UPS or first class mail. Please indicate if billing address differs from shipping address. ■

DocalertsDocalertsDoca
 lertsDocalertsDocalert
 sDocalertsDocalertsDoc

MDAS Technical and User Documentation: Appendix II, page 13.
 In the MDAS job MIF310JC, we added a DELETE step before the step
 MIF31010 to delete the extract heading data set that was previously
 created. ■

We are Using a Lockbox for Remitting Invoices

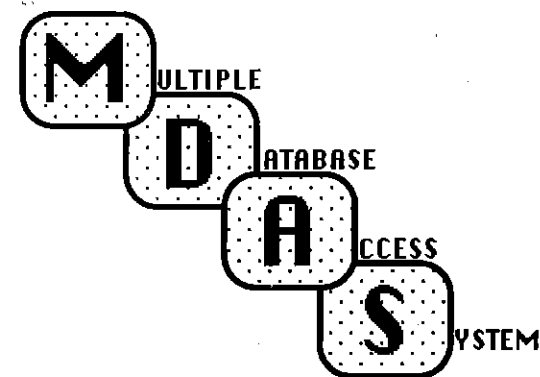
Please remit all
 payments to this address:
 NOTIS Systems, Inc.
 P.O. Box 3083
 Evanston, Illinois
 60204-3083

On September 16, NOTIS implemented a lockbox for all invoice remit-
 tances. 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. ■

Conversion Services at NOTIS Systems Presents:

The



Loaders

ABI Inform Loader

Compendex Plus Loader

Current Contents Loader

Clinical Medicine
 Life Sciences
 Engineering, Technology
 and Applied Science
 Agriculture, Biology, and
 Environmental Sciences
 Physical, Chemical, and
 Earth Sciences
 Social and Behavioral
 Sciences
 Arts and Humanities

ERIC (RIE/CJIE) Loader

IAC Loader

Academic Index
 Computer Database
 Health Index
 Legal Resource Index
 National Newspaper
 Index
 Trade and Industry
 Index

MEDLINE Loader

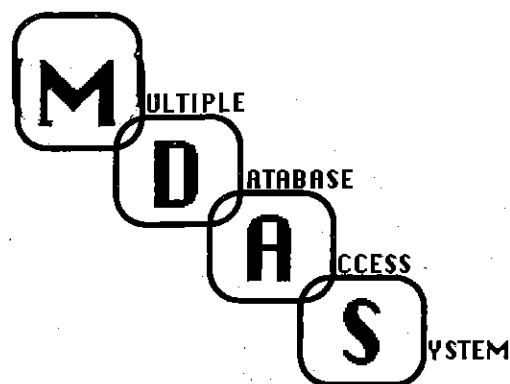
PsycINFO Loader

Conversion Services is offering
 10% off the purchase price of any
 MDAS Loader ordered before
 December 15, 1991.

Wilson Loader

ART -- Art Index
 ASI -- Applied Science and
 Technology
 BAI -- Biological and
 Agricultural
 BPI -- Business Periodicals
 EDI -- Education Index
 GSI -- General Science
 HUM -- Humanities
 ILP -- Index to Legal
 Periodicals
 RGA -- Readers Guide
 Abstracts
 SSI -- Social Sciences Index

Questions?
 Requests for Purchase?
 Contact Bill Easton,
 Manager of Conversion Services
 at (708) 866-0159



MDAS Loader Order Form

(Please photocopy this form as needed)

Please send the following MDAS Loaders with the appropriate documentation:

- | | |
|-----------------------------|---------------------|
| ____ABI Inform Loader | ____IAC Loader |
| ____Compendex Plus Loader | ____MEDLINE Loader |
| ____Current Contents Loader | ____PsycINFO Loader |
| ____ERIC (RIE/CIJE) Loader | ____Wilson Loader |

Ship to:

NAME _____
INSTITUTION _____
ADDRESS _____
CITY/STATE/ZIP _____

Mail To:

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

On-Line Technical Support Survey:

NOTIS is giving serious consideration to the idea of providing technical support (including but not necessarily limited to direct download for troubleshooting solutions and fixes) by means of a dialup modem connection. There are a number of ways in which this could be implemented. Printed technical documentation *would continue to be available*, though the format of this documentation would probably be affected by the existence of any online service.

The following questions will help us decide how we can best serve our customers. Please respond by checking off the appropriate boxes.

Background Data

Please indicate your official connection to a NOTIS installation (choose the one best answer):

- Lib 1 or Lib 2
- Tech 1 or Tech 2
- Administrator (other than above)
- Professional librarian (other than above)
- Technical programming/system support (other than above)
- Other or unaffiliated

Connectivity

Please indicate data connections to which you now have access (choose all that are applicable):

- BITNET
- INTERNET
- USENET
- Voice line dial connection (asynchronous) using 1200/2400 bps modem
- Voice line dial connection (asynchronous) using 4800/9600 bps modem
- CompuServe® network
- Prodigy® network
- BIX® network

Hours of Availability

Please indicate the time periods during which you could make use of an online technical support system if it were available (choose more than one if applicable):

- Weekdays (M-F) between 8 AM and 6 PM local time
- Weekdays (M-F) between 6 AM and 8 AM local time
- Weekdays (M-F) between 6 PM and 8 PM local time
- Weekends and/or late night (8 PM-6 AM) hours
- Cannot use modem or data network at all

Please indicate the time periods during which you would *prefer* to have access to an online technical support system (choose only one):

- Weekdays (M-F) between 8 AM and 6 PM local time
- Weekdays (M-F) between 6 AM and 8 AM local time
- Weekdays (M-F) between 6 PM and 8 PM local time
- Weekends and/or late night (8 PM-6 AM) hours
- Do not wish to use modem or data network at all

(Please reply to additional questions on back of this page...)

Cost of Services

The cost of providing the service may exceed what could be paid for by current support fees. The next two questions apply only to cost recovery, and would not represent "profits" for NOTIS Systems. In particular, if some customers are eager to make use of an online service, while others do not wish to use it or cannot do so, it seems fair that costs should be born by those who actually benefit from the service.

Typically, you could expect to pay a fee based on the length of time you were actually connected to a data service. Such charges vary depending on the time of day and day of the week, and are usually much lower during late night hours or weekends. Indicate which of the following you would be willing to pay in order to use this service (choose more than one if acceptable, but *only one would actually apply*):

- Long distance phone costs to Evanston (NOTIS offices)
- Data network hourly access charge (~\$5-10/hr. of use)
- Flat rate data network subscription (~\$25/mo. but limited to off-peak hours)
- Not able/willing to pay any time-based connection fees

There may be subscription costs for this service other than any actual line/connect charges. Please indicate which of the following you would be willing to pay in order to use this service (choose more than one if acceptable, but *only one would actually apply*):

- Subscription fee for the service (~\$10-15/mo. independent of any other support or documentation charges)
- Included as part of NOTIS Technical Documentation Update (\$80 for six issues, including printed documentation as well as online service)
- No subscription charges (beyond NOTIS annual basic support fee) acceptable

Possible Features

Please indicate the features you would like to use in an online technical support system if they were available (choose all that apply):

- public message service (similar to BITNET NOTIS-L)
- closed message service (limited to, say, Tech 1 and 2 or Lib 1 and 2)
- private mail service (to specific individual or list of individuals)
- transfer of machine-readable files (such as source code or object files)
- online teleconferencing (live, multi-user conversation via terminals or PCs)
- direct posting of problem reports/questions for NOTIS technical support
- direct downloading for system fixes or upgrades (if file size permits)
- access to technical support for other PC or mainframe software products
- other (please specify): _____

Please feel free to make any additional comments below. Thanks for your assistance.

TAKE NOTICE:

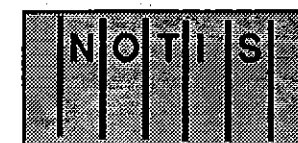
The complete 7-volume set of NOTIS 5.0 Training Manuals are yours for only \$210.00 without binders, or \$280.00 with binders.

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