NOTISes

For users of NOTIS library information systems

MARCH 1992 • Number 76

News Flash: New Serials Control in 5.1!

Two new features added to Serials Control

Serials librarians will be pleased to hear that NOTIS will incorporate two requested features into the new serials control module, which is included in the NOTIS Library Management System Release 5.1 and KeyNOTIS Release 1.2.

1. When you establish a caption/pattern record for a copy statement, a four letter label (to be defined) will appear in the copy statement to indicate this fact—just as "MHLD" and "ITEM" appear now to indicate linked holdings and item records.
2. We will provide a procedure to cancel receipts that will reset the prediction algorithm and the receipt history appropriately. This feature has not yet been sent to the beta sites. We will have more details available by ALA Annual in San Francisco. ■

Team NOTIS Represents Customers

We have the winners! In November *NOTISes*, Leigh Williams, former chair of the VSE SIG, solicited volunteers to participate in Team NOTIS. She asked interested Tech1's to submit a letter outlining their experience and stating why they would like to be part of this exciting new endeavor to improve NOTIS' communication.

Our goal is to improve the quality of service by making communication with Tech1's more open and direct, while encouraging an exchange of ideas between customers and NOTIS. Team NOTIS *Continued on page 3*

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Last Customer Support photos are on pages 5–7

NOTIS NEWS

Support Update: NOTIS Listens

This update is to inform you that NOTIS is listening to your feedback and is extending telephone support for Release 4.6.1 until August 2, 1992.

This date coincides with the termination of our contract with BRS, when NOTIS customers must have installed NOTISearch as their keyword search engine. We know that many of you are working hard to move to the current release, and we want to continue supporting you in your efforts.

We thank you for your feedback; it has provided us with the information we required to extend our support deadline. ■

NOTIS Users Enthusiastic about ProPAC

NOTIS users made very favorable comments about ProPAC, the graphical user interface client prototype that we demonstrated in the NOTIS booth at the 1992 ALA Midwinter.

Several people who visited the booth asked for literature and a demonstration diskette.

We will have informational materials available in the next few months. Please watch *NOTISes* for an announcement.

In the meantime, if you are interested in more details about ProPAC, please contact your NOTIS Marketing Representative. If you do not know who that is, call NOTIS Marketing and Sales at (708) 866-0156. ■

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.

A Reminder about Volume Holdings and MARC Holdings

As you know, with LMS Release 5.0, NOTIS implemented the MARC holdings format to replace the volume holdings format. While Release 5.0.2 supports records in either format, LMS Release 5.1 will only support MARC holdings. Because of this impending change, we encourage sites who have not yet converted their volume holdings to MARC holdings to do so as soon as possible.

Sites may use either LCA898JC or LCA899JC to convert volume holdings, with LCA899JC designated for use with specially formatted volume holdings records. Since these jobs and their associated programs will not be included in Release 5.1, conversion will need to occur prior to upgrading to that release.

Consult *NOTISes/56*, the *Technical Reference Manual*, or information supplied with your Release 5.0 upgrade instructions for more information. ■

LMS Release 5.1 Performance Testing

NOTIS has asked the 5.1 beta test sites to complete the following tasks:

1. Capture NOTIS 5.0.2 usage statistics—CPU utilization, memory use, I/O counts—for an average week in February.
2. Install NOTIS 5.1 in production without locations being activated in the public catalog. Capture the same usage statistics for the second week of the production test.
3. Implement one or more location-based catalogs in the production OPAC. Be as close to "full production mode" as possible. Capture the same usage statistics for the second week of the location production test. ■

Team NOTIS (continued from page 1)

is a part of the process in achieving our goal. This process is one that the MVS/VSE SIG chairs have helped realize. The committee will work with the SIGs and NOTIS.

Team NOTIS is not designed to diminish the SIGs' responsibilities, nor is it designed to burden the SIGs unnecessarily with new duties. The committee's charge is to act as a link between customers and NOTIS and to help make some tough decisions about how products and services are developed.

We would like to thank all of you who volunteered. We were happy with the response and appreciate your interest in our venture. The selection was not easy, but we could pick only four people from those who applied. The Team NOTIS committee is comprised of the following individuals:

Tim Prettyman—University of Michigan
Mike Seadle—Cornell University
Alan Alexander-Manifold—Purdue Univ.
Paul Asay—Indiana State University

These Tech1's represent years of experience with NOTIS and a knowledge base that encompasses the latest releases of LMS, MDAS, and GTO, as well as MVS and VSE, CICS, VSAM, and SAS.

We held our first "team raising" in February. The meeting's agenda was to define the role and responsibilities of the committee, determine how it can best represent users, and ascertain the most effective way to work as a team with NOTIS and MVS/VSE SIGs. Look for notes from that meeting in future issues of *NOTISes*.

We look forward to the committee's ideas, teamwork, problem resolution, and suggestions for future development to help us build a solid foundation from which Team NOTIS can work to strengthen communication and service to our customers. ■

Update on NOTISrv

We have finished the beta test for the Bulletin Board Service

We have finished the beta test and will soon offer access to our new bulletin board service, NOTISrv, to all Lib1's and Tech1's.

Initially, NOTISrv will contain problem reports from our Problem Tracking System, code solutions, DocAlerts, and tips from the Support Solutions column in *NOTISes*. The information in NOTISrv is organized by product in a directory structure so it's easy to use. You can search for information online or you can download files and build your own database.

In addition, there is a mailbox for reporting problems and issues to Customer Services.

To activate a NOTISrv account, you will be asked to complete an online application form the first time you log in. (Complete instructions for dialing in and using NOTISrv will be sent to all Lib1's and Tech1's.)

Once you have filled out the form, a copy will automatically be sent to the bulletin board administrator, who will verify the information and call you to let you know your account is valid.

We strongly encourage you to dial in to NOTISrv regularly. The service will be offered at no extra charge for one year. NOTISrv is part of our ongoing effort to provide information and product support to you quickly and efficiently. ■

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XChange Application Form

Please provide the following information to help us activate your
NOTISrv account registration. Your account will be set up
within five business days of your request for access. A confirmation
will be sent to you by mail. If you have questions, please call us at
(708)866-1100 during normal business hours. Thank you.
-----------------------------------------------------------------
After you fill out this form, you will enter the NOTISrv system.If
you wish, you can look around briefly. Most menus are inactive,but
you can use the Help menu. Choose Quit to sign off.
-----------------------------------------------------------------
Your name:
Desired login account ID:
Password (can be changed later):
Institution name:
Address1:
Address2:
City:
State/Province:
Country:
Zip/Postal code:
Voice telephone number:
Please Complete Questions
```

Online Application Form in NOTISrv

New Self-Paced Study Guides in the Queue

Since the beginning of the year, the Documentation Services Department has undertaken the task of revamping the NOTIS training materials. We have started creating new self-paced study guides for each of the modules in the system.

These study guides are designed for independent learning. They let you progress at your own pace while you learn how to use the various NOTIS features. These guides explain the functions that exist in NOTIS and provide a check list of the steps involved in a procedure. In addition, these study guides also contain exercises so that you can familiarize yourself with the features by going through them step by step.

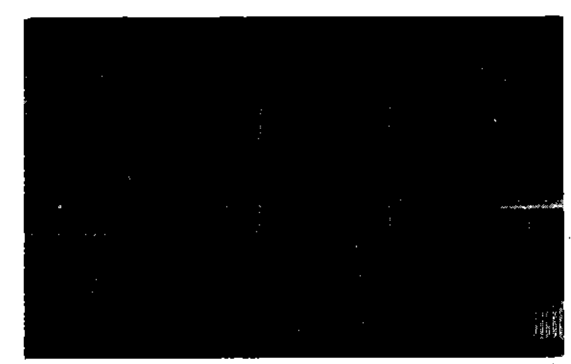
The self-paced study guides are great for anyone who wants to learn more about the NOTIS library management system. After completing the self-paced study guide for a module, you will have acquired a thorough understanding of the features of that module and be confident and able to use that area of the system proficiently.

Presently, we are looking for reviewers who would be interested in reviewing the self-paced study guides when draft copies are completed. If you are interested in reviewing one or more of the new self-paced study guides when a draft copy is available, please contact Mary Urhausen at (708) 866-4855.

The Support Behind the Scenes in Customer Support Services

This is the final article to introduce the individuals who represent Customer Support Services. Our focus this time is on the members of the department who support all three teams of Customer Support Services, and NOTIS Direct, which is the heart of the department.

We installed NOTIS Direct, formerly the Automated Attendant, in October. NOTIS Direct's responsibility is to direct a customer's call to the appropriate module specialist on phone support and take you directly to that specialist. Remember when you used to call in and more often than not, your call would go to voice mail? Now when you call, you are put directly through to a specialist, although you do have the option of waiting on hold or leaving a message. If you do happen to be put on hold, our average response time is only 10 seconds.



NOTIS Direct hard at work

NOTIS Direct supplies management reports and statistics that help determine phone staffing requirements, product quality and reliability, and documentation concerns. It produces daily reports as well as weekly summaries.

To help with this [illegible], it is imperative that customers answer NOTIS Direct's questions when they call.

As Customer Support Services analyzes these reports, we look at work load distribution so we can identify our peak work time and add required staff.

When customers do not take full advantage of NOTIS Direct's features and press 0, NOTIS Direct cannot provide statistical analysis of customer issues. Calls that do not go through NOTIS Direct's questions are not included in reports. We rely upon these reports to provide customers with the best phone assistance possible and to separate out issues in which NOTIS can be proactive.

Real time events are monitored and displayed by NOTIS Direct. Thresholds have been set so that when action needs to be taken in a particular area, NOTIS Direct's screen turns red. This enables the Customer Support staff to identify at a glance where they need to extend resources at any given moment.

Who Manages Customer Support Services?

Carole Norris is the Customer Support Services Manager. You may recognize her because she came to NOTIS more than three and one-half years ago as manager of the User Services Group.

Carole strives to build team work internally and with customers. By listening to customers and implementing procedures, she strives to make Customer Support Services more responsive to its customers.

After receiving her B.A. in English at Temple University, she obtained her M.S. in Library and Information Science at Drexel University. She has also done graduate course work in management and supervision at Villanova University.

Carole's previous position at BRS as manager of Training and Regional Marketing prepared her for both of the positions she held at NOTIS.

Little did we know when we welcomed Carole to Chicago more than three years ago, that she would become a Chicago zealot after a lifetime of being a Philadelphian! Carole can often be found on the tennis courts or ski slopes honing her skills. When she can get away, she loves to travel. In September, she had the opportunity to visit Scandinavia. She even toured Hamlet's Castle.

Carole Norris, Customer Support Services Manager

The Administrator—Making Sure It's a Smooth Operation

Cheryl Wallace is the Support Center Administrator. Cheryl concentrates her efforts on insuring the real time support center is running smoothly. She gathers NOTIS Direct's statistics and reports, makes sure team work stations have the tools required to do the job, logs incoming fax and Bitnet requests from customers, and monitors PTS to make sure records are updated and that they get a status report.

Prior to coming to NOTIS, Cheryl worked in the phone center of a marketing research firm in Evanston. She joined NOTIS in 1989 as a secretary for Conversion Services and System Development. She was the customer service representative for two years before accepting her current position. Cheryl has an extensive background in business and customer service.

Cheryl is concerned about the quality of education. She is an elected council member serving her second term as president of a local school council in the Chicago public school system.

Cheryl keeps busy helping people in need, primarily children. What little free time Cheryl has is filled with her interests in singing, dancing, and reading.

Cheryl Wallace , Support Center Administrator

We hope our introduction to the Customer Support Services staff has made the people with whom you speak when calling NOTIS a part of your team. These people draw upon a diversity of experience with software and systems, which improves the quality of service that NOTIS can provide to its customers. Working as teams, sharing knowledge and backgrounds, provides better solutions more efficiently.

The next time you need to call (708) 866-1100, FAX (708) 866-4908, or Internet NOTIS@NUACC.ACNS.NWU.EDU, you know there are specialists working with you to locate your answer. NOTIS and its customers working together make an unbeatable team. ■

Customer Support Services Responds to Satisfaction Survey

The Customer Satisfaction Survey results are in, and in the next several issues of *NOTISes* we are going to focus on how each of NOTIS' departments plan to address your comments. This issue focuses on the Customer Support Services group, which is primarily responsible for phone support.

Carole Norris, Customer Support Services Manager, has thoroughly reviewed all of your suggestions for how her department can improve their service to you. She firmly believes that the first step in addressing your concerns is to concentrate on the issues that are most important to you.

Carole zeroed in on the most important issues by looking at the top 10 gaps in the survey. These gaps represent the areas where your expectations of service and the actual service you receive differ. Within this list of gaps, Carole found three key areas her group needs to focus on immediately:

1. Expertise
2. Resolve Time
3. Status of Problems

Carole has appointed three task forces to work on these key areas. Each team's goal is to reach the point where your expectations of service and the actual service you are provided are identical.

Three chief systems engineers are leading the task forces. Chris Cegelis is in charge of the group working on expertise; Jerry Specht is heading up the team to improve resolve time; and Bill Drewett is leading the team to investigate status.

Expertise

Carole said that Customer Support Services initially needs to determine what you mean when you ask for expertise. Does it mean expertise in all of NOTIS' products, expertise in library issues, or expertise in technical skills?

Once the training areas are identified, Carole is responding to your need for expertise by developing two training programs; one as a formal training program, and the other as an informal, or brown bag, training program, where key technical people share their knowledge. For example, Customer Support Services would schedule an informal training class before a new product gets released and have an expert teach them about the functionality and capabilities of the new release. Both training programs will likely involve training Customer Support Services staff in areas such as, functionality, customer feedback, professionalism on the phone, and response time.

Goals of the Expertise Task Force

Chris Cegelis, who heads up the expertise task force, said one of her group's goals is to help Customer Support Services staff become more familiar with new products both technically and functionally prior to their release. She said Customer Support Services needs to start to look ahead to what new products are being developed, which requires strong communication systems. As products are developed, more communication between Customer Support Services and Systems Development will help Customer Support Services to identify formal training needs. This type of communication between the two departments has already been put in place.

Chris also said the department needs continuing education in modules and needs to become more closely familiar with how customer sites use the NOTIS system. She said we need to understand how customers are customizing NOTIS by getting feedback from SIGs, Team NOTIS, and inhouse librarians who have been at the customer sites. A part of this continuing education effort includes Customer Support Services holding informal training programs among themselves to share each other's expertise in a particular module.

Another important aspect of expertise is Customer Support Services' skills and experience in troubleshooting problems. Chris said the department must identify courses to help perfect its troubleshooting skills so that staff can more quickly resolve issues, get the correct information to customers, and get it to them quickly.

Chris said Customer Support Services needs the expertise to get to the root of the problem; to figure out what diagnostic and problem solving skills are appropriate to the question at hand.

Chris said sometimes it takes too long to solve problems because the support staff hasn't gathered the right information up front.

Resolve Time

Customer Support Services will be examining the following areas: (1) how long it takes to resolve customer's issues; (2) what factors are involved; and (3) what inhouse barriers exist to resolving issues efficiently.

Resolving customer's issues promptly is a company-wide concern; everyone gets involved at some point. Customer Support Services will attempt to identify and eliminate any barriers that keep them from resolving your questions in a timely manner.

Goals of the Resolve Task Force

Jerry Specht's group is focusing on the following actions to improve resolve time:

- Increase the percentage of problems that are resolved immediately by increasing the percentage of time that a specialist for each module is available in the phone support center.
- Pass problems immediately to the appropriate team.
- Increase teamwork by getting help from teammates and regularly discussing all open problems with your team.
- Increase expertise.
- Implement a procedure to notify Customer Support Services when a problem has been fixed in an upcoming release, so those who worked on the problem are notified and can inform the customers.

Carole said our key to success in resolving your problems is to improve our first call effectiveness ratio. We also need to focus on our internal tools, such as our Problem Tracking System. We need to decide what areas need to be enhanced to provide you with a better base to resolve customer issues.

Customer Support Services has already taken an important step to resolve your problems more quickly by establishing the Customer Phone Support Center. Our key to success in resolving your problems is to answer your questions on the first call and that is our goal. You can help us in this goal by using the automated attendant, "NOTIS Direct."

Status of Problems

In the satisfaction survey, you said we need to give you a current status report of any problems you have reported to us. For example, if we are planning to resolve a problem in a future release, we need to let you know as soon as possible.

You have told us how crucial it is for us to become more proactive; get information to you before you have to call us. A proactive approach on our part saves everyone time and effort.

Goals of the Status Task Force

Bill Drewett's team is working on the status issue. His team's focus is on identifying the real barriers to status, one of which is most likely communication. Bill wants to ensure that the department does not address only a small part of the problem but rather addresses the problem as a whole.

Bill said some of his concerns are using the telephone, Bitnet, and the fax machine most effectively. His team is considering internal standards to improve how Customer Support Services gets information to you. The team also would like to investigate how automation can improve our effectiveness in communicating to you. "NOTIS Direct" is an example of the type of automation that Customer Support Services has put in place to improve how we communicate with you.

"We are working to communicate better both internally and externally. Our goal is to let customers know quickly and accurately the status of problems reported to NOTIS, and to keep customers well informed of those difficult problems that take some time to resolve," Bill said.

By the time this issue of *NOTISes* reaches you, Customer Support Services already will have made progress on the expertise, resolve time, and status issues. Carole believes that the three issues are interrelated, and that if we are successful in solving even one of these issues, then it will be a big step toward our solving the ones remaining.

By the end of the first quarter, you will see changes in all of these areas. Of course, all of these and other issues that concern you, also involve many parts of NOTIS. We in Customer Services are committed to taking the time and making the effort to produce significant improvement in those areas that you told us are of the greatest concern to you. ■

An Update on 5.0.2

When Will 5.0.2 Be Shipped?

LMS Release 5.0.2 includes the following modification to the OPAC: When you move to an index screen from a guide screen, a message appears alerting you whenever the first heading on that index screen also exists on the previous index screen. The initial 5.0.2 coding caused that message to disappear when you moved forward or backward in the index.

At the suggestion of the OPAC Special Interest Group, we have taken the messaging one step further so that, as you move backward through the index, the message will continue to display until you reach the screen with the first occurrence of the heading. We want to thank Carol Caro and the members of the OPAC SIG for their assistance and partnership in making this feature better for all of our sites. We and the OPAC SIG believe that the benefits of this additional functionality justify a short delay in the general distribution of Release 5.0.2. Release 5.0.2 is in early release at seven sites and is expected to ship to all customers in late March.

What Is Included in Release 5.0.2?

- revised index screen message
- normalized punctuation in OPAC author, title, and subject searching
- reduced number of LCRFILE I/O's required to display bibliographic records
- suppressed index display for OPAC keyword, author, title, and subject searches that result in a single bibliographic record
- improved sort order for MHI
- published fixes in the Support Solutions column from *NOTISes/74* to present

In addition, single dashes no longer "explode" into double dashes. OPAC subject searching now requires that the search string contain double dashes between subdivisions.

How Do We Move to Release 5.0.2?

As with Release 5.0.1, Release 5.0.2 will feature a full set of LMS (including NOTISearch) and MDAS libraries. Sites currently in production with Release 5.0 will need to upgrade to Release 5.0.1 before upgrading to Release 5.0.2. ■

What Is Zero Level MDAS?

Zero Level MDAS is a new product we are offering to our customers who want the control features of MDAS in their OPAC without locally mounting external databases.

Zero Level MDAS provides you with the following features.

Full Search Stack

You will have the same search capabilities that are available in MDAS. Zero Level MDAS allows you to review a list of your last 10 searches. You can modify any search on the list and re-execute it.

Mark, Print, and Download

The mark command is available in the footer of the bibliographic record display, holdings display, and index screens. This command enables you to mark specific records, indexes, or guide screens for printing and downloading. The **mark** command is part of the MDAS 1.3 development.

The **print** command is a menu option on the index screen, bibliographic record display, and Holdings display. You can print a single record, a range of records, individually designated records, or every record. The **print** command is also a part of the MDAS 1.3 development.

The **send** (download) command is available from any screen. When you issue the **send** command, the system displays a screen telling you how many records will be sent and asking you to confirm that you want to download the records.

Navigator

In addition to the features listed above, Zero Level MDAS provides you with the Navigator. Navigator allows each site to organize the resources that are available from the NOTIS software. Navigator addresses the issue (created by MDAS and location-based catalogs) of how to tell the user about the various files available.

Navigator is designed to make it easy for patrons to move among various NOTIS products and non-NOTIS applications. Navigator provides access to multiple OPAC databases; in other words, multiple NOTIS institution groups.

Navigator has the following features:

- creates local menus of databases
- groups files into logical database groups
- supports multiple OPACs

Supporting multiple OPACs enables you to define the first OPAC screen as the Navigator menu rather than locking into one catalog. The Navigator menu provides patrons with access to multiple OPACs from that beginning screen. Before Navigator, if you had multiple OPACs, patrons could not access more than one institution group's database from the same locked terminal.

With Navigator, for example, if your site has defined separate campuses as separate institution groups; or you are a consortia where each consortium member has a separate institution group; or your library has set up separate institution groups for local history files, rare books, or newspaper clippings, then you can have unified menu access to all of these catalogs.

Navigator is a NOTIS-designed front-end. You no longer need to develop your own front-end to compensate for the inability to access multiple catalogs from a locked terminal. Furthermore, because we have developed a front-end for you, you will not have to worry about redeveloping your front-end every time a new release comes out.

Now, every release will be compatible with Navigator. In addition, you can customize text on any of the help, explain, introduction, and news screens for each of the institution groups by using the **lsys** transaction.

Zero Level MDAS is scheduled for release in summer 1992. If you are interested in more details about Navigator, please contact your NOTIS Marketing Representative or call NOTIS Marketing and Sales at (708) 866-0156. ■

What it Takes to Get Out New Releases

In this ongoing column, we report the status of forthcoming product releases through a summary of recent Customer Services Division activities.

LMS 5.0.2

The early release sites are playing a valuable role in contributing to the quality of LMS 5.0.2. We are incorporating the suggestions and information we receive from these sites into upgrade instructions, documentation, and the code.

- The Release Integration and Distribution (RID) Department shipped LMS 5.0.2 to seven early release sites.
- Integrated code revisions for the index screen into the RID test regions as the OPAC Special Interest Group suggested (see the article in this month's issue of *NOTISes*).
- Completed preparations to re-ship LMS 5.0.2 to the early release sites pending successful testing of the index screen message.
- Incorporated additional fixes into the release. Testing of those additional fixes, described in this month's Support Solutions column, is complete.

LMS 5.1

- RID has received a complete set of LMS 5.1 libraries from Systems Development and has prepared a fully functional MVS testing region.
- Customer Services has made several initiatives designed to provide the LMS 5.1 beta sites with software, JCL, and documentation as identical to the 5.1 general release as possible. By doing this, we anticipate valuable feedback from the beta sites in all areas of the release, not just the functionality of the code. These initiatives include the following:
  —to ensure that the 5.1 upgrade process used by the beta sites will be the same as general release, RID prepared the 5.1 tape for Systems Development to use in their shipment to the 5.1 beta sites.
  —Customer Support Services has completed producing JCL for all new 5.1 batch jobs. This will be included on the 5.1 beta tapes for testing.
  —Documentation Services has completed beta documentation on Predictive Check-In, Location-Based Catalogs, and all new 5.1 batch jobs. This allows the documentation to be tested in a production environment by the beta sites. Revisions to the documentation will be made prior to general release based upon feedback from the beta sites.
- Prior to ALA Midwinter, RID hosted a day and a half session for four members of the Serials Special Interest Group to receive hands-on experience with Predictive Check-In functionality.
- As part of several initiatives to begin preparing staff to support 5.1, RID presented a class to all NOTIS staff on the fundamentals of using Predictive Check-In.
- Twenty individuals, representing all departments of Customer Services, are continuing in-house testing of 5.1. Systems Development has turned over fixes for reported problems and RID incorporated them into the RID test region for re-testing.
- The Professional Services Department has completed an agenda for a Predictive Check-In workshop for customers.
- Customer Support Services has begun a project to review all existing JCL to identify and make improvements to be included with the 5.1 general release. ■

NOTIS details how we handle any problems you report.

Customer Services Review Committee—How They Review Problems

Many of you have asked how NOTIS handles reported issues. To ensure attention to these issues, we have established a Customer Services Review Committee (CSRC), which meets weekly to provide and monitor information on problems, questions, difficulties, or complaints reported by customers or staff about NOTIS products and services.

While NOTIS management examines all priority 1 and priority 2 problems, CSRC examines all priority 3 and priority 4 problems open to them. The committee determines the seriousness of the problem, assigns a ranking code of high, medium, or low, and opens the problem to the appropriate department or staff member for resolution.

The committee uses the following guidelines to assign rankings to problems.

- **HIGH:** usually addressed in the next release of the product
  - —No method to circumvent the problem
  - —Conflicts with explicitly stated functionality
  - —Results in abends or incorrect error messages
  - —Constitutes serious impediment to work flow
- **MEDIUM:** usually addressed when the relevant module is modified for reasons other than the identified problem
  - —No method to circumvent the problem
  - —Could be construed as conflicting with functionality implicit in the software
  - —Constitutes impediment to work flow
- **LOW:** usually not addressed
  - —Method available to circumvent problem
  - —Problem apparently due to data or procedures at one site

Once a determination is made, the committee communicates the status back to the individual or department working on the problem. The customer(s) reporting the problem are then apprised by phone or letter of the current status. All open problems are periodically re-examined, to assess whether any new activity or information justifies a change in ranking.

The committee consists of one representative from Systems Development, three from Customer Services, and one representative from Sales and Marketing. The Customer Services manager serves as chairperson and as the committee's liaison to the management team. The support center administrator maintains and updates printed procedures for the operation of our internal Problem Tracking System and is responsible for insuring that all affected records or problems are updated to reflect current status. ■

MDAS Load Programs

An Update from Conversion Services

The 1991 MDAS Enhancement Survey ranked the following as the most requested load programs to be developed for MDAS:

MLA International Bibliographic (H. W. Wilson)
Dissertation Abstracts International (UMI)
Newspaper Abstracts (UMI)
Periodical Abstracts (UMI)
CINAHL
Biological Abstracts (BIOSIS)
Social Sciences Citation Index
PAIS

Our Accomplishments in 1991

During 1991, Conversion Services developed a load program for three UMI databases: ABI Inform, Newspaper Abstracts, and Periodical Abstracts. UMI Data Courier is reformatting their Dissertation Abstracts International to be used by the UMI Load Program. When that is available we will test the database with the UMI Load Program and inform MDAS users that they can load Dissertation Abstracts.

What to Expect in 1992

Early in 1992, Conversion Services completed a Load Program for CINAHL (Cumulative Index to Nursing and Allied Health Literature). Wayne State is in the process of converting this database and a number of sites have indicated interest in this file.

Conversion Services has contacted H. W. Wilson to convert the MLA International Bibliographic database. At the present time, Wilson has not finalized negotiations to distribute MLA. When negotiations are complete, we will begin working on the load program.

In summary, of the eight top ranked databases from the enhancement ballot, Conversion Services has completed or is working on five of the databases. Added to that, we are working on load programs for the Agricola Database, Books In Print, and Company Names (IAC). These load programs were requested and purchased by individual sites and will be ready for distribution by the end of May.

If you have any questions or suggestions for MDAS load programs, please contact Bill Easton at (708) 866-0159. ■

ALA Focus Group Wants Report Package

At Midwinter ALA, an informal focus group met to discuss the possibility of Conversion Services developing software that would produce reports for the NOTIS system. Users from seven sites attended this focus group (Wayne State, Stanford University, Brigham Young University, Vanderbilt, NASA, Texas A&M, and Virginia Commonwealth).

Also attending were the following representatives from NOTIS: Bill Easton, Manager of Conversion Services; Ann Greenseth, Account Representative for Conversion Services; Ben Burrows, Project Coordinator for Professional Services; and Elizabeth Feltmann, Administrative Assistant for Customer Services.

Everyone agreed there is a need for more reports to be available in NOTIS. These reports would cover all of the modules of NOTIS and also include different utility reports, such as an inventory of books, and writing out a specific field in any NOTIS record. The discussion was a "wish list" of different reports to be included in a report package.

Conversion Services is putting together the preliminary specifications to create a report package. These specifications will be sent to all participants in the focus group for more input. We will then do a feasibility study to see if there is a market for this product. If this report package becomes a product, we plan to distribute the software in fourth quarter of 1992. If you have any questions, call Bill Easton at (708) 866-0159. ■

Tape Loading into OCLC Is Successful

Conversion Services has been frequently asked if NOTIS has software that will export the NOTIS bibliographic record onto a tape in MARC format in order to batch load the records into OCLC. As many of you know, it is possible to use the NOTIS TAPE command to mark records you want exported and to convert them to US MARC using LCN070B. Both NOTIS sites and OCLC have confirmed that this is possible and that it works well.

A few sites have called Conversion Services to verify that LCN070B does export the record in US MARC, which is acceptable to OCLC. They stated that OCLC will evaluate their records and give them a status report. There is a small fee for this service.

To verify that LCN070B did indeed satisfy OCLC's requirements, with the help of a NOTIS user, Conversion Services sent in a tape with approximately 127 Bib records to be evaluated by OCLC. The vendor evaluation is as follows:

- All but two of the sample records were for books (the two were serials). All contained properly formatted unique keys: the LCCN in the 010, ISBN's in the 020, ISSN's in the 022 and OCLC control numbers in the 035 with NUC preface and no intervening spaces. These records would match in batchload on the unique keys.
- Each record contained a unique 001 identifier; the 008 fields were of the correct length and did not contain fill characters. Lengthy fields contained no pad-to-end-of-line clusters of blanks.
- In the leader, bytes 6 and 7 (Type and Bib Level) were present and contained valid codes, but byte 5 (Rec stat) contained the invalid code "m." This invalid code would be flagged as an error; records containing the invalid code would not be added to the OCLC Online Union Catalog as original cataloging.

In follow-up conversations with OCLC, two points can be made. First, it is not necessary to have your tapes evaluated for batchloading into OCLC. If you use the generic LCN070B program, that evaluation is complete. Second, the "m" in byte 5 of the leader is a valid character for NOTIS MARC but not for USMARC and OCLC-MARC. It is defined as "record transferred from another computer system" in NOTIS.

OCLC is suggesting that we modify LCN070B to change the "m" value to a valid USMARC value from the set (n, c, p, a). However, LCN070B was modeled after LB250BAL, which was created to export records to BNA for authority control. In that case, you would not want the "m" value in byte 5 changed. Conversion Services will modify the program to accomodate both exporting to BNA for authority control and for tape loading to OCLC. This will be in effect in the next general release of Converion Services Generic Programs.

If you have any comments or questions about this report package, contact Bill Easton at (708) 866-0159. ■

Release 5.1: New Serials Control Questions and Answers

The following questions were submitted by NOTIS users to the Serials Special Interest Group (SIG) in the period October 1991—January 8, 1992. The questions were then grouped together under topical headings and sent to NOTIS for a response. Here are answers to those and other questions. Related questions have been grouped together under topical headings. In order to save paper, references are sometimes made to existing *NOTISes* articles where answers may be found.

Any NOTIS site with the DEMO2 diskette version of the new serials control features (to be included in NOTIS Library Management System Release 5. 1 and KeyNOTIS Release 1. 2) should be aware that the version on that diskette is now out of date and should no longer be relied upon as a completely accurate reflection of the new functions with regard to specific actions or details. It continues to provide a sense of the look and overall functionality of the new module.

Some users also provided comments in addition to their questions. Those have been passed on to appropriate NOTIS personnel or are addressed in some of the responses. We appreciate your remarks.

The new marketing booklet, *NOTIS Solutions: Serials Control* is now available. It provides fairly detailed information on the new features and is available at no charge. Please be aware that it does not include information on the present method of serials check-in (that continues to be supported in Release 5. 1).

NOTE: These responses are current as of January 15, 1992. Subsequent internal testing and beta-testing may result in changes before general distribution.

Two corrections should be made to those of you who have the handout distributed at the Serials SIG meeting during ALA Midwinter in January 1992. Question #3 (which is #4 in your handout) under MHLD has been corrected in this article. Question #3 under Concerns will be published in the April issue of *NOTISes*. It should be "The title has been added to the caption/pattern screens." This change was recently made at the request of the beta sites.

LSYS

1. Is there a limit to the number of authorized location groups that can be entered in an LSYS record for serials processing?

1. There is no limit. LSYS permits operators to be restricted to serials processing for specific locations within each processing unit. Therefore, an operator could be authorized for all, some, or no locations within each processing unit.

2. Does LSYS provide an option so an operator can be given complete create/update authorization for serials control EXCEPT authority to delete caption/pattern records?

2. Yes.

3. Are check-in & MHLD automatically linked or are these considered two separate functions?

3. These are not linked; they are separate functions. Both will be used for any future import/export program.

4. "Authorized supervisors can easily add, update, and/or delete security authorizations... at any time." (*NOTIS Solutions: Serials Control*, pg. 16) Does it just apply to the serials control component or to the entire system?

4. The intent of the language was to indicate that security authorization for using the functions in the new serial control module follows the same pattern as already exists in NOTIS software, in other words, you must explicitly identify the functions that an operator can or cannot perform, based on specific records and operations. Release 5. 0 allows the system administrator to identify individuals who can make changes to security authorizations by NOTIS work units, or processing unit. A serials department head could, for example, be authorized to add, change, or delete security authorizations for serials check-in clerks.

Receive New Item

1. What is done in the situation where a periodical has regular base issues for which the predictive capability is desired, but occasionally there is also a supplement, which is not received in a pattern? Should the supplement be received on the O/P/R, and if so will it also display? Or should a pattern be created for such supplements as, and if, they arrive?

1. You have the option to receive supplements or indexes separate from the base issue, provided you establish caption/pattern records for them. You are not required to do this. We would not recommend using a receipt statement in an order record. We would suggest using public notes field in the MHLD record or the copy-level notes field as an alternative to LSER. If the supplement or index begins to follow a regular pattern, you may then want to create caption/pattern records for them and check-in using LSER.

2. Does it even make sense to consider situations that use both LSER and the O/P/R for receipts of the same titles?

2. We say "Probably not." However, we certainly understand why you need both in a transition period and the choice is yours.

3. If no priority for check-in has been established, how does the default work? Does the system default to copy holdings order regardless of the absence of order linkages or MHLD records? Does the system default only to copy holdings statements for which caption/pattern data has been created? In what order?

3. The system defaults to the copy statement order in the copy holdings record if no receipt priority has been defined. Any copy statement for which a linked caption/pattern record has been created will be displayed in LSER according to the designated receipt priority or, if none, the copy statement order. LSER ignores any copy statement for which there is no linked caption/data record. The existence of an order or MHLD record linked to the copy statement has no affect on receipt priority.

4. How does the operator know when to override the default receipt priority and for which copy? Do you have to check the Receipt Status/History screen for each location and then return to the Receive New Materials screen to complete check-in? Use PF9 for each location?

4. Receipt priority can be applied if there is more than one copy of a title being received. An operator will see only those locations for which s/he has authority to perform check-in, in whatever order applies—either the receipt priority value or, if none, the copy statement order of the copy holdings record.

Overriding receipt priority presumably will occur when a special situation is known (possibly as indicated by a check-in note) and the operator has been authorized to override. The situations requiring overrides will be locally determined. You do not have to check the Receipt Status/History screens to do an override.

5. Does receipt priority display on any of the screens besides the caption/pattern record (e. g., Receive New Materials/Expected Copies screens)?

5. Yes. The receipt priority is the order of locations on the Receive New Materials/Expected Copies screen.

6. Navigation: we saw prompts for changing to the bibliographic screen on some of the LSER screens; what about easy navigation to the O/P/R, which will presumably still contain relevant information about the ordering and paying of the subscription?

6. The operator needs to exit LSER and be authorized to access the order record. LSER is designed for check-in and holdings maintenance. Information from a copy statement appears in LSER at check-in. If special situations require certain acquisitions information, it can be added as a check-in note. We are aware that some NOTIS users would like a window to the order record. However, this is not a feature of Release 5. 1.

7. Are all fields in the labeled view of the bibliographic record pulled from only the MARC bibliographic record?

7. Yes.

8. If the MARC bibliographic record is updated, are corresponding fields on this labeled record automatically updated? Can the site decide which fields of the MARC record will display on the labeled view (e. g., 245 & 246 titles)?

8. Yes. No; however, a very large number of fields display. For example, for a serials format bibliographic record, you will have the following labels for the MARC title fields: TITLE (245); TRANSL TITLE (242); and OTHER TITLES (240,246,247,730,740). Also included in the display will be the format, standard numbers, all of the 780/785 fields, series, etc.

9. Once receipt is recorded, is there any way to delete it?

9. Deleting the caption/pattern record deletes the receipt history for the issues received under that caption/pattern. Deleting receipt of individual issues is under review.

10. Why are the function keys inconsistent with other NOTIS files? For example, on the receiving help screen, use PF2 to retrieve the bibliographic record, instead of the normal PF6. Or is the PF2 now used in all functions to retrieve the bib record? Either way, it does a great disservice to the staff.

10. Function keys in LSER, LSYS, MSYS, and certain new features in Release 5. 0 (e. g., FY close, global heading change) conform to recommended guidelines that IBM has developed for a common user interface. Function key assignments in previously developed portions of the NOTIS software do not conform to any standard, undoubtedly because none existed at the time.

We are aware that this change may cause confusion initially; however, we have made a commitment to comply with appropriate industry standards. As we investigated workstation technologies, this standard seemed important enough to make a break with past practice.

11. Can the COPIES: In-Hand: field on the Receive New Materials screen be set up so that a character must be explicitly input by the terminal operator? (Or maybe have it blinking reverse video?) Anything to immediately draw the terminal operator's attention to that field; it's so easy to imagine someone blithely checking in *all* copies for several different titles, when maybe only one actually was received for each.

11. When this screen is displayed, the system immediately positions the cursor in the COPIES: In-Hand field. Depending upon your terminal, you can make the cursor blink.

12. On the Receive New Materials/Expected Copies screen, is it possible to require an explicit action code for each copy received? (i. e., not allowing PF10 to complete the receipt of issues). (This is similar to that in the previous question.)

12. No. This and the previous question indicate that there is a concern about receiving items without proper attention. We understand this and the design has taken this into account. You must perform more than one keystroke to complete receipt of an item. If any value on the initial receipt screen is altered, the system requires the operator to verify the change by a series of prompts before proceeding to the second receipt screen. We believe that there are adequate safeguards built into the system.

13. Is it necessary to return to the Record Selection screen for each issue of the same title? (If ten different issues were received at the same time, would the record have to be searched ten times?)

13. Each issue must be checked-in separately; however, multiple copies of one issue may be received in one transaction. We are looking at the ability to return to the first check-in screen after recording receipt to accommodate situations where you receive more than one issue at once—we agree that it does not make sense to require you to search for the check-in record repeatedly.

14. Is it necessary to return to the Processing Action Selection screen to check in a supplement or index, even if that piece arrived at the same time as the regular issue? And will that require another search for the record?

14. Yes and yes. You are updating separate MARC fields for base fields, supplements, and indexes. Remember that you do not have to establish caption/pattern records for supplements unless you want to do so. You may decide to handle those in note fields for purposes of the OPAC display. But, that means you cannot predict the next expected issue. In many cases, that may not be desired if no real pattern exists.

15. Is it possible to call up a view of the MARC tagged record from the check-in system? (Sometimes important processing data may be "hidden" in that record, in fields suppressed from public display.)

15. No; however, a labeled view of the MARC bibliographic record can be called up by pressing the PF2 key at various points within LSER.

16. The USMARC format for holdings doesn't seem to accommodate ordinal numbers. Is this correct?

16. The USMARC Format for Holdings Data is

the standard for the communications format and, as such, does not prescribe the form of the data contained in MARC tagged fields. That is covered in the ANSI Z39. 44 standard which recommends the use of Arabic numerals. Nevertheless, ordinals can be used in LSER and it will predict on them.

17. I was told by NOTIS staff that the system handles Roman numerals, doing addition, prediction, etc. Is this correct? The ANSI holdings standard says to put things into Arabic numerals (4. 6. 1. 1).

17. We recommend you follow the ANSI Z39. 44 standard and use only Arabic numerals, but LSER can accept and predict using Roman numerals.

Receipt Status/History

1. What fields can be modified on this screen?

1. There are three screens. No changes can be made on the Receipt History: List of Copies or Receipt History: Selected Copies screens except to make the next selection. On the Receipt History: Selected Item screen, you indicate whether the issue is bound or not (Y or N) if the issue has a status of received. For missing issues, various status indicators and a note can be entered on this screen as well. You can also get to the same screen by selecting Outstanding Item from the Processing Action screen.

2. The Receipt Status/History: Selected Item displays the dates issues were received. Why don't these dates appear on the Receipt Status/History: Selected Copy screen. Having that information on the copy screen is really important if this is to truly be a "history" of the receiving patterns.

2. Both the actual date of receipt and the expected date of receipt appear on the Receipt History: Selected Item screen. The system uses the actual receipt dates too as well as the data from the caption/pattern record to predict the next expected date of receipt for the next expected issue.

3. The help screen for Receipt Status/History: Selected Item lists values for Action Response (AR). Where is this listed on the Receipt Status History: Selected Item Screen itself? It does not appear in the example shown on page 38 of *NOTIS Solutions: Serials Control.*

3. They would appear if the issue was "expected." If the issue has a received status, the only information that can be updated here is whether or not the issue has been bound.

4. As a subset of the Receipt Status/History screens, does all data entered on those screens automatically update the Outstanding Items screens? Will this work in reverse, i. e., from the Outstanding Item screens to the Receipt Status/History screens?

4. Yes. Yes.

5. If Action Response is a value of 1 (Future date), does the operator set the future date? Does it replace the date in the Expected (EX) field?

5. Yes. No.

6. If Action Response is a value of 2 (Response code) does the operator key "sub-values" 1-8 and their printed tags are recorded? Are these tags part of the 60 character note field or in addition to this field length?

6. Yes. The notes field on this screen is separate.

7. What happens when the (AR) 2 value is 6 (Ceased)? Is check-in prevented? Is this set when the MARC bibliographic record is ceased?

7. Check-in is prevented when you use the cancellation feature from the Processing Action screen. Indicating the last issue expected on that screen prevents check-in of any future issue. This does not update the bibliographic record; it must be dealt with separately.

8. What happens when the (AR) 2 value is 7 (Out-of-print)? Is check-in prevented if issue is later received? Would the issue display twice in OPAC—as received and as out of print in the missing label?

8. No. If you received the issue later, the system would automatically change the status to "received" and update all appropriate records, including the OPAC display. The Receipt Status/History screen would preserve the expected date and actual receipt date. You could add a note if you wished, but only if you wanted that information for staff use since it does not display in the OPAC.

9. Will the system automatically remove the lost, etc., codes from the missing field in the OPAC and update/delete these codes when the issue is received?

9. Yes.

10. If a claim is made on the OPR, would it automatically be recorded in the (AR) note field of Outstanding Items: Selected Item and the note field of the Receipt Status/History: Selected Item screen?

10. No.

11. Could you explain the claiming process. As I understand it, an issue appears on a notification report when an expected issue is not received. Then a supervisor does something to indicate that the issue should be claimed and someone creates a claim in the O/P/R and goes back to LSER to add a note in Outstanding Items: Selected Item. When a supervisor decides that an item should be claimed, what does he/she do to indicate that the item should be claimed and how is check-in staff notified? Once a claim is created, is there some action date trigger in LSER if there is no claim response, or will staff use the O/P/R based Expired Action Request List for notification?

11. Once an issue appears on an action list as overdue (i. e., it has not arrived by the predicted date), each library can decide how to handle the claim. We recommend using the report to mark those items for which a claim statement should be created in the order record. The same list may also be used to update the issue's Receipt Status/History screen with the appropriate code value indicating that a claim has been made.

When the issue arrives, the check-in operator will simply check-in the issue as usual, except that s/he will change enumeration/chronology information as appropriate on the Receive New Materials screen. Receiving the issue updates the Receipt Status/History and the OPAC display. The system generates a report that lists all late items received. That list can then be given to an operator to close the claim statement in the order record.

In some cases, one operator might perform all of the above tasks. In that case, you might not need to rely on the printed reports. If you want to alert an operator that an issue has been claimed, you could add a check-in note to display on the Receive New Materials screen. But, that is not necessary and in our opinion simply slows down the check-in process.

The claim statement in the order record works as it always has: if you set an action date and it expires, the record appears on the expired action request list for order records.

We are aware that a more streamlined claiming function would be desirable. Release 5.1 focuses on: (1) prediction in conjunction with the MARC format; (2) streamlining the check-in process; (3) simplifying holdings maintenance; and (4) creating an online receipt history.

12. Would claim information made on the OPR record automatically update this record?

12. If we understand the question correctly, the answer is no. Claiming in the order record does not interact with LSER.

Holdings Data Maintenance

1. Under what circumstances would a user want to delete caption/pattern data and receipt history?

1. To delete holdings received under that caption/pattern record. Presumably, this would be done whenever you de-accession holdings, e. g., discarding printed issues when the microform version arrives.

2. Is the date in the Pattern Starts field (displayed on the Receipt Status/History: Selected Item screen) a date that can input in the caption/pattern record or is it system-supplied based on the date the caption/pattern record was created? If it is the record creation date, what happens in cases where the creation date is unrelated to the date(s) covered by the caption/pattern record?

2. The Pattern Starts date on the Receipt Status/History screens is the date that the pattern became effective; it is system-supplied. "Effective" here means the first expected date of receipt for the first issue to be received under a caption/pattern record.

3. Will the language field (Holdings Maintenance—Leader and Fixed Fields) be operational? If so, will it support all of the languages in the USMARC Code List for Languages? Will the language table be part of LSYS, in a table, or hard-coded in a program?

3. This data can be added to the MHLD record. Valid codes for use in language elements of a MARC fixed field are in the NOTIS MARC tag table. Earlier versions of LSER (as shown on the DEMO2 diskette) had screens for entry of this data; they are no longer there.

4. When frequency information is recorded in the predictive data, is this code also updated in the bibliographic screen for the fixed field

FREQ? Or does that require duplicate data entry?

4. You enter them in each record separately, but remember that you must have a MARC bibliographic record before creating a caption/pattern record. A serial format record will have a frequency if you are tape loading or using GTO to download records. Once you select Holdings Maintenance as a Processing Action, you can display the labeled view of the MARC bibliographic record and check the frequency before proceeding to create the caption/pattern record.

5. Will there be any connection between items charged to lost or missing and the lost status on the Receipt Status/History: Selected Item screen?

5. No. The 5.1 OPAC display of holdings has the capability to show circulation status of items (by using information from the NOTIS item record in exactly the same manner as it does in prior releases) and to show the non-receipt/current status of individual issues, using coded values from the Receipt Status/History screen for each issue. The latter allows you to identify issues missing from a bound volume.

If you barcode individual issues, you could charge it to missing or lost; you could also use the Receipt Status/History in LSER. If you did both for any issue, you would have the information appear in both parts of the OPAC display (if you choose to display both—they are both optional under Release 5. 1).

For more information on OPAC displays, see the January 1992 issue of *NOTISes*.

6. Can caption/pattern records be created if there is no MHLD record?

6. Yes.

7. Is there a table available that defines the tags or explains them?

7. The MHLD tags can be identified through the USMARC Format for Holdings Data and by using the printed version of the NOTIS MARC tag table.

8. How is the link between copy holdings and check-in made? For the *NOTIS Solutions: Serials Control* example on p. 11, is AAL4550-002 the NOTIS record # and copy holdings statement # to which this caption/pattern record is linked?

8. Yes. LSER uses data from the copy holdings record. The number in the example is the NOTIS record number and the copy statement number.

9. When an alternate level is designated in the caption/pattern record, does the system then allow receipt/check-in if only the alternate level is present on the issue? Would it record the issue by the alternate in the receipt history?

9. Yes and yes. The system uses as enumeration/chronology data whatever level(s) have been defined on the caption/pattern record. What is entered on the caption/pattern record is what will display on the Receive New Materials screen and what will be used in the receipt history.

10. What is the length of the fields in the caption/pattern record? Is there a table listing the field lengths (especially the combined items fields)?

10. The enumeration/chronology fields are ten characters in length and accommodate virtually all of the valid NISO codes. Documentation will identify field lengths and valid characters. Also, the accompanying online help screen gives you valid codes, characters to use, etc.

11. Are there help screens for setting up caption/pattern data?

11. Yes. Every LSER screen has an accompanying help screen.

MHLD

1. How does "create or update holdings data in the MHLD record through and/or online downloading from a source utility, e. g. , OCLC, RLIN or a CD/ROM MARC database" (*NOTIS Solutions: Serials Control*, p. 20) work? What MHLD fields can be created or updated via downloading?

1. See the GTO documentation and the *NOTIS Library Implementation Manual: The System Control File* for details on downloading holdings data using GTO and a utility to create a MHLD record. Defining your GTO parameters is part of the LSYS file in Release 5. 0. Of course, to create a MHLD record via GTO, there has to be holdings data in the utility record.

2. Does NOTIS plan to continue using open ended holdings statements (e. g., "no. 14 (1987)—")? This is contrary to ANSI holdings standard level 4, which calls for the library to describe what it owns, not what it anticipates owning.

2. Each library can determine what ANSI Z39. 44 standard level it will use when entering data in a MHLD record. LSER for the time being will use a modified level 3 for the retrospective holdings statement.

3. Is it possible to have both an 866 and an 899 in the same MHLD record? If so, where does LSER place its 863 data in the OPAC? Is it after the 866 data or after the 899 data?

3. Yes, but the system displays from either the 866/7/8 or the 899, not both. If you choose to display data from both LSER (863/4/5) and the MHLD record (866/7/8 or 899) in the OPAC, the MHLD data displays first.

Cancellation Processing

1. When a staff member tries to check in an issue after the last expected issue of a canceled subscription, the item is listed on an exception report, which is not generated until that night. Is a check-in record created? Is there any warning message displayed to the staff member to prevent them from further processing of that issue?

1. Cancellation processing has been changed since we last reported to the Serials SIG at the 1991 NUGM. Once you identify the last expected issue and it has been received, the system blocks check-in of any subsequent issue.

2. Is the Cancellation: Selected Copies screen free text? Is there a note field? Length?

2. No. If you need to add a note, you can use the check-in note.

OPAC Display

1. What displays in the OPAC when the new check-in is being implemented? Does the last R statement recorded in the O/P/R have to be removed when starting to use the new check-in for that title? Do they both display together? Does only the new record display if present?

1. Each library chooses the issue to begin check-in using LSER. Receipt statements will still be used in OPAC displays even if you start using LSER for check-in of the same title. See the January 1992 issue of *NOTISes* for complete details.

2. For OPAC display, is the "last 15 issues received" based on enumeration/chronology or receipt date? If it is based on receipt date, what happens when a claimed or replacement issue is received and immediately bound? *NOTIS Solutions: Serials Control* implies that any unbound issues received prior to receipt of an item with a bound status will not display in the OPAC.

2. It is based on the last fifteen issues that were received. That is, the issues that have a status of "received." If they have any other status, they are not "current issues" for purposes of an OPAC display.

It is true that any unbound issue received prior to receipt of an issue with a bound status will not display in the OPAC under the label for "current issues." Nonetheless, you must indicate whether or not an issue is bound. The default is "No" for the bound status.

3. *NOTIS Solutions: Serials Control* (p. 45, middle of page) says the system will display up to 15 receipts, starting with the last issue received until it encounters an issue with the status of "bound" or the 15th issue. What about titles where the issues are received out of order, and you are binding in between? Example: Biochimica et Biophysica Acta. There are 3 issues per volume, but they arrive out of sequence. Sometimes it takes months to complete the volume (we receive issues weekly), so the system could encounter the "bound" signal quite soon in the first 15, then we are missing a lot of current issues as far as the user is concerned. Couldn't the system simply look for the first (or latest) 15 unbound issues?

3. The default is "No" for a bound status. You may choose when you mark the issue as "bound." This type of situation suggest that you take advantage of the ability to display "missing" issues in the OPAC.

4. Is it possible to suppress the OPAC display of the open entry (based on the earliest LSER issue with a status of "bound") in "Lib Has"?

4. Yes, if you select to display only the data from the MHLD record.

5. In the OPAC display for serials receiving data, is it possible to suppress all of those new fields (e. g., next issue, current issue) until the caption/pattern data has been set up for all titles? Could we choose to permanently suppress select fields from the OPAC, while still using the system to check-in?

5. Yes, except that you cannot suppress data from LSER for "current issues." Once you start using LSER for check-in, your "current issue" data will start coming from LSER. ■

New Training Course Designed for Lib1's

Professional Services has developed a new training course for Lib1's. Our goal in providing this course is to make your day-to-day tasks as a Lib1 easier.

We want to help you prepare for the modifications in LMS Release 5.0, 5.0.1, and future releases of KeyNOTIS. For those of you who have been appointed Lib1 after the original training at your site, we want to help you get up to speed with NOTIS. As librarians, you have more control over LMS, and Professional Service's Lib1 training can work with you to help you become more comfortable with your new responsibilities.

We designed our Lib1 training course to be a one-on-one session between a NOTIS staff expert and a Lib1. This one-on-one session promotes the Lib1's awareness of NOTIS' tools, which are available to enhance their ability to work with the software. This session also prepares Lib1's for a role as liaison between their site's staff and NOTIS.

Nancy Hunn, Professional Services Training Coordinator, presented the one-day training course to Jean Vik, Acting Automation Librarian, at the University of Texas at Dallas (UTD). Jean was recently appointed Lib1 at UTD and requested training to acquaint herself with her new position.

Jean has worked with OPAC as a reference librarian and has worked on committees during the implementation of NOTIS at UTD; but as Lib1, she faces new responsibilities and interactions with the NOTIS system and staff. UTD is now running Release 5.0 and has Release 5.0.1 in test.

Nancy's one-day training session covered the following topics:

- provided information on NOTIS' documentation that customers receive when they purchase our software
- explained how to use the manuals, troubleshooting guide, and problem log
- described the steps to follow when tracing down a reported situation
- outlined the necessary testing before a release goes into production
- explained what to do before calling NOTIS for assistance
- explained how to configure GTO PC, establish parameters, and write reports

Jean said the comfort level and effectiveness achieved in a brief time is well worth the training and she would recommend the Lib1 training without hesitation.

"...I think having Nancy here speeded up my learning curve by at least a year...," said Jean Vik, Acting Automation Librarian at the University of Texas at Dallas.

Jean said, "I would have been able to reach the same comfort with the system that I am currently at on my own but not nearly as quickly. Learning about the functions and the requirements of the Lib1 position would have been attained mostly through reading the literature and asking questions of other people, a self-training type of experience. I think having Nancy here speeded up my learning curve by at least a year. Also, for a new site, I feel the Lib1 training would be a necessity because Nancy's NOTIS expertise made me feel much more comfortable about my job."

Take advantage of 5.0.1 Lib1 training. Call us at (708) 866-4853, or FAX us at (708) 866-4908. Professional Services wants to help your site assimilate Release 5.0.1 features as quickly as possible and prepare Lib1's so they can be confident in their responsibilities. ■

The Cataloging and Authority SIG wanted us to convey this information to you.

NOTIS Develops Batch Purge Programs with Release 5.1

We have developed purge programs for bibliographic/copy holdings and authority records (LD560), item records (LD570), and MARC holdings records (LD580) to be disseminated with Release 5.1. We presented this information to the attendees of the interest group meeting at ALA Midwinter on January 26, 1992.

Bibliographic/Authority Record Purge

The bib/authority purge program deletes authority records or paired sets of bib and copy holdings records. Parameters are chosen from among the following options:

Type of run:
- test (default)—generates reports only
- production—carries out deletes and generates reports

Type of records to purge:
- bib/copy holdings
- authority

Scoping down:
- limits run to a single processing unit; the default is all processing units
- limits run to a particular bib key range

Saving purged records:
- writes deleted records to tape
- writes deleted records to disk
- does not write deleted records (default)

Special status options:
- deletes only logically deleted bib or authority records where the second position of the STAT field is equal to D (default)
- deletes both logically or partially deleted bib or authority records (any capital letter in the second position of the STAT field)
- deletes all records regardless of status

All eligible authority records will be deleted. A bib record will not be purged (even if the Purge All Records option has been chosen) if there are:
- any linked item records
- any open orders
- any MARC holdings linked to a copy holdings statement

Item Record Purge

This program purges item records, and no provision is made to distinguish between linked and unlinked item records. Both types will be processed in the same way.

Parameters may be chosen among the following options:

Type of run:
- test (default)—generates reports only
- production—carries out and deletes and generates reports

Scoping down:

- limits run to a single processing unit; the default is all processing units
- limits run to a particular item key range; default is no key range limit

Saving purged records:

- writes deleted records to tape
- writes deleted records to disk
- does not write deleted records (default)

Special status option:

- reports items with status withdrawn
- does not report withdrawn items (default)

Type of records to purge:

- full record purge (Delete any item, including orphaned items coded d or D in the status field)
- subrecord purge (Delete any item coded deleted in the substatus field)

Situations prohibiting full item record purge:

- bill and fine record linked to item
- current charges (when tag C20 is present)
- holds or recalls placed (when tag C62 is present)
- action date in item record (C10 field is present)

No conditions exist for preventing subrecord or orphan purges. When item records are batch deleted from NOTIS, the item records counter on the copy holdings record will be automatically decremented.

MARC Holdings Purge

The following parameters can be chosen as options for this program:

Type of run

- test (default)
- production

Purge to tape, disk, or none. None is the default.

Processing unit: 2 character code or ALL. ALL is the default.

Other options will not be used for the MARC Holdings Purge. This program uses the same validation logic and code as for the bib record purge. When the program is run and the MARC holdings are deleted, the MHLD signifier in the copy holdings statement will disappear. ■

Knowledge–Transfer: the Academic Library's Role

This is the theme of the 1992 annual conference of the Wisconsin Association of Academic Librarians, being held April 29–May 1 at the Holiday Inn of Stevens Point. The conference will feature national speakers including Frederick Kilgour, founder of OCLC; Ann Beaubien, President of ACRL; and Sanford Berman of the Hennepin County Library System; as well as Wisconsin experts. Programs will include presentations on CD-ROM, grant writing, technology transfer, serials pricing, subject headings for minorities, collection development, and course-integrated instruction. All librarians are invited to attend what promises to be a stimulating conference. For information, contact Gretchen Farwell (608) 263-7574.

OPAC NAMES

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