NOTISes

For users of NOTIS library information systems

APRIL 1992 • Number 77

TEAM NOTIS Holds Its First Meeting

Team NOTIS had its official initiation on February 26. Tech1 committee members: Tim Prettyman, University of Michigan; Mike Seadle, Cornell University; Alan Alexander-Manifold, Purdue University; and Paul Asay, Indiana State University met with a parade of NOTIS staff at NOTIS Headquarters. Team NOTIS brainstormed and discussed a wide variety of topics including:

- Service delivery overview (Maribeth Ward)
- Team NOTIS—concept and responsibilities (Carole Norris)
- Customer Satisfaction Survey follow-up action plans (Bill Drewett, Chris Cegelis, and Jerry Specht)
- New Bulletin Board System and documentation issues (Jane Larkin)
- Product update (John Kolman)
- Installing and upgrading releases (Jim Miesse)
- Procedures for JCL quality control (Rich Zawislak)

Team NOTIS gave their stamp of approval to the new Customer Support Services Real Time Phone Support Center, where they had the opportunity to observe NOTIS Direct connecting callers to support staff and collecting management information.

At the conclusion of our first "team raising" everyone agreed that this process promotes and strengthens a two way flow of communication. Representation will be further enhanced by Leigh Williams, who is joining the team and will be participating in our future meetings.

Leigh, the former chair of the VSE SIG, was instrumental in promoting the Team NOTIS concept. Our plan is to meet quarterly, with the next scheduled meeting to be May 13, and to meet with the MVS and VSE SIG Chairs at NUGM. Look for updates on Team NOTIS activities in future issues of *NOTISes*. ■

IN THIS ISSUE

BULLETIN

Watch your mailboxes for complete instructions for dialing in and using NOTISrv.

NOTIS NEWS

NOTIS E-Mail Address Is Changing

NOTIS now has direct access through Internet to Bitnet. Our current account expires May 1, 1992, but we expect uninterrupted service. We will be forwarding any mail we receive at the current address (NOTIS@NUACC.ACNS.NWU.EDU) to our new address for the period up to May 1.

Please, however, mail any problem reports for NOTIS Customer Services to our new address:

NOTIS@TWAIN.NOTIS.COM

Please forward any mail to this address effective immediately. We hope to be able to respond to you more effectively now that we have access that is directly within NOTIS' control. ■

A Special Thanks To...

Florida Center for Library Automation, Texas A&M University, University of Michigan, Vanderbilt University, Washington Research Library Consortium, and York University.

What do these sites have in common? They are all early release sites for LMS 5.0.2 whose contribution of time, expertise, effort, and resources have made all of the components of this release higher in quality than it otherwise would have been.

On behalf of everyone at our user sites and the staff at NOTIS, we want to offer them a special thanks for their assistance in making 5.0.2 better for everyone. ■

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 Monday through Friday 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.

Volume Holdings and MARC Holdings: A Reminder

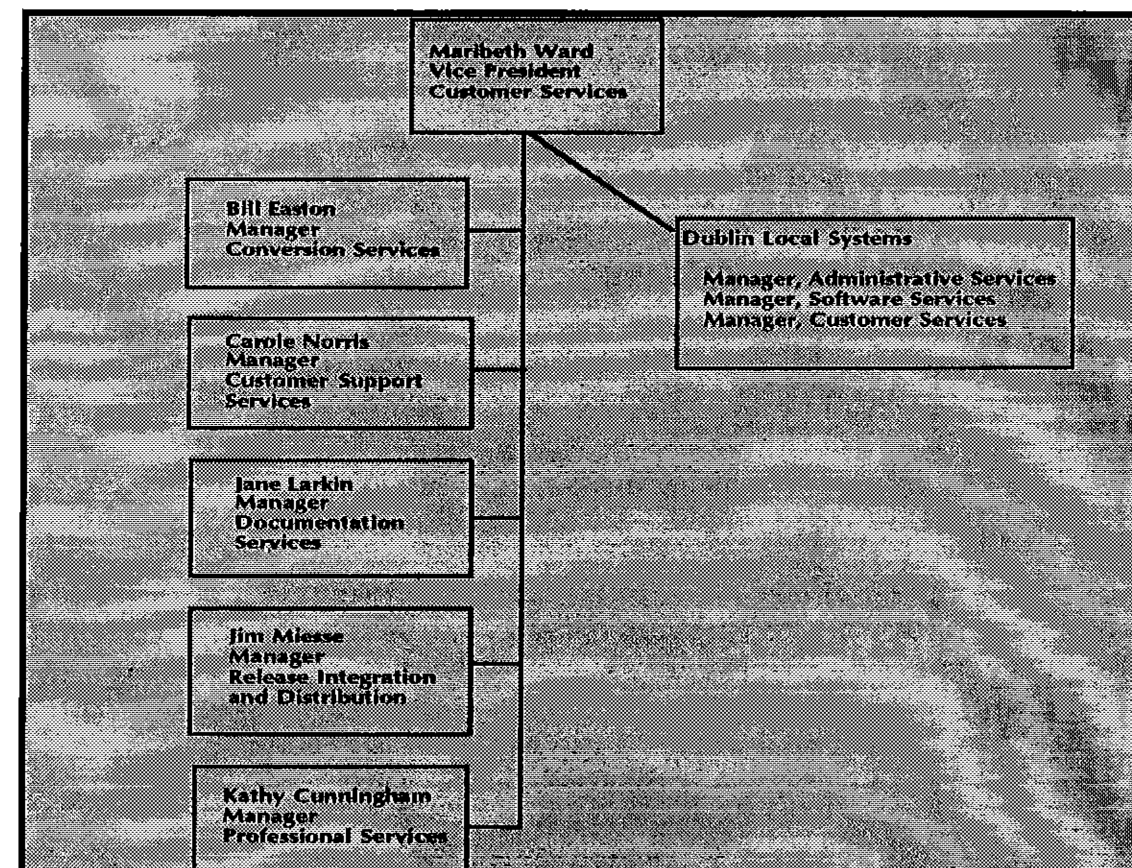
As you know, with LMS Release 5.0, NOTIS implemented the MARC holdings format to replace the volume holdings format. While Release 5.0.2 supports records in either format, LMS Release 5.1 will only support MARC holdings.

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. LCA899JC is designated to be used with specially formatted volume holdings records. Since these jobs and their associated programs will not be included in Release 5.1, you will need to convert your volume holdings records prior to upgrading to Release 5.1.

For more information, consult *NOTISes/56*, the *Technical Reference Manual*, or your Release 5.0 upgrade instructions. ■

Wondering How NOTIS' Customer Services Department Is Structured?

Here's the Most Recent Organizational Chart for Customer Services



Who's Who In RID

NOTIS formed the Release Integration and Distribution Department (RID) a year ago. RID focuses its energy and resources on getting a well-tested, high quality product to our customers. NOTIS formed RID to centralize and thus improve the process for releasing our products.

RID's responsibilities are to coordinate internal testing, package, and distribute all product releases. RID is concentrating on testing and distributing LMS 5.0.2 and 5.1 and working with NOTIS staff and Team NOTIS to improve all components of the new release process. For more detailed information on what RID is working on, see the article, What It Takes to Get Out New Releases," in this issue of *NOTISes*.

Jim Miesse is the manager of RID. He has been with NOTIS for four years, first as a user services librarian, then as an account manager for Conversion Services. Jim's responsibility as manager of RID is to create a process that allows customers and staff to contribute to the continual improvement of NOTIS products.

Jim Miesse, Manager of RID

Prior to working at NOTIS, Jim was the head of Automation and Circulation Services at Southwest Missouri State University for four years. In addition, he was the NOTIS Lib1; an experience which Jim said brings an invaluable perspective to his current responsibilities at NOTIS.

Jim graduated from the University of Missouri–Columbia with a B.A. in classical studies and an M.A. in library science. Away from NOTIS, Jim works at restoring and refinishing antique furniture. He also enjoys traveling, reading, and listening to music.

Chari Wurtzel is RID's quality control analyst

Chari Wurtzel is RID's quality control analyst. She joined NOTIS five months ago. Her primary responsibilities include:

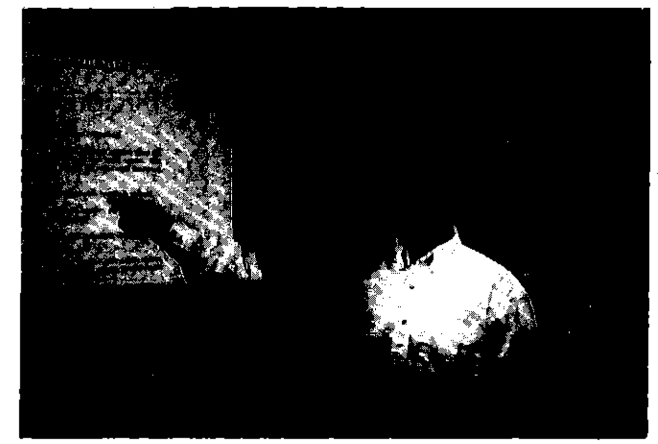
- designing system testing for new products and releases
- training customer support staff in system testing procedures
- hosting Special Interest Group new release test teams
- coordinating testing within the Customer Services division

Chari said, "Most of my testing here has been in the 5.1 serials modules. Our Serials Special Interest Group really helped me understand how diverse serials are and how important a good system is to them."

Before joining NOTIS, Chari worked for about two years as a quality assurance analyst at United Stationers. She coordinated a system testing project that involved 18 teams of people and 6 computer systems.

Chari graduated magna cum laude from California State University, Dominguez Hills with a B.S. in business administration.

Chari has some unique interests outside of work. She is a Scottish country dancer and a member of a Shaman Drumming Circle. She also enjoys sewing Halloween costumes, reading, listening to music (even Opera), and meditating.



John Bodfish, quality control engineer

John Bodfish is one of RID's quality control engineers. He joined NOTIS in September 1986 as a senior systems engineer.

As quality control engineer, John assists Chari in coordinating the testing of new releases. He is also involved in testing and publishing fixes. John maintains distribution and testing libraries and devises and implements automated procedures to support RID activities. In addition to these responsibilities, John coordinates the distribution of product releases.

Prior to working for NOTIS, John worked for Recycled Paper Products as a programmer and analyst and as the manager of Customer Services. John said, "Customer service is great training for any support role." John graduated from Purdue University with a B.A. in political science.

Gary Lee Phillips, RID's newest quality control engineer

Gary Lee Phillips is RID's newest quality control engineer; however, he is not new to NOTIS. Gary started working at NOTIS three years ago as a technical writer in Documentation Services.

As quality control engineer, Gary facilitates the software distribution process, plans and monitors final software testing, and sets up and supports test environments for NOTIS products.

Gary said the combination of several years experience performing library work and working as a programmer has helped him communicate with both librarians and system developers. He also said, "It's a pleasure to work with people who read and love books."

Before joining NOTIS, Gary worked at Time Inc. for eight years as a system specialist, and prior to that he worked a total of eight years as a library technician at American Hospital Association, De Paul University Law Library, and Michigan State University Library. Gary recently completed his M.A. in library science at Rosary College. He received his B.A. in religious studies from Michigan State.

Gary is an amateur radio operator and designs original teddy bears and stuffed toys. ■

In this ongoing column, we report the status of product releases.

What It Takes to Get Out New Releases

LMS 5.0.2

- We have been able to incorporate still more fixes into the release. Testing of those additional fixes, described in this month's Support Solutions column, is complete.
- Release Integration and Distribution (RID) reshipped the general release version of LMS 5.0.2 to early release sites on March 13 for final testing.
- RID began preparations for the general release of LMS 5.0.2 on March 23. Due to variations in operating systems and product mixes, LMS 5.0.2 requires the creation, testing, packaging, and shipping of nine different tape configurations.
- RID hosted a LMS 5.0.2 "turnover" session for Customer Services staff. Directed toward those individuals who provide telephone support, the session provided details on the upgrade process and new functionality of the release.

LMS 5.1

- RID has prepared a fully functional MVS testing region and is well along in the process of doing the same on VSE.
- RID prepared the complete 5.1 tape for Systems Development to ship to our two beta sites—University of Michigan and Vanderbilt University.
- As noted in last month's column, Customer Services has made several initiatives designed to provide the LMS 5.1 beta sites with software, JCL, and documentation that closely resembles the information that will be distributed with the general release. We are already seeing dividends from these efforts because we have received and incorporated feedback on the upgrade instructions into the final instructions.
- As part of the continuing effort to prepare NOTIS staff now for supporting 5.1, Professional Services provided the second in a series of training sessions for Customer Services staff on new 5.1 functionality.
- RID has begun the process of bringing representatives from the Serials, LIB1, and OPAC Special Interest Groups to NOTIS to provide them an opportunity to receive hands-on experience with LMS 5.1 prior to ALA Annual this summer.
- The Customer Services test team continues to test 5.1 in-house. While testing on Serials Control continues, this team is now incorporating Location-Based Catalogs, Multiple OPACs, and the 5.1 purge programs into its daily testing activities.
- The Customer Support Services project of reviewing all existing JCL to identify and make improvements that will be included with the 5.1 general release is well underway. ■

Announcing Cartridge Support for NOTIS Products

As we announced in the packet of material included in Release 5.0.2, NOTIS will begin offering sites the option of receiving their product shipments on either cartridge or 6250 BPI reel tape. Please note that:

- Cartridge shipments will be available starting with the general release of the Library Management System (LMS) Release 5.1.
- All cartridges shipped by NOTIS are produced on an IBM 3480 cartridge drive.

If your site wants to continue receiving product releases on 6250 BPI reel tape, you do not need to notify us. If, instead, your site wants to begin receiving NOTIS products in cartridge format, please have the NOTIS TECH1 or the Data Processing Director complete this form or the one in your LMS 5.0.2 shipment and return it to:

Ms. Jody Terry
NOTIS Systems, Inc.
1007 Church St., 2nd Floor
Evanston, IL 60201-3622
Fax: (708)866-0178

One form per installation, please.

☐ Yes, please ship LMS Release 5.1 and all future product releases on cartridges as produced by NOTIS' IBM 3480 drive.

________________ Name

________________ Site

New Workshop Provides In-Depth Look At 5.1 Serials Control Module

The Serials Control workshop, New Serials Control: Overview of Functionality and Implementation Issues, is a one-day workshop. It provides you with an in-depth look at the new serials control module in LMS Release 5.1 and KeyNOTIS Release 1.2.

You will gain a thorough understanding of the new serials control module's functions and features through an intensive demonstration in the morning session.

The afternoon session will discuss implementation issues, offer practical advice and tips on the various tasks, and make recommendations for work flow and ongoing maintenance.

This session is intended for any library staff member who desires a better understanding of the new serials control functionality and for those who will be involved in implementing the new module. The prerequisite for this workshop is to have a general familiarity with serials control issues.

The cost of the workshop is $95 for each person. The Denver and San Francisco sessions will be $120, reflecting our use of hotel meeting rooms and catering.

The Serials Control workshop is scheduled for the locations and dates listed in the table below. ■

Workshop #	Place	Date
L01	Salt Lake City, UT	April 11, 1992*
L02	Mt. Pleasant, MI	June 3, 1992*
L03	Evanston, IL	June 18, 1992*
L04	San Francisco, CA	June 26, 1992*
L05	Dallas, TX	July 15, 1992
L06	San Antonio, TX	July 16, 1992
L07	Montgomery, AL	July 23, 1992
L08	Denver, CO	Sept. 12, 1992*
L09	Washington, DC	October 19, 1992
L10	Philadelphia, PA	October 20, 1992
L11	New York, NY	October 21, 1992

*Immediately prior to ACRL Conference, Michigan NOTIS Users Group Meeting, NASIG, ALA Annual, and LITA Conference, respectively.

New Workshops for Lib1's and Tech1's

For specific workshops that are scheduled for May, see page 10.

Our Serials Control workshop (see the accompanying article on page 8) is characteristic of our new training approach to offer you as many workshops in as many locations as possible. We are holding the new Serials Control workshop in 11 different locations. We hope this approach will make our workshops accessible to a large number of customers and enable customers to attend at as little travel cost as possible.

If a scheduled location is inconvenient for you, we also offer onsite sessions or we can schedule a session anywhere, if we can be assured of the necessary minimum attendance. You can find the list of locations and dates for the Serials Control workshop in the article on page 8.

Introducing Our New Workshops for Lib1's and Tech1's

If you are a Lib1 you should have received our new catalog, *NOTIS Catalog of 1992 Workshops*, containing a detailed listing of all the available workshops and a list of the trainers who conduct the workshops. A revised catalog will be available at ALA Annual in July.

Our purpose in offering these workshops is to help as many customers as possible by focusing on topics that are applicable to all customer sites. These workshops offer you a basic grounding in a particular topic, helpful hints, advice, and suggestions.

We offer a hands-on approach in some of our sessions. These sessions are limited in enrollment so the trainer can provide you with more personalized attention. Because of this, registration fees are more expensive for the hands-on workshops.

Whenever possible, the workshop descriptions in the catalog will let you know if a workshop offers the hands-on approach. To keep all of our costs down, we schedule these workshops at customer sites.

In addition to offering workshops for the library staff, we are also offering workshops for the computer center staff. These technical workshops are also described in detail in the *NOTIS Catalog of 1992 Workshops*. Examples of topics we will cover in the technical workshops include:

- MDAS Management Techniques and Loaders
- Technical Dump Analysis
- CICS Tuning
- Your Role as Tech1
- Tech1 Circulation Training
- Release 5.1 Internals
- Release 5.1 Operations

Our Consultants Offer an Excellent Follow-Up to the Workshops

An excellent follow-up to these workshops is to work with a NOTIS consultant on an individual basis to cover in-depth individual work flow, implementation concerns, and other issues that focus on your individual needs. We offer additional services that are intended to address your more in-depth needs, such as our Lib1 training course, which is designed to prepare Lib1's for new releases and to help them get their site up to speed as quickly as possible (see the article in the March issue of *NOTISes*).

Our New Money Back Guarantee

For added appeal, we are offering you a guarantee that you will gain practical knowledge to apply to your NOTIS-related tasks or your registration fee will be cheerfully refunded.

Need More Information? Give Us a Call

A minimum number of attendees is required, otherwise the workshop will be canceled with a two-week prior notice. You can call Stuart Miller at (708) 866-0171 to find out what the minimum attendance will be for a particular workshop.

Please call Stuart if we have not scheduled a workshop in a convenient location for you or if we have not scheduled a topic that you'd like to see covered. ■

MDAS Management Techniques and Loaders

This course is designed for the computer center staff who are responsible for loading or maintaining MDAS database files. You will learn to manage the database loading process for the Multiple Database Access System.

Topics to be covered on Day 1 include how to anticipate file growth; manage DASD; merge or separate files; use subdatabases; run batch reports; use SAS with MDAS; understand database relationships to local data; and integrate database loads into the production environment.

On Day 2, you will learn to write a loader to handle a local database.

The prerequisite for this course is familiarity with MDAS technical documentation.

It costs $300 per registrant per day, or $500 per registrant for both days. The trainer for this course is Dave Dempsey. ■

Workshop #	Place	Date
C1	Maywood, IL	May 11-12
C1A	Maywood, IL	May 12
(suburban campus of Loyola University)		

Project Management for the NOTIS Implementator

This course introduces you to the concepts and principles of project management, specifically as it relates to implementing and maintaining a NOTIS system or a specific module. You will learn practical approaches to such issues as scheduling, training, installing new releases, and testing.

This course is designed for library staff with no project management training. It costs $95 per person and will be taught by Ben Burrows. ■

Workshop #	Place	Date
L40	Philadelphia, PA	May 6
L41	Washington, DC	May 7

Your Role as TECH1

This course is a one-day introduction to NOTIS for the computer center person assigned responsibility for the application. Learn about NOTIS record layouts, the CICS interface, troubleshooting, batch jobs, and other related topics. This course is a good introduction for the new TECH1 and an excellent refresher for the experienced TECH1. The prerequisite is to have read the NOTIS technical documentation.

The course costs $300 per registrant. ■

Workshop #	Place	Date
C20	Evanston, IL	May 21

TECH1 Circulation Training

This is a two-day session on the online process of NOTIS circulation and the batch and recovery techniques for the module. This is an excellent session on one of the most important NOTIS modules. Attendees gain an appreciation for the necessarily complex nature of library circulation operations.

This course is designed for computer center staff with responsibility for operating and maintaining the NOTIS software. The prerequisite is to read the NOTIS technical documentation. The cost of the course is $500 per registrant. ■

Workshop #	Place	Date
C30	Evanston, IL	May 13-14

NOTIS Professional Services Group

REGISTRATION FORM

Please use a separate form for each registrant
(*Photocopy as necessary*)

Name: ______________________________

Organization: ______________________________

Address: ______________________________

____

City: ______________________________

State: ____________________ Zip: ________

Telephone: ______________________________

Workshop Number: ______________________________

Date: ______________________________

Amount Enclosed: ______________________________

Bill My Organization: ______________________________
(please supply Purchase Order No.)

Mail with payment to:
NOTIS Systems, Inc.
1007 Church Street, 2nd floor
Chicago, IL 60201-3622
Attn: Cathy Kolinski

Conversion Services Responds to the Satisfaction Survey

This article is part of a series in which each Customer Services department responds to the Satisfaction Survey.

Conversion Services, like all the other departments within the customer services division, is rated by our customers in the Customer Satisfaction Survey. The information you provide us in this survey helps us to understand what we are doing right and where we need to improve.

Good News for Conversion Services

The good news for Conversion Services is that NOTIS customers have given our department an overall better rating for 1991 than in the 1990 survey.

Bill Easton, Manager of Conversion Services, said he appreciates the positive response and is enthused by the rating his department received in the survey. Bill said that he, along with the entire Conversion Services staff, has made it a priority to improve the department's image by improving their products and services. Bill is pleased that Conversion Services' concerted efforts to improve in these areas are evident to NOTIS customers.

Besides letting Conversion Services know what they are doing right, the satisfaction survey also indicates the areas that Conversion Services still needs to work on. Specifically, customers focused on the following two areas:

- respond to users needs in a timely fashion
- explain clearly when services will be performed and problems resolved

Accomplishments in 1991 and Looking Forward

Bill said that during the past year, Conversion Services' emphasis has been to improve the quality of the products they distribute. For example, Conversion Services began preloading MDAS data, distributing the MDAS load programs, and rewriting their generic programs. And, of course, Conversion Services continues to convert data for new NOTIS customers.

Bill said their focus in 1992 is to continue emphasizing quality products and to put more emphasis on improving Conversion Services' internal procedures so they can respond more quickly to customers' needs. He also said his department is working on procedures to communicate better with NOTIS' customers.

One of the first changes to be implemented is to divide the Conversion Services team into two groups. The first team will work with the MDAS load programs. Since we assumed the responsibility for creating, distributing, and enhancing the load programs, the number of MDAS users has greatly increased along with the number of load programs. We are also creating the ability to load thesaurii files. A team to work exclusively with the MDAS load programs and processes will enhance our ability to respond to our customers and increase our productivity.

The second team will work with our normal data conversion projects. Besides retrospective conversions, our department works on special projects to manipulate data, correct problems that exist in data, and make global changes to data. The second team will also work on the new products we are planning to develop, such as authority overlap and Quik Reports. ■

Release 5.1: New Serials Control Questions and Answers

The following questions were submitted by several 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 as shown 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 regards 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.

OPAC Display (continued from *NOTISes/76*)

6. The last 15 unbound issues received will display in OPAC. Could the most recent item received not display for a pre-selected time? For example, could we delay the public display of the receipt of an item until we have had the opportunity to physically process and shelve it (1-3 work days)?

A. No. This is not an option in this release.

7. The message "Earlier issues may also be missing" is listed as a system-supplied constant. Can that be deleted or suppressed on a title by title basis and/or globally?

A. No. However, we expect the beta test sites to suggest whether or not this display constant is a good idea or not. If not, it will be easy to remove.

8. At present, we are able to tell users which issues are in our Periodicals Reading Area and which are bound and in the stacks. By the end of NUGM I had concluded that 5. 1 would not permit libraries to tell the user which issues/volumes of a title (single subscription) were in which location. *NOTIS Solutions: Serials Control* continues this impression. The example starting on p. 43 does not clearly state which issues are "at Chemistry Reference Desk" and which are not. "LIBRARY HAS" concludes with an open entry. I think that users will find this open entry very confusing. The inability (as I see it) to explain this as clearly in 5.1 as in the present release I consider a major loss of functionality. Is this analysis wrong? If not, will it be fixed in the next release?

A. If you wish to enter issue-specific information in either the copy-level notes field of the copy holdings record ("other info") or in the public note field of the MHLD record ("exceptions") to indicate what are the issues at a special location for a temporary time period, you may certainly do so, e. g., "Last three issues received shelved at...." and so forth—the text is entirely at your discretion.

If you feel that the open entry generated from the first bound issue as found in the [illegible] "library has" label is confusing, you may choose not to display that data. You may use the MHLD record and create level 4 holdings statements. Or you may use both.

The Release 5.1 serial holdings displays in the OPAC allow for considerably more data to be displayed than before, including a level 4 display for current issues (automatically—no one has to type that data in any more) as well as issue-specific status data (again generated automatically). You also have a large number of options to choose to make the OPAC display suitable for your patrons and their needs.

9. Does the 15 lines display limit apply to each label display? If not, what are the limits of each label display?

A. With the exception of "current issues," the system displays as much data for each label as is present.

10. Page 22 of the NUGM 1991 Session 12 handout states that "volumes appear in the OPAC in enumeration/chronology order when there is more than one item with an active circulation situation." As item records have up until this point displayed in the OPAC in the order in which they are linked, can you verify this welcome departure from past practice?

A. Yes.

11. Has NOTIS changed the program so that receipts of all serial bibliographic records will display in OPAC? (i.e., changed so that bibliographic records not coded **P** or **N** in the S/T field will not display in OPAC)?

A. No change to the current functionality of displaying from a receipt statement was made. However, LSER does not require the use of a serial format bibliographic record in order to utilize check-in, prediction, online receipt history, etc.

12. Is there a maximum limit for each record/title as there is for the OPRs? That is, if a library has multiple locations, each with an active holding for a particular title/record with all labels displayed to their maximum limit, can the allotted space be exceeded? What happens to the next location? What is the limit?

A. No, all labels and receipts will display for each copy/location.

13. "Next Issue"—does this display for only base items, not supplements or indexes?

A. Your assumption is correct. "Next issue" data is for the base issue only.

14. "Exceptions"—Does this display only if it's labeled **um=**? Is it a different code? Would all **um=s** show?

A. In the examples we have distributed, the "exceptions" label has been used for data coming from the public note field of the MHLD record. That is a free text field.

"Other info" has been used as a label for data coming from the copy level notes field in the copy holdings record. Certain local codes (that are now created by each library in the online system control file) will generate OPAC messages under this label. The ability to use "um=" and enter a free text note in the copy statement notes field to display the note in the OPAC is still applicable in Release 5.1.

15. If serials check-in records from OPR lines are in level 4 format, how do they display? What does the system do if no issues have a bound status?

A. If you are using receipt statements, what is entered is what will be displayed. If you are typing in level 4 entries, those display. See January 1992 *NOTISes* as to how the system will use receipt statements if you are using LSER.

If you are using LSER and no issue has a status of "bound," there will be no display of data for the "library has" label from LSER. There may be a display of data from the MHLD record for that label.

16. "Missing"—Does this information pull from both the circulation status information and Receipt/Status History information? Can conflicts arise or is an issue only listed once? Priority of one functions status over another, e.g., Receipt Status/History lists as never published, could circulation status list as missing?

A. Circulation status displays in one part of the OPAC display under its own label ("item status" in our examples) and non-receipt/lost/missing status of an issue from the Receipt Status/History displays in another part of the OPAC display under its own label ("missing" in our examples). The display of either type of data is optional.

It is possible, particularly if you circulate single issues, that you could list an issue in both places. While we do not believe that this would create serious problems, it might create some confusion. This is a policy matter for you to resolve.

17. The "current issues" display, combined with an open-ended holdings statement, seems to be fairly functional for periodicals, but it doesn't work very well for non-periodical volumes whose issue status codes are changed to "bound" upon receipt. Will an alternative closed-ended display be offered for non-periodicals?

A. Marking each issue as bound at the time of receipt would mean that you would not have anything under a "current issues" label although you would under a "library has" label. You could decide to display data from the MHLD record and not use LSER at all for non-periodical receipts. When these kinds of issues arose in the design process, we opted to go with the choice best suited for periodical titles.

18. Release 5. 0's OPAC is said to have placed limits on the length of 866 data that keep extremely long holdings statements from fully displaying in the OPAC. Has this problem been rectified?

A. This problem has been resolved in Release 5.1. However, sites that had the problem with 5.0 because of their extremely long holdings statements may notice increases in response time.

Printed Products

1. Is there a method of "online" exception reporting?
A. No.

2. Exception reports are first sorted by PU then by RECUNIT. What is the third order of sort? Some libraries will want to distribute the exception report to multiple operators within one RECUNIT.
A. The third sort is by type of exception. The fourth sort is by NOTIS record number.

3. Will the system provide any statistics concerning successful receipts or just exceptions?
A. Statistics are for exceptions.

4. What is the projected use of a duplicates received exceptions report if the duplication and/or its disposal is not recorded as received? Is it recommended that duplicates received/disposal be recorded on the OPR?
A. A "duplicate" means that an operator had indicated receipt of a number of copies greater than the expected number. In fact, the operator recorded receipt only for the location(s) for which s/he was authorized. Often, the "duplicate" is a copy that was routed to the wrong receiving unit.

5. In what order are titles listed in the Exceptions Report?
A. By NOTIS record number.

6. Can the exceptions reports be generated alphabetically by title?
A. Not as distributed.

7. Are items not received, exceptions, etc,. listed only once?
A. Yes. The reports are meant to be run daily and are not cumulative.

8. Do the reports cumulate until an AD is modified or deleted?
A. No. "Action dates" as they exist in NOTIS technical services functions do not exist in LSER. LSER "remembers" what has and has not been received and as of what date it ought to have been received.

9. Will the reports be organized so that all late/claimed items received are listed and then the next exception group, etc.?
A. Yes.

10. Can the user define how the reports will appear?
A. No. You can use SAS if different reports are desired.

11. The Receipt Exceptions Report "can be used to adjust. information as needed" (*NOTIS Solution: Serials Control*, p. 48). When an issue is received late, is it not automatically added to the record and the OPAC display? Does each such issue have to be added on a case by case basis?
A. When a late issue is received, its status in LSER is changed to "received" and the OPAC display is adjusted accordingly. However, the late/claimed issues received list can be used as a guide to close the claim statements in the order record.

Future Plans

1. Are there any hopes that this is not the final version of the module that will go into production?
A. Certain details may change as suggestions from the beta sites are evaluated.

2. Can NOTIS provide a time table for the next release of serials and what features they might work on (like the link to the OPR for payments and claims) in that release?
A. Not at this time.

3. Will automatic updating of a closed OPAC holdings statement be a feature of the binding module when it is added to LSER? Is there any estimation of when the binding module will be available?
A. Not known at this time.

4. The documentation states that libraries can continue to use R statements in the OPR record for check-in, even with multiple copies of the same title. I would like to know how far in the future we can expect to be able to use the current check-in procedure?
A. At least through Release 5. 1. We anticipate that we may need to support the receipt statement functionality in a future release, but no decision about this issue has been made at this time.
We are well aware that LSER is a major departure from past features and will require a relatively longer implementation cycle than some other enhancements.

5. What is in the future for the O/P/R record?
A. We have no plans at the present time.

6. Are there any plans for compressed display of current issues in an upcoming release?
A. Not at present.

7. Will there be any user option to display more then 15 receipt statements (for titles received more frequently than monthly)?
A. Not at present.

8. Does NOTIS really feel that subscription agents are the best and most logical source of caption data? The agents generally do not receive the serials, how do they really know what the pattern is? We serialists know that the publisher cannot be relied upon for accurate data. Subscription agents certainly have a lot of potentially correct data, but a NATIONAL PUBLICATION PATTER DATABASE is a better long-term solution for everyone.
A. We have suggested subscription agents only because they are the most likely source of the data in the short term. A national caption/pattern database may well be the preferable solution in the long term.

Concerns

1. We are concerned about the inability to delete check-in records when an issue is checked in by mistake. Regardless of system sophistication, pilot error is still a very real factor especially when check-in is done by low-grade technicians with a high turnover rate. The inability to remove an issue from the check-in record is seen as a real problem here.
A. Other customers have expressed concern over the same issue. We are evaluating possibilities.

2. We are planning to add detailed MHLD records for retrospective holdings but feel that we must keep the statement open ended because of the OPAC display limit of 15 issues from LSER (which would make maintaining the MHLD on a non-open ended statement unrealistic). How do other libraries feel about the limit of 15 issues and the open ended retrospective holdings statement?
A. The literature on how people use computer displays suggests that there is an inverse relationship between the amount of data shown and utilization of this data. That is, the more data you show someone, the less likely it becomes that they will utilize any of it.
Unlimited display of data also raises computer resource utilization problems. There is a correlation between the number of features provided and the amount of data to be displayed and the amount of computer resources required.

3. The serial title does not appear on the caption/pattern data screens. With an issue in hand, this is not a problem, but at other times, only the NOTIS record number identifies the title. It just seems sloppy.
A. The title has been added to the caption/pattern screens.

4. Who developed this system? How much input was there from actual serials librarians or people who do the routine work? I think there are some great ideas in this system, but overall it was not put together very well. It looks very clumsy, and it seems there are probably too many restrictions on what can be viewed or edited, or on the direction of movement (and number of moves) to get where you want.
A. LSER was developed by a NOTIS analyst with several years' experience as a working librarian and who is now head of systems at an ARL library. Input was gathered from serials staff at several NOTIS sites, some of whom saw and critiqued earlier versions. We are aware that LSER does not contain every possible feature that people might want. We focused on streamlining check-in, providing prediction, supporting the MARC standard, creating an online receipt history, and simplifying holdings maintenance—all the top requests from past enhancement ballots.

5. A very serious problem I see with this system is that it is basically a "stand-alone" serials check-in system, from the viewpoint of serials personnel. There is no integration at all with the O/P/R record, where all of the communications with the vendor, accounts payable, etc. are handled. (Yes, it is integrated if you take into account also the OPAC, this module was designed, I presume, for the technical staff primarily.)
A terminal operator must clear out of one function to complete a procedure, such as an invoice posting or claim memo. The exception reports look like they will give a wealth of important information, but they will GREATLY increase the consumption of computer paper, and probably would not be needed in such detail if the serials control functions were truly integrated.
A. Please see the above question. We have proceeded with the assumption that viewing order information, while possibly helpful and occasionally required, is not a critical requirement for many check-in situations. That assumption was based on user input. We understand that a window to acquisitions data would sometimes be useful and we also agree that the claiming process needs more streamlining.

6. I do not like day expressed as 2 digits (01, 07, etc.) The ANSI standard provides an example in its appendix A2. Example 2 as Jan. 1, not Jan. 01.
A. We expect that the beta site will give us comments about such details. All of their suggestions will be evaluated and considered for incorporation into the release.

Appendix (Questions Received Late)

General Questions

1. Do open orders have predictive check-in screens or do they need to be established by authorized staff when the first issue is received?
A. You must have an activated copy statement to establish a caption/pattern record. There is no connection to an order record.

2. Where will the information on the DIV NOTE appear (i.e., what replaces the DIV NOTE)
A. The DIV note is not changed. There is no connection between the order record and LSER.

Other Questions (Referring to NOTIS Solutions: Serials Control)

Page 27

1. Is the order record the same as the OPR record?

A. Yes.

2. Will receipt statements (RC) display on the order record?

A. Yes.

Page 34

1. If the number of copies in hand is greater than the number of expected issues, which location gets the extra issue or which location causes the generation of the exception report for this duplicate?

A. You can instruct the operator to set the duplicate aside. It has not been received for any location—the system identifies it on the duplicate receipt list.

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4. How is an item (already bound) checked in on this screen (p. 35)? How is the item linked to the appropriate item record? Automatically or does the operator need to create the item record?

A. You perform check-in as usual. You can then call up the Receipt Status/History screen and change the bound status to "Yes." If an item record needs to be created, the operator could set it aside, finish check-in of other issues, exit LSER, and then proceed to create an item record in exactly the same manner as you do now.

5. Is this screen for periodicals only or can bound volumes be checked in here also?

A. Either. If you have already checked in the individual issues that have been bound, there is no need to check-in the bound volume. Rather, you would change the bound status to "Yes" for each issue in the bound volume.

If you are speaking of check-in for extant bound volumes to get your retrospective holdings into LSER, you might consider creating a caption/pattern record using only one or two levels of enumeration/chronology. You could then create another caption/pattern record with more levels when you start check-in for current issues.

6. Is it possible to access the item record or the order record from this screen at the time of receipt?

A. No.

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7. If all issues of v. 57 are bound together, how will they display on the Receipt Status/History screen? Will bound volumes display here at all?

A. This is a display of receipt status for each issue of the copy at that location. Selecting a line number provides more details on each issue, e.g., whether or not the issue is bound.

8. If Y is selected at the Bound (BD): prompt, will or should the barcode display on Receipt Status/History screen?

A. The barcode assigned to the bound volume with that issue will not display on the Receipt Status/History screen.

9. How will serials check-in of law materials currently checked-in on multiple divisions of OPRs be supported in Version 5.1 of NOTIS check-in?

A. The ability to link more than one caption/pattern record to a copy statement is not included in Release 5.1. You can continue with the present mode of check-in and/or use the MHLD record.

10. Will OPR R-lines still be supported for nonserial (books) for all future releases or will the procedures for books be changed?

A. There are no plans at the present to change any current functionality of the order record.

11. Is it possible to have function keys consistent between LTxx and LSER transactions? It would be less confusing to staff to have the same function use the same key through all LSER and LTxx transactions, rather than have BIB be **F2** one place and **F6** in another. How do the IBM guidelines for the common user interface direct creation of different keys for the same function?

A. They do not. Please see Question #10 in the "Receive New Item" section above. ■

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