New Circulation Module Changes its Direction

In December’s NOTISes we announced a new direction for the circulation module. In the lead article, NOTIS announced that all new programming for circulation, beginning with Release 5.2, would be coded in the C language. The reaction to this announcement was not supportive of this change. We received feedback from a focus group of data processing directors, Team NOTIS, your letters, and numerous customer meetings.

The C language support modules for CICS are only available with ESA versions of the operating system. Many sites would incur enormous expenses to upgrade to ESA versions of MVS or VSE. Given the tight budget situations that exist today at all of our customer sites, we have reluctantly decided to not code the online (CICS) portions of LMS modules in the C language.

NOTIS will not be coding CICS modules in the C language for the foreseeable future. Support of the C language in a batch environment does not require an operating system upgrade. We have not yet made a language decision for the batch components of circulation. We are considering an assembler/SAS combination or C for these routines. Future NOTISes will have more details.

The decision to abandon using C in the CICS portions of circulation was a hard one to make. We anticipated substantially improved functionality due to improved programmer productivity. Programming in assembler is costly both in programmer and testing resources. When we weighed your functional needs against the severe budget constraints most sites are experiencing, we decided against requiring C support.
MDAS 1.3 Download Protocols

Release of MDAS 1.3 allows you to download bibliographic data. Both CICS/Kermit and CICS/INDFILE file transfer programs will be supported for this enhancement. Kermit is a product developed and maintained by Columbia University. INDFILE (for 3270/PC File Transfer Program) is offered by IBM. We believe that this combination of CICS/Kermit for Asynchronous configurations and CICS/INDFILE for Synchronous configurations should serve most of our customers, regardless of their FC/Mainframe communication setups. Columbia's Kermit code will be supplied as a part of the MDAS 1.3 release; although NOTIS will not modify it in any way. If you need to use the CICS/INDFILE program, you will have to purchase it directly from IBM. The program number to make this purchase is 5796-DQH. Information on MDAS functionality is on page 4 of this issue.

Why Change the 5.0.2 Index?

We designed the 5.0.2 index to enable the OPAC user who is searching prolific authors to locate either the authorized version of a title (240) or the title proper (245) in the case of the 1XX/240/245. Unless they are catalogers, most end-users do not understand the concept and structure of the uniform title.

Therefore, we decided to include the ability to search for the 245, which was suppressed in the OPAC display of the MHI in the case of the 1XX/240/245 combination. We consciously changed the index display in Release 5.0.2 to enable patrons who are unfamiliar with the meaning and structure of uniform titles to have another means of accessing information (in other words, by the title proper).

NOTISrv: Questions and Answers

Q: Why not to deny access to patrons who are unfamiliar with the sophisticated manner of searching uniform titles?

A: A recent message on Bitnet described a concern about this change. The sample search was Mozart from the April 23, 1992 Bitnet message clearly had problems; however, these problems stemmed from a bug in the software, which we have corrected.

The present subject guide screen display provides for a logical ordering of subject headings: first, books about Mozart; next, books about Mozart with subject subdivisions; and finally, books about Mozart's works. At this time, NOTIS is not considering any further changes to the MHI index.


We want to know all about you. We are currently gathering new and revised information from all NOTIS customers to publish in the 1992-1993 NOTIS Customer Directory. Over the years, the directory has served as a valuable reference tool particularly to our customers. Please return your customer profile sheet to Documentation Services by July 15 to help us print up-to-date information on your organization. Whether you mail it in or fax it to us at (708) 866-0178, we want to hear from you.

NOTISrv is published monthly by the Documentation Services department, NOTIS Systems, Incorporated. The purpose of NOTISrv 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 $5.00 per year by calling at (708) 866-0178 or writing to NOTIS Systems, Inc., 1070 Church Street, 2nd Floor, Evanston, Illinois 60201.

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

MANAGER, DOCUMENTATION SERVICES: John Lente
EDITOR: Robin McMurry
ASSISTANT EDITOR: Shelia Miller
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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 p.m. to 7:00 a.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.

In addition, there are a few NOTIS users who do not have access to BitNet. NOTISrv is open to all users. While questions can be left for CSS through either instrument, situations of a more demanding nature should be called in to NOTIS Direct.

Q: What speeds can I communicate with NOTISrv?

A: All modems on the system are v.32 compatible, with v.42bis and MNP 5 compression. Therefore, all speeds, up to 9600 baud are supported. [The HST protocol, used by USRobotics equipment, however, is not supported at high speeds, but will communicate at 2400 baud.]

Q: Which communications packages are supported?

A: Within NOTIS Systems, we have only tested Telix, ProComm, ProComm++, and SmartComm using VT100 emulations. Any communications program that supplies true VT100 emulation should also work. Other terminal types are supported by the UNIX system, as long as the emulation is true to the terminal type.

Q: In the manual it says to use the assigned account and password, but there weren't any with the manual.

A: The cover letter that accompanied the manual instructs you to use the account "GUEST" the first time you log in (no password is required). The system administrator will review these forms, create the accounts, and send out the permanent account and password information.

Q: If I have a problem using NOTISrv, how will the service be supported?

A: NOTISrv will be supported through NOTIS Direct (708-866-1100).
MDAS 1.3: Enhanced Print and Download Functionality

In MDAS Release 1.3, NOTIS is providing greatly enhanced functionality for printing and downloading records.

**PRINT Specifications**
We designed this enhancement to allow patrons to print multiple records and to achieve more flexibility for printing bibliographic information. The current (MDAS 1.2) Print option causes a single citation to be printed, in a standard citation format only. This print option contains Holdings information and will continue to be available.

However, with the enhanced Print option, additional Brief and Long versions of the Print will be available (similar to the Brief and Long versions of the VIEW). The old Print format will continue to be available as an option. Additionally, newly defined Brief and Long options will be available also. From the Index display, we are introducing the capability to print multiple records, and again, the various print 'options' will be available for this multi-record printing.

Information you print for the Long and Brief versions of the Print command will be governed by the values in the LSYS and MSYS control files. The System Administrator can modify these definitions in real time. Currently, there are no plans to include Holdings information in the Brief or Long version of the Print command.

Three options exist for the format of the print command: Format, in this case, refers to the information that will be printed and how it will be printed. The MDAS 1.2 print format will be called 'BASIC'. You can define two additional options for the print format: BRIEF and LONG. You can modify the BRIEF and LONG format options dynamically through the MSYS and LSYS system control functions; however, the BASIC format will be hard-coded, and may not be altered.

The system will automatically default to one of these print formats, but the default format is a modifiable value. The print format default will be set to BASIC when the system is delivered, but the system administrator can define it at the terminal level through LSYS. The patron can use the SET PRINT command to modify the print format for the session, but it will be reset with Start or time-out. At the system level (MSYS), the maximum number of records that can be printed per PRINT command is indicated. PRINT will be a footer option on the Index screen, as well as BIB and HOL displays (as is currently).

**Command Parameters: PRINT command**
The command syntax is as follows:

```
PRINT (in BIB or HOL display, this command automatically prints this record.
```

PRINT n: from the Index display, this command prints record "n" (n corresponds to the number in the index).

PRINT a b c xy: from the Index display, all records numbered x through y are printed.

PRINT a b x y: from the Index display, all records numbered a, b, z, and x through y are printed.

PRINT ALL: from the Index display, send all records to be printed. Verify that it does not exceed the maximum number for printing.

**MARK/SEND Specifications**
We designed this enhancement to allow patrons to 'mark' records that can be downloaded to a personal computer from the mainframe. The KERMIT file transfer protocol will be used for the download and is invoked through the KERMIT/370 CICS transaction.

Two new commands accomplish this: MARK and SEND. The MARK command causes a 'MARK stack' to be created as the user 'marks' records. After marking records, the SEND command looks for the stack and displays a message or confirmation, which indicates that the download is taking place, or that an error exists.

Currently, no plans exist for downloading holdings information, only Bibliographic information will be sent. Two options exist for Sending: LONG and BRIEF, with a default option specified at the system level through the LSYS utility. The long/brief option allows the patron to change to a different option, and once altered, it will remain in effect until it is manually changed, or Start/Stop or time-out occurs. You can alter the option by using the SET SEND command.

You can define a maximum number of records to be marked at the system level. The system level will be an available footer option from the BIB and Holdings display, and any Index screens.

**Command Parameters: MARK command**
The command syntax is as follows:

```
MARK command syntax is as follows:
```

MARK in BIB or HOL display, this command automatically places this record's key in the stack. This version of the command (with no scope parameters) is not operational from the INDEX display, as it would require operands. Causes an error message if the MARK stack is full.

MARK m: valid only from the INDEX display, this command places the record's key (corresponds to the Index number) in the stack. This command causes an error message if the MARK stack is full.

MARK xy: all records numbered x through y will have their keys entered into the stack—can only be executed from an Index display. This command causes an error message if the MARK stack maximum is exceeded when this command is executed; no records will be marked.

MARK xy a b c, etc: all records indicated (x, y, a, b, c, z) will have their keys entered into the stack—only executed from an Index display. Allows 'stacking' of operands and requires parsing.

MARK ALL: the keys to all records in the current Index are added to the stack, only if currently in an Index display; and only if the number of records in the Index, when added to the MARK stack does not cause the system max to be exceeded for the stack.

**SEND command**
The SEND command, issued from any screen, displays a message describing how many records are going to be sent, and asks the user to confirm by pressing 'ENTER' to download the records. If there are no records in the MARK stack, this command is not allowed.

The command syntax is as follows:

```
SEND: from any display, asks you to confirm send request. When submitted, invokes KERMIT download. No parameters are allowed.
```

**SET Specifications**
The SET command alters the default format for the PRINT and SEND commands. The default is set in the LSYS utility and is carried at the terminal level. You can issue this command at any time during a session and it will alter the default until the command is issued again; or a Start or time-out occurs. The SET command is now valid, but two new SET options will be introduced: SEND and PRINT. Each of these has specific options that identify the characteristics to be altered.

Unlike the SET HOLDINGS or SET CATALOG commands, which place the user into an intermediate screen when the SET SEND or PRINT command is issued without appropriate parameters, the EXPLAIN SET screen will be 'dropped into'. The Explain Set screen is user-defined in both MSYS (for MDAS) and LSYS (for OPAC).

**Command Parameters: SET PRINT command**
The command syntax is as follows:

```
SET PRINT (LONG/BRIEF/BASIC): You can define three options for the print format, BRIEF, LONG, and BASIC. The default is set to BASIC when the system is delivered, but the system administrator can define it at the terminal level through LSYS. The SET PRINT command can modify the print format for the session, but will be reset with Start or time-out.
```

**Command Parameters: SET SEND command**
The command syntax is as follows:

```
SET SEND (LONG/BRIEF): You can define two options for the Send command, LONG and BRIEF. The default is set to LONG when the system is delivered, but the system administrator can define it at the terminal level through LSYS. Use the SET SEND command to modify the download format for the session, but it will be reset with Start or time-out. Because a MARK stack is created prior to the SEND command, each marked record will have an associated 'Send format'. For this reason, this command must be issued prior to marking the records that are desired in this format.
```

June 1992
A New Way for You to Keep Score

The Customer Support Services Department is pleased to unveil our new Support Scorecard. The Scorecard measures response time, resolve time, expertise, status, and professionalism. The purpose of the Scorecard is to monitor our performance and report to you each month in NOTISes how we are doing.

In the 1991 Customer Satisfaction Survey, you identified the service areas we need to be measuring. Since the results of that survey, we have been reorganizing how we handle phone support, quantifying goals for levels of service, and revising our tracking procedures to enable us to gather statistics on performance.

Customer Support Services Selects a Star

In May, Jerry Specht became a star. Customer Support Services initiated a new internal award to recognize a staff member's contribution to his/her coworkers. The Star Award takes its name from the Software Technical Assistance Recognition (STAR) Award, which was presented to us in December by the Software Support Professional Association. Each person in Customer Support Services nominated the coworker who best met the following criteria:

- Team Player
- Positive Attitude
- Responsive
- High Level of Expertise
- Provides Status
- Resolves Issues
- FPS Documentation
- Problem Solving Skills/Creative Thinking
- Proactive

We selected Jerry by an overwhelming majority. Comments about Jerry included:

"Jerry's depth of knowledge makes him a valuable resource not only for his team, but the department and company as a whole."

"He is very thorough and always follows through, making sure that when helping someone with a problem, they are able to resolve it to full customer satisfaction."

"He is always willing to share his knowledge with the engineers and librarians."

"He's always positive. Basically, he excudes all the criteria mentioned above."

We derived our criteria for this award from what you, our customers, have said you want from NOTIS support. We want you to know that we are applying these same standards internally to make sure we are focused in the right direction. To ensure we stay focused, we will issue this internal award quarterly. You will also have an opportunity to select your Star Support Person. Look for nomination forms in August or September.

The Scorecard in this issue of NOTISes contains the identified key service areas and the quantified levels of service. At the end of May, we will do our first statistical analysis and will complete the Scorecard with the actual performance levels in the July issue of NOTISes.

The Scorecard is our way to concretely measure our efforts. The Scorecard is intended to be a clear, concise vehicle to keep us focused on the areas you have identified and for you to see exactly how we are improving.

Feel free to let us know what you think by calling us at 708 866-1100. The Support Scorecard is printed on the next page.

NOTISes/79

SUPPORT SCORECARD

The NOTIS Systems, Inc. Support Scorecard provides a monthly update of our service level commitments to you, our customers. Our service is measured by clearly defining our goals and monitoring our performance.

<table>
<thead>
<tr>
<th>Key Service Area</th>
<th>Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Immediate—95% of all incoming calls</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Hold Time—Average is less than 2 minutes</td>
<td>2 minutes</td>
<td></td>
</tr>
<tr>
<td>Resolve Time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Initial Call—50% resolved on initial call</td>
<td>50%</td>
<td></td>
</tr>
<tr>
<td>Level 2—80% resolved or passed within 5 business days</td>
<td>80%</td>
<td></td>
</tr>
<tr>
<td>Status</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Written—provide Customer Service Review Committee status within 2 business days</td>
<td>100%</td>
<td></td>
</tr>
<tr>
<td>Monthly—provide 70% of customers with monthly status of open problems</td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Expertise</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Training—120 student hours in training, consulting, and research per month</td>
<td>120 hours</td>
<td></td>
</tr>
<tr>
<td>Professionalism</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Staff—Customer feedback of staff professionalism</td>
<td>4.5</td>
<td>4.3 on a 1 to 5 scale</td>
</tr>
</tbody>
</table>

June 1992
Team NOTIS Meets Again
By Michael Seadle, Cornell University and Paul Assay, Indiana State University

The NOTIS Technical Advisory Committee (Team NOTIS) met for the second time on Wednesday May 13 to discuss three major issues:
1. Customer Support Services
2. Long-term development
3. New products and services

The agenda combined suggestions from Team NOTIS members and NOTIS staff. Requests for discussion time from NOTIS departments outstripped the number of slots available even though the schedule began with a 7:15 breakfast meeting.

The members of Team NOTIS are generally well known to NOTIS-L subscribers and NUGM attendees. They are:
- Paul Assay—Indiana State University
- Alan Alexander-Manifold—Purdue Univ.
- Timothy Prettyman—University of Michigan
- Michael Seadle—Cornell University
- Leigh Williams—Steven F. Austin University

As part of Team NOTIS, members tried to speak less as representatives of their sites, than as advisors helping NOTIS to continue to produce quality products and support. The focus was not on immediate bugs, but on future solutions.

Customer Support Services
Carole Norris, Manager of Customer Support Services and the creator of Team NOTIS, asked how NOTIS could improve its support services and the perception customers have of them. Team NOTIS members recognized that support services have improved significantly in the last year.

At this meeting, Documentation Services demonstrated a new bulletin board service that lets Tech's dial-in to search the problem database and download fixes. Team NOTIS recommended Internet access for the bulletin board. That should be in place late this year.

Another initiative is cooperative problem solving between NOTIS Support Services staff and Team NOTIS members, particularly for products such as GTO and VTLs where NOTIS cannot easily reproduce the types of problems that occur in a production environment. In April, for example, Cornell assisted with an R11N-GTO problem where experience with R11N PCs and R11N terminals was critical.

Team NOTIS also recommended that NOTIS use greater use of NOTIS-L to communicate with its customers. NOTIS staff were concerned that subscribers would feel that greater participation was an intrusion, but Team NOTIS thought most would welcome additional informational postings.

Long-Term Development
Team NOTIS members addressed this issue to the agenda because tight funds in higher education have forced many customers to plan for changes well in advance. John Kolman and Maribeth Ward discussed the company's strategic plans, and were frank in talking about the dilemma of wanting to communicate as much information as possible to their customers without, however, undermining critical marketing opportunities.

It became clear from discussions that NOTIS' new parent company, Ameritech, is providing development capital and support for major improvements. NOTIS is looking at architectural changes with distributed processing and standardized interconnections that should give customers greater flexibility as well as allow for new features.

John and Maribeth also opened the topic of benchmarking new releases for performance testing. Discussion centered on beta and early release sites providing statistics available on response time, along with specific hardware/software used at these sites. Team NOTIS would then assist in reviewing and publishing the performance data.

Products and Services
Conversion Services staff asked Team NOTIS about a new product called QuickReports. This is not a report writer, but a set of basic reports for sites that have neither SAS nor any other report generator. Members described reports they used routinely and suggested looking at NOTISPRO for other ideas.

The Release Integration and Distribution department staff also talked about their plans for further standardization of the installation process (something welcomed by all), and asked about how to make the installation instructions more useful. Team NOTIS suggested putting the instructions in machine-readable form on both the install tape and the new bulletin board. This would give Tech's the option to print the documentation or search for it online for key terms.

Next Meeting
Team NOTIS plans to meet again in July, and will meet with the chairs of the MVS and VSE special interest groups at NUGM in October.

The Authority Notification Package

Conversion Services is introducing a new product called the Authority Notification Package, to be available in the fourth quarter of 1992. This package consists of a series of programs that enables libraries subscribing to Blackwell North America's Notification Service to incorporate new and updated authority records into their databases.

The first of the series of programs is designed to pre-process the incoming authority record, perform special processing based on the STATUS value, and convert the record into the NOTIS MARC format. The second program compares the records from the notification service with the authority records existing in the database, and sets the heading use codes in the OIS field appropriately.

The third program detects duplicate authority records and performs special processing on them. Finally, the fourth program sets the subfield 1 w in SXX tracings for suppression from the OPAC. If the heading is not represented in the bibliographic records in the database. Likewise, it also sets the subfield 1 w for display in the OPAC if the SXX tracing is represented in the database.

If you have any questions about this exciting new product, please contact Bill Easton at (708) 866-0159 or Arun Greenseth at (708) 866-4889.
Conversion: Challenge: West Virginia University

The West Virginia University Libraries and their fellow consortia members, Shepherd College and Fairmont College, provided Conversion Services with challenging and complex conversion opportunities during the latter part of 1991 and early 1992. Each site had its own special considerations to take into account with its database structure and conversion requirements. In addition, West Virginia University is comprised of the four libraries, Wise, Health Science, Law, and the Charleston Division, each of which had its own considerations.

Conversion Services was able to address each library's special needs, converting all five of the databases in one conversion project using the QuickLoad + conversion option. The databases were converted into the NOTIS format using a customized conversion program, and delivered to West Virginia University. In addition, QuickLoad + allowed Conversion Services to provide special data analysis and pre-processing of the records in order to separate and de-duplicate the databases, and merge holdings within each database.

Dennis Newborn, Systems Librarian for the WVU Libraries, stated that he was extremely happy with the database conversion project, as was Dean Ruth Jackson; they were especially pleased at the speed with which the databases were converted. Evelyn Kocher, Head of the Catalog Department at the Wise Library, also stated that, overall, the project was a positive experience considering the complexity of the work and distinctive needs of each library.

Conversion Services is pleased to be able to provide specialized conversion options for its customers, and is making similar QuickLoad + pre-processing options available to other libraries too.

Answering a Need:
Introducing NOTIS QuickReports

As reported in the March issue of NOTISes, an informal focus group met during ALA Midwinter to discuss the need for a report package. They discussed the specific areas in the system where further reports are needed, suggested types of reports, and the required and desired functionality of the suggested reports.

Phase One: Analyzing Specifications for QuickReports

We completed phase one of developing this package, QuickReports. We compiled a list of suggestions, with brief descriptions, and distributed it to the participants of the focus group. We received a great deal of feedback, much of which has been incorporated into the analysis and initial specifications for QuickReports.

Many thanks to the focus group participants and other NOTIS users who provided valuable feedback during the first phase of this project. The QuickReports package is divided into two types of reports: General Reports and Module Reports.

General Reports:

- ARL Reports—Standard ARL Statistics
  - Volumes Held
  - Volumes Purchased
  - Monographs, Serials, and Microforms
  - Binding
  - Inter-Library Loan
  - FROReports—Programmers/Record Keeping
  - Record Counts

- Housekeeping Record Values
  - Display Reports
  - LCRFile Values
  - CICS Statistics
  - Logically Deleted Record Count
  - Orphaned Bibliographic/Copy Holdings Records

Module Reports:

- ACQReports—Acquisitions/Fund Accounting
  - Daily Transactions
  - Acquisitions
  - Acquisitions Cost
  - Acquisitions Discount
  - Items Ordered
  - Items Received
  - Orders
  - Vendor Analysis
  - Allocations, Encumbrances, Expenditures
  - Encumbrances/Expenditures Summary
  - Over Expenditures
  - Fund Accounting/Fund Management
  - New Subscriptions
  - Standing Order List
  - Publisher List
  - Gifts
  - Active/Inactive Serial Records

- CircReports—Circulation
  - Daily Statistics
  - Circulation Totals
  - Circulation and Patrons
  - Circulation and Items
  - Holds/Recalls
  - Patron Data Analysis
  - Patron Amounts Owed
  - Patron Charges
  - New Patrons
  - Overdues
  - Bill and Fine
  - Course Reserves
  - Use of Items
  - Internal Items

- CATReports—Cataloging
  - Acquired/Cataloged Items
  - Titles in Storage
  - Items Added/Withdrawn
  - Items Held

- Miscellaneous
  - Inventory/Shelf List
  - Bibliographic/Authority Records
  - MARC Tags
  - SEReports—Serials
  - Caption/Pattern
  - Costs of Serials

- OPACReports—OPAC
  - Terminal Usage
  - Searches

- ICMReports—Item Reports/Collection Management
  - Collection Aging
  - Collection Use
  - Titles by Subject
  - Miscellaneous

Phase Two: The Feasibility Study

We are now beginning the feasibility study, which is Phase Two. This requires in-depth research and analysis of each individual report to ascertain the parts of the database and system the report needs to access, and to calculate the resources that are required to develop each report.

We use this information to decide which reports to include in the NOTIS QuickReports package and to determine the user interface that will be incorporated into the package.

Phase Three: Beta Testing the Reports

Phase three is beta testing the reports that we develop. Several of the focus group participants have expressed interest in serving as beta test sites; NOTIS is finalizing these arrangements now.

QuickReports will be available in September, 1992. An optional maintenance plan will be in place; it entitles those sites that take the option to any new programs that are created and added to the QuickReports package.

If you have any questions, comments, or ideas, please contact Bill Easton at (708) 866-0159 or Ann Greemseh at (708) 866-4889.
NOTIS Professional Services Announces New Release Integration Support Packages

New releases of the NOTIS Multiple Database Access Software (MDAS) and the Library Management System are scheduled for shipment in third quarter 1992. Professional Services offers libraries a full range of implementation planning and integration packages to help NOTIS libraries and computer centers deliver this new functionality to patrons and staff quickly and efficiently. The new release support packages cover the following areas:

Installation & Technical Orientation
A senior NOTIS field engineer will help system support staff to install the new releases of NOTIS products in a test environment and will train staff in the new functions and features that focus on what's new on the technical front, with tips on system configuration and tuning.

Implementation Planning & Functional Training
A senior NOTIS consultant will train library staff in the new functions and features. The consultant will work directly with key decision makers in public and technical services to plan and integrate the new releases into your current production operations.

Integration
Once you have designed the new releases to fit your local specifications, a NOTIS field engineer will help integrate your customized version into your production system so that it runs smoothly and efficiently.

Inquiries
You may choose the full New Release package, or select one or more of the services as described. If you have specific needs that relate to functionality, project management, hardware, operating system, or telecommunications, we will work with you to design a package that meets those needs.

To learn more about our New Release packages and flexible pricing, please contact the Professional Services representative for your region:

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northeast and Pacific Rim</td>
<td>Ben Burrows</td>
<td>(708) 866-0136</td>
</tr>
<tr>
<td>Mid-Atlantic and Southeast</td>
<td>Nancy Hurn</td>
<td>(708) 866-4051</td>
</tr>
<tr>
<td>Great Lakes and Midwest</td>
<td>Ken Victorson</td>
<td>(708) 866-0183</td>
</tr>
</tbody>
</table>

Workshops Are Filling Up—Register Now!!

Last month, we told you about our regional workshops on New Serials Control, Fund Management, and Global Heading Changes. Many of you have already signed up, but we have room for more. Please use the registration form in this issue. Your registration materials for 1992 NUGM also include information on the workshops we'll be holding before and after our annual "Big Event" in October. We'll have several hundred users for NUGM, so register now before the workshops fill up. Workshops are planned for both library and computer center staff. Check the NUGM registration materials for details.

Our workshop calendar is now out on NOTISnet. We'll be posting cancellation announcements there and updating the workshop schedule. Have your Libr or Tech check this new bulletin board regularly for workshop news. A revised NOTIS Catalog of Workshops will be mailed to your site this month. Or pick up a copy at the NOTIS booth (#403) at the 1992 ALA Annual Conference in San Francisco.

<table>
<thead>
<tr>
<th>Title</th>
<th>Date/Location</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Serials Control</td>
<td>6/18; Evanston, IL</td>
<td>$65</td>
</tr>
<tr>
<td>New Serials Control</td>
<td>6/28; San Francisco, CA</td>
<td>$120**</td>
</tr>
<tr>
<td>New Serials Control</td>
<td>7/15; Dallas, TX</td>
<td>$65</td>
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<tr>
<td>Fund Management</td>
<td>7/15; Dallas, TX</td>
<td>$65</td>
</tr>
<tr>
<td>GLCH/GLOB</td>
<td>7/15; Dallas, TX</td>
<td>$65</td>
</tr>
<tr>
<td>New Serials Control</td>
<td>7/16; San Antonio, TX</td>
<td>$65</td>
</tr>
<tr>
<td>Fund Management</td>
<td>7/16; San Antonio, TX</td>
<td>$65</td>
</tr>
<tr>
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<td>$65</td>
</tr>
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<tr>
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<td>$65</td>
</tr>
<tr>
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<td>$75</td>
</tr>
<tr>
<td>Everything Computer Center</td>
<td>10/8; Chicago, IL</td>
<td>$75</td>
</tr>
<tr>
<td>Everything Library</td>
<td>10/8; Chicago, IL</td>
<td>$75</td>
</tr>
<tr>
<td>Release 5.1: Internals</td>
<td>10/8; Chicago, IL</td>
<td>$75</td>
</tr>
<tr>
<td>Release 5.1: Operations</td>
<td>10/8; Chicago, IL</td>
<td>$75</td>
</tr>
<tr>
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<td>$75</td>
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<tr>
<td>Everything Computer Center</td>
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<td>$75</td>
</tr>
<tr>
<td>Everything Library</td>
<td>10/10; Chicago, IL</td>
<td>$75</td>
</tr>
<tr>
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<td>10/10; Chicago, IL</td>
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<tr>
<td>Release 5.1: Operations</td>
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<td>$75</td>
</tr>
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</tr>
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</tr>
<tr>
<td>GLCH/GLOB</td>
<td>10/16; Detroit, MI</td>
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</tr>
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</tr>
<tr>
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</tr>
<tr>
<td>New Serials Control</td>
<td>10/21; New York, NY</td>
<td>$65</td>
</tr>
</tbody>
</table>

**Hotel costs mandate this higher fee. Half-day workshop.

*All workshops subject to cancellation two-weeks in advance if minimum registration is not met.
The 1993 Enhancement Survey

In March, we mailed a packet of submit materials to the chairs of the Special Interest Groups who expressed interest in this year's process. SIG Chairs who did not receive the documents and who wish to take part in the survey should contact Ann Greenseth at (708) 686-4889.

The majority of the development resources for the Library Management System for the next eighteen months is going toward changes to the circulation module. Therefore, NOTIS will review the enhancements included in this year's survey for 1993 development. In light of this timeframe, we will refer to this year's survey as the 1993 Enhancement Survey.

We need to address several issues that customers have raised regarding the enhancement survey process and results. We have heard dissatisfaction and disappointment expressed from several quarters. These comments and perceptions are consistent: the process is not working. We are trying to improve upon it with this survey.

Expectations

We designed the survey process to determine the priorities of NOTIS and KeyNOTIS users on desired functionality. NOTIS is committed to reviewing the survey results and to acting on desired items as resources permit. However, NOTIS cannot promise development. The results of the survey are important, but it is just one factor in our priorities for future development.

Difficulty of Enhancement

Each prioritized enhancement is considered in the light of varying factors. For example, the enhancement "Allow relinking of order records," which came in second in the 1991 survey, is more difficult than we originally thought. It would be a labor-intensive, two-year project, and would consume a significant amount of the limited resources available. There are other architecture-related issues as well. The "difficulty rating" Systems Development assigned to enhancements in the 1991 survey was intended to emphasize such resource consumption. NOTIS may not develop these very expensive enhancements.

Already in Development

Scott Muir, Lib1 SIG co-chair, suggested that a list of enhancements under development would aid the SIGs in planning and compiling the SIG lists for the 1993 Enhancement Survey. Below is a brief list of functionality from last year's survey being developed or slated for development.

LMS and/or KeyNOTIS

1. Punctuation sensitive searching—5.0.2
2. Download and print search results—available in MDAS 1.3, and to LMS users with Zero Level MDAS (at extra cost)
3. Report generator capability — QuikReports, currently being developed
4-7. Course Reserves, Patron HAS Command (Patron charge index display), Bill/Fine, Billing for Unreturned Items (LOST)—parts of the changes to the Circulation Module

MDAS—Functional

1. Printing and downloading support (range of records)—MDAS 1.3

MDAS—Databases

1. MLA International Bibliographic (H W Wilson)
2. Dissertation Abstracts International (UMI)
3. Newspaper Abstracts (UMI)—Complete
4. CINAHL (Cumulative Index to Nursing and Allied Health Literature)—Complete

GTO

1. 9600 Baud GTO Support—GTO 3.1

We will send a separate survey for GTO enhancement suggestions. The SIGs will be routing suggestions to Scott Muir, who has agreed to compile the GTO enhancement list. Requests that have been submitted through the Lib1 SIG will be in the survey. Five enhancements will be included in this year's GTO Survey.

Feedback

NOTIS is open to your ideas and comments regarding improvements to the process, as well as the overall future of the survey. Once again, we thank you for your continued suggestions and comments about the survey and the process.
Pre and Post N•U•G•M•92 Activities for NOTIS Library Users

NOTIS Professional Services Group is pleased to offer the following sessions in conjunction with the 1992 NOTIS Users Group Meeting (NUGM). Please use the enclosed NUGM Registration Form and accompanying instructions to register for any of the following sessions.

Note that our half-day sessions are offered twice, immediately before and after NUGM on Thursday morning, October 8, 1992 and Saturday afternoon, October 10, 1992. In these cases, the sessions are identical, so if you register for one, do not register for the other: they are identical in content. All sessions will be held at the Palmer House except where noted.

**MARC Format for the Non-Cataloger**
- L30. 10/8/92 9:00-12:00
- L31. 10/10/92 1:30-4:30

This half-day introduction to the MARC format is a helpful session for the library staff member who needs to have a rudimentary knowledge of MARC for a more complete understanding of the NOTIS system. Participants will receive enough information to make informed decisions about OPAC displays, better understand keyword searching, and more easily interpret OPAC displays.

Audience: Any library staff member with minimal exposure to MARC.
Fee: $75

**Your Role as LIBI**
- L50. 10/5/92 9:00-4:30
- L51. 10/7/92 9:00-4:30
- NOTIS Offices (Evanston, IL)

The first two days are identical to the two-day "Introduction to NOTIS" delivered to sites following installation. The third day (which may be taken separately) concentrates on the variety of activities and responsibilities that a NOTIS system administrator can expect to perform and oversee.

Audience: New LIBIs or any NOTIS library user desiring a better overall understanding of system architecture and record structures.
Fee: $295. ($95 for Day 3 only).

**Everything You've Always Wanted to Know About the Computer Center But Were Afraid to Ask**
- L100. 10/8/92 9:00-12:00
- L101. 10/10/92 1:30-4:30

This half-day session covers the basic organization of an academic computing center. Discusses the NOTIS software from the computer center's perspective, using its terminology. Participants gain a better understanding of the computer center's outlook on automation.

Audience: Library staff who deal regularly with computer center staff.
Fee: $75

June 1992
Pre and Post N•U•G•M•92 Activities for NOTIS Computer Center Users

NOTIS Professional Services Group is pleased to offer the following sessions in conjunction with the 1992 NOTIS Users Group Meeting (NUGM). Please use the enclosed NUGM Registration Form and accompanying instructions to register for any of the following sessions.

Note that our half-day sessions are offered twice, immediately before and after NUGM on Thursday morning, October 8, 1992 and Saturday afternoon, October 10, 1992. In these cases, the sessions are identical, so if you register for one, do not register for the other: they are identical in content. All sessions will be held at the Palmer House except where noted.

Release 5.1 Internals
C50. 10/8/92 9:00-12:00
C51. 10/10/92 1:30-4:30

Get yourself prepared for Release 5.1. This half-day session covers the installation of the new release, discusses new functionality, and reviews modifications to existing functions.
Audience: Computer center staff member with responsibility for operating and maintaining the NOTIS software.
Fee $75

Release 5.1 Operations
C50. 10/8/92 9:00-12:00
C60. 10/10/92 1:30-4:30

Get ready for Release 5.1. This half-day session covers the operational aspects of the new release, describing new jobs and changes to existing ones.
Audience: Computer center staff member with responsibility for operating and maintaining the NOTIS software.
Fee $75

Everything You've Always Wanted to Know About the Library But Were Afraid to Ask
C60. 10/8/92 9:00-12:00
C61. 10/10/92 1:30-4:30

This half-day session covers the basic concepts of an academic library's organization and operation. Discusses the NOTIS software from the librarians' perspective, using their terminology. You'll gain a better appreciation of the library's outlook on automation.
Audience: Computer center staff with responsibility for operating and maintaining the NOTIS software.
Fee $75
Cataloging and Authorities SIG Sponsors Programs at NUGM '92

The Cataloging and Authorities SIG is sponsoring seven programs at NUGM '92, which should interest both catalog and authority control database management librarians. Now that GTO has been running in most sites for six months to one year, Roy Heinz, Kate Sengo, and Christine Perkins Meyers will speak about workflow changes caused by GTO.

Our speakers represent both OCLC and RLIN sites and will address workflow and staffing implications related to GTO.

Our program about serials cataloging and how cataloging decisions affect the OPAC should be really exciting. We will discuss how the NOTIS environment affects the relationship among serials catalogers, serials staff, and reference staff.

One of our speakers will specifically address how the fields chosen to display in the OPAC may affect cataloging decisions.

Bonnie Dede will describe for us some problems with which we must deal when we decide to include audio-visual materials in our NOTIS databases. She has many years of experience cataloging A-V materials.

For several years, the Cataloging and Authorities SIG has been discussing analytics and "bound withs." Laura Bayard will describe her enhancement suggestion and Mary Monson will discuss her pilot project for handling analytics.

This will be our opportunity to comment on these two different approaches and to provide direction to NOTIS staff.

Gary Swann will present two programs. First, he will discuss the batch cleanup tasks that may be performed using existing NOTIS programs. Then, Gary will speak on using LCSH and MeSH in a dictionary index. Those of you who have health sciences libraries in our universities or networks hope his presentation will help us resolve the conflicts that occur between the two vocabularies.

Last year at NUGM, the Circulation SIG sponsored a session on creating provisional bibliographic records at the point of circulation. The idea was that a provisional record would provide greater access to a title than an unlinked item record. This year the Cataloging/Authorities and Circulation SIGs will co-sponsor another session on creating bibliographic records at the point of circulation. Ellen Cordes will summarize her point of view and her plan will be debated by proponents and opponents on the stage and in the audience.

If the SIG receives sufficient responses from its membership, the SIG will sponsor a space in the poster sessions in which policies and procedures may be exchanged and at which you may meet our "experts" and share ideas. Any NOTIS reader interested in sharing something in a Cataloging/Authorities SIG poster session should contact Anaeline Evans, Chair-elect, Cataloging/Authorities SIG at (313) 577-4006 (phone), (313) 577-3615 (fax), eevans@wayne1 (Bittnet), or eevans@cmcs.cc.wayne.edu (internet); e-mail is preferred.
Serials and Acquisitions Offer 11 Programs at NUGM '92

Dottie Marcinko
Acquisitions Division
Auburn University

The Acquisitions and Serials Interest Groups will be scheduling programs on a combined tract at NUGM '92, in an arrangement similar to that used last year. The interests and needs of the two groups coincide in several areas. Combining the allocation of time slots seemed to work well before and this offers flexibility in programming for something old, something new, something borrowed.

Don't feel blue when you see topics that have appeared before, or ones that were previewed last year. Many sites were not ready last year to plan for MHLDS, predictive check-in, or electronic interfaces with accounting, and are now able to benefit from the experiences of those that are in the process now.

MHLDS in the Lead
A major feature of Release 5.0 is the MARC Holdings record. Although previous NUGM sessions have dealt with the topic of MHLDS records, there is renewed interest in this subject as many libraries are now beginning to plan for MHLDS conversion. Therefore, we have planned two sessions dealing with MHLDS implementation. The session on Day One will cover issues to be considered in planning and testing the VHLD to MHLDS conversion process. The second session, to be held the next morning, will address MHLDS maintenance in Releases 5.0 and 5.1, NISO standards for serial holding statements and the resulting OPAC displays, and the potential for exporting MARC holdings data.

New Ways to Spend Money
You may be nearing zero balance internally, but until you get this information to your central accounting office and they cut your checks, you are neither in the black nor in the red. There are different needs and approaches to this at various sites and one of the three on this year's program may come close to coinciding with your needs.

One site plans to use the VITLS program for loading serial payments and adapt it to transmit financial data to a central site. We will hear the results of their efforts and hear about procedures already in place at two other universities.

Alternative Records in NOTIS
Special materials require special efforts when you want to fully integrate them into the online environment. Using the MARC AMC format may be a relatively new process at your institution, and even our old friends, government documents, are still step children at many places. We will offer some different viewpoints as pointers on using these records during a program designed to help you bring them into the NOTIS mainstream.

Predictive Check-In
Are you ready? Are you at least ready to hear from the field? The two beta test sites, Vanderbilt and University of Michigan, will describe their experiences, staff preparation, the check-in process, starting from scratch or from your old OPR check-in records. Sounds challenging.

Two Old Friends
Working with approval plan titles in NOTIS, like working with government documents, can take many approaches, which we will hear more about on the last day. Also scheduled is the very popular and crowded session we call "Ask the Experts." Topics are to be announced but are always helpful. This gives you one last chance to pick the brains of those who have done it before, or do it differently.

Claiming
Anybody can do claims on NOTIS...but will they do it right? What's right? If you think it's more than stuffing a form letter in an envelope and sealing it shut, you'll love this session. And if you don't, you might just change your mind after hearing our presenters.

Binding Systems and NOTIS
Binding systems and NOTIS don't speak the same language and this equals rekeying. We'll hear how some do it, and how some would like to do it, in a session of interest to both serials and preservationists. The Law SIG will have a session on check-in alternatives for legal materials, and this should be worthwhile to those who may have fewer law titles to deal with, but find them a challenge (to put it mildly).

SIG Meetings
Even though we have a joint tract of sessions, the Acquisitions and Serials SIGs will have separate business meetings during NUGM '92. Let us know your concerns and what we can do with programming at future NUGM meetings to best meet your needs.

NOTISPRO Available on LISTSERV@UICVM

The University of Illinois at Chicago Computer Center and University Library announce the availability of a national filelist of programs submitted by the programming and library staffs of the NOTIS licensees. Called NOTISPRO, the list contains SAS routines, PL/I programs, and Assembly Language code.

Programs are submitted by sending them via BITNET to UIC NOTIS (U39388@UICVM). Each program should include brief comments explaining its use along with the name of the submitter so that questions can be directed to the author. UIC takes no responsibility for the quality or quantity of programs submitted.

In recognition of the fact that some NOTIS licensees do not have access to BITNET, UIC is willing to download up to five files to a microcomputer diskette. Those wishing to use this service should send a formatted diskette and a self-addressed diskette mailer to the address below. Please include a list of the programs you want us to supply.

Paige Weston
UIC University Library
Box 8198 mc 234
Chicago IL 60680

Using NOTISPRO
To receive files, direct a request to the LISTSERV@UICVM. Requests to LISTSERV can be sent by online messages (TELL command in VM/CMS) or by electronic mail. The content of the message should be a valid LISTSERV command. To receive the current list of files on NOTISPRO, send one of the following commands:

1. tell listserv@uicvm send notispro filelist
2. in a note to LISTSERV@UICVM, type the following message only: send notispro filelist

Once the FILELIST has been received, you will know the names of the available files and may request that the LISTSERV send you any or all of the files.

Do this as described below. If the program you want is named RESERVE SAS, then

1. tell listserv@uicvm send reserve sas
2. in a note to LISTSERV@UICVM, type the following message: send reserve sas

Questions on all aspects of NOTISPRO can be sent to Harriet Comer (U35049@UICVM), Michael Speerberg-McQueen (U38198@UICVM), Paige Weston (U30343@UICVM) or Nancy John (U32528@UICVM).

Please send your electronic requests for NOTISPRO programs to the LISTSERV@UICVM not to Harriet, Michael, Paige or Nancy!

NOTIS/92 July

NOTIS/92 July
Those who wish to submit programs by diskette should send the diskette to Paige Weston at the same address. The NOTISPRO FILELIST (the list of programs) will be sent to NOTISes from time to time. Here is the current filelist:

**NOTISFILELIST for LISTSERV@UCVM**
- List of NOTIS-related programs
- This file lists the programs that are stored on LISTSERV and can be retrieved by network users. Programs can be retrieved by all network users.
- Welcome to the NOTIS programming list, NOTISPRO. NOTISPRO contains programs submitted by the programming staff from among the NOTIS licensees. The list contains SAS routines, MPL programs, and assembly language code; submitters are responsible for answering questions about their own programs.
- Programs may be submitted by sending them via BITNET to 03932000@UCVM. Programs may be requested via BITNET by asking LISTSERV to send program files.
- If an entry shows recs=0 the file is not available.
- This filelist may be sorted in columns 47 to 63 to get a list of files in the order of their updates. Sorting in descending order shows the most recently updated files at the top.

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<th>filename</th>
<th>filetype</th>
<th>size</th>
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<td>06/12/04</td>
<td>08:41:20</td>
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<td>06/12/04</td>
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<td>13:26:15</td>
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<td>16:20:29</td>
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<td>16:27:48</td>
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CIRCSEV SAS 72 08/09/02 16:26:32 Circ hist by servunit
CIRCSPAT SAS 71 08/09/02 16:24:48 Circ hist by patron category
PR04B00 SAS 72 08/09/02 16:25:42 List duplicate patron ID's
PR04200 SAS 80 08/10/04 16:56:30 Make patron ID file
PATEX SAS 80 08/10/11 12:41:42 Patron file extract
SAREXAS SAS 133 08/10/13 15:32:27 List materials on reserve
BIB SCRIPT 65 08/10/13 15:36:02 Bibliofile overlay flowchart
NLG SCRIPT 65 08/10/20 15:36:27 Nat.Library Canada flowchart
BIBFILE OVERLAY SAS 80 09/08/18 11:07:17 JCL programs, etc.
BIBFILE OVERLAY2 SAS 80 09/08/18 11:04:45 JCL programs, etc.
FUNDOPT SAS 80 09/11/17 12:08:06 Fund report
INVOICES SAS 80 09/11/17 12:18:09 Expenditures by fund
ODERLIST SAS 80 09/11/17 12:18:50 Orders report with titles
ITEMPRINT SAS 80 09/11/17 12:15:44 Item record updates
PATRONS SAS 80 09/11/17 12:14:25 Change patron category
CATSTATS SAS 80 09/11/17 12:13:04 Monthly cataloging statistics
MTHDEFL PLE 80 09/12/06 15:35:15 Removes auth recs by type
MTHDEFL2 PLE 72 09/12/19 09:36:26 Removes MARC auth recs
LIBMAIL RNR 79 09/12/07 09:56:51
DAILY RNR 80 09/03/19 15:26:19 Bill & fine transact details
OPDIV SORTER 80 09/03/27 10:13:39 Sorts operates rpts by call no
BEFKEY SAS 80 09/08/01 12:45:07 Daily bill & fine $ report
MOVS SAS 80 09/08/01 12:39:50 Title sorts that made no hits
OPACVIEW SAS 80 09/08/01 13:31:19 Graphs usage of partical term
OPACSTAT SAS 80 09/08/01 13:31:05 Simplified monthly LIBS stats
TRANLOG SAS 80 09/08/01 13:12:09 OPAC transaction log
ODMES SAS 72 09/08/01 15:19:17 Sets patron "owes" & MARC recs
OPUFRMTS SAS 71 09/08/03 15:26:54 If chrgs=0, resets overdue-0
BOURML SAS 72 09/08/03 15:35:31 Summarizes MARC transactions
SAREXAS SAS 72 09/11/12 08:25:48 Serials expenditures by FY
PATREND PLE 80 09/07/25 08:44:32 Sample patron file prep
ORDPRO SAS 80 09/08/31 14:34:36 Ords by vendor within fund
OVERDAS SAS 72 09/08/31 14:41:09 Ords by fund within vendor
ORDPRO SAS 70 09/08/31 14:41:26 Ords by fund within proc
SORMAN SAS 72 09/08/31 15:18:03 Counts cldss/clsdclss serals
MISCELLAN SAS 72 09/09/01 09:36:15 Items chgts to "MISSING"
WOCALL SAS 72 09/09/01 09:38:51 Lists records missing calls
OPUSFIL SAS 60 09/09/01 09:41:50 Customizes LDOS
WEBRAKER SAS 60 09/09/01 09:44:18 To add usearea/userrng rpm recs
CLAIMAL SAS 71 09/09/01 09:46:46 Produces claim alert list
BIREXT SAS 133 09/11/12 09:16:47 Extracts records by proc unit
BILLMS SAS 80 09/12/13 13:35:57 Student $ data out of NOTIS
LIMINT SAS 79 09/12/29 09:19:04 Ctrl specs by V.G.
OPACPRINT TXT 80 09/03/25 14:10:01 5.0 vanilla LCRfile (beta)
OPACPLR TXT 80 09/03/25 14:10:03 5.0 Purdue LCRfile (beta)
OPACLR SAS 60 09/03/25 14:13:10 Outputs 5.0 LCRfile values
MARCOUT SAS 80 09/14/22 13:03:07 Outputs MARC record for vnds
FONRWT SAS 80 09/04/10 09:29:28 Forms align print pattern
BILLMS PATCH 80 09/04/28 13:15:27 For courtesy diskcopy bills
LINUX SAS 80 09/04/04 17:04:36 Extracts LCR units
LINUX SAS 80 09/04/04 17:05:02 Extracts LCR security

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June 1992

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