NOTISes

NUGM Meets with Success Again

We are pleased that 775 NOTIS customers attended the 11th annual NOTIS Users' Group Meeting (NUGM), held October 8–10, 1992. The customers who attended NUGM represented 160 sites.

Everyone kept busy attending their choice of 95 sessions including 26 Special Interest Group meetings and 10 training workshops. It was a productive and informative three days.

Our congratulations to the Special Interest Group chairs on their success in planning and conducting an effective and in-depth meeting.

The Opening Session Kicked Off NUGM

Lizanne Payne (Executive Director, WRLC), opened this year's NUGM at the General Session. Jane Burke (President, NOTIS Systems, Inc.) gave the first address, followed by Malcolm Getz of Vanderbilt University, and Maribeth Ward and John Kolman

of NOTIS. The opening session was well-attended and kicked off a productive and lively meeting.

Excellent Reviews from NUGM Attendees

We tallied the initial results from the evaluation forms we received at NUGM. More than 80% of you found the session topics very useful, and 90% found the session scheduling workable.

More than 90% of you thought the overall meeting was valuable. Many customers commented on how well organized and relevant NUGM was, and how excellent the accommodations were.

If you'd like proceedings from the 1992 NUGM, call Liz Feltmann at NOTIS Systems (708–866–0150). We already have begun planning for the 1993 NOTIS Users' Group Meeting, and we look forward to the agenda for next year.

Be sure to make plans to attend next year's sessions the week of October 11, 1993.

NUGM photos are on page 4. ■

NOTIS NEWS

Accessing NOTISrv through the Internet

In keeping with our goal to make access to the NOTIS bulletin board as easy and inexpensive as possible, NOTISrv, our 24-hour online bulletin board service, is now available on the Internet.

The IP Address: 192.101.184.11
The Host Name: notisrv.notis.com

You can telnet to the bulletin board to access the XChange, the bulletin board software. If you are a Lib1 or a Tech1 and do not yet have a NOTISrv account, login as guest and fill in the registration form. We will provide you with an account so you can telnet to NOTISrv and download files via ftp (file transfer protocol).

Accessing NOTISrv via Telnet

To access NOTISrv, the bulletin board software, simply type: telnet notisrv.notis.com

The system prompts you to provide your NOTIS-supplied login id and password. Then, the system automatically starts up NOTISrv. Features available in NOTISrv include: keyword searching of all directories, browsing the latest NOTIS public messages in XNEWS, and electronic mail.

Downloading Files via FTP

If you wish to download any of the files you viewed on the bulletin board, first quit from NOTISrv. You will be disconnected from the bulletin board automatically. Now you can ftp into the system to download files. To download files, type: **ftp notisrv.notis.com**

The system prompts you to enter your login id and password. To access the files you want to download, change directories to ftp_files by typing: **cd ftp_files**

We have duplicated the NOTISrv directory tree under the ftp_files directory. Each of these directories has copies of all the files that are on the bulletin board. Change to the directory that has the files you want to download. For example, type **cd lms** to access the directory with the LMS Support Solutions entries.

To actually download your files, type: **mget <filename> <filename>**

For more information concerning telnet and ftp, consult your system documentation or system administrator.

NOTISrv—Our Commitment to Service

NOTISrv does not replace any existing support service or documentation. This free bulletin board service is part of our continuing effort to provide information and support to you in an efficient, timely manner. ■

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.

Maintenance Reminder for Conversion Products

As a reminder to all of our customers, our Conversion products fall under the same maintenance program as our Library Management System (LMS) products. When you purchase a Conversion product, you receive any fixes or new releases free for a year.

After the first year, you can purchase maintenance for the product, which entitles you to telephone support, fixes, and new releases for the next year. Maintenance cost for a product is 15% of the product's total cost. Maintenance is due the 13th month after you have purchased the product.

### Generic Programs—Free with LMS Software

You do not pay maintenance for our generic programs. We ship these to you free with all of our LMS software and new releases. These are:

Authority Loader—LCN030B
BibLoad—LCN011B
Export/Reload Bibliographic Records—LCN070/71B
Generic Overlay—LCN020/21/22B
Linked Item Records—LCN035B
Unlinked Item Records—LCN040B
Vendor Invoice Tape Load System (LD900BAL)

Products Falling under the Maintenance Plan

The products that do fall under our maintenance plan are:

Bibliographic and Holdings Loader and Modules—LBC30
Batch Linkers—LDX25
Derive Overlay—AOVL/BOVL
Smart Barcode and Vendor Label Tape—LD016
MARC Upgrade—LCN050B
QuikMerge—LCN100B
RLIN Tape Output ■
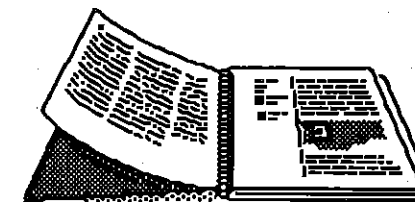
Need Another NUGM '92 Manual?

We are offering all three NUGM '92 manuals for $20 a set. If you are interested in purchasing the NUGM manuals, call Liz Feltmann at (708) 866-0180. ■

Release 5.1 Documentation

Documentation Services is mailing Release 5.1 Technical and User manuals as well as documentation for Release 1.3 of MDAS and Release 3.1 of GTO in November and December of this year. These mailings are a part of your update subscriptions. ■

Record Layouts for LMS 5.1

At NUGM, the MVS/VSE Special Interest Group asked Documentation Services to include more record layouts in the *Internals Reference Manual*, specifically the LPCLOGF files, Journals 3, 4 and 6, LIREQC and LIREQP.

You will receive the layout for LPCLOGF file in the next Technical Update. Providing layouts for the other files, however, requires extensive resources. For that reason, we will discuss this project with TEAM NOTIS to make sure we are spending our resources in the best way possible. Watch futures issues of *NOTISes* for an update on this project.

In addition, the SIG requested that we annotate documentation changes from release to release. We will do so beginning with updates to the LMS 5.1 manuals. ■

Malcolm Getz, Vanderbilt, and Jane Burke, president of NOTIS, sit down to talk. Both of them presented at the General Session.

John Kolman and Maribeth Ward discuss NOTIS' future direction at the General Session.

NOTIS customers listen to the the PACLink Overview session on Thursday, October 8.

A NOTIS customer listens intently to a presentation.

Mary Pagliero Popp, Indiana University, presents an OPAC SIG Poster Session to interested customers.

Team NOTIS Meets with MVS/VSE SIG Chairs at NUGM

by Leigh Williams, Stephen F. Austin State University and Carole Norris, NOTIS Systems, Inc.

The PreNUGM meeting provided an excellent opportunity for the incoming and outgoing SIG Chairs, members of Team NOTIS, and NOTIS staff to communicate on issues, goals, and accomplishments.

The meeting opened with a report by Team NOTIS on what they considered to be their accomplishments in the past year. Their comments included:

1) Improving customer support.
2) Programming Circulation in C. "Our contribution was significant and useful. We brought up the kind of criteria sites would use to make a decision."
3) Documenting release distribution. Added a change list for JCL changes."
4) Implementing awards that recognize significant support personnel.
5) Urging closer cooperation between development and support. Suggested that systems development find out what kinds of changes sites make to the released code.
6) Suggesting that early release sites evaluate the impact on system resources and publicize their results so that other sites can do capacity planning.
7) Discussing responsibilities of beta sites. Suggested that changed functionalities and programs be listed so that they can be tested more thoroughly.
8) Establishing criteria for NOTIS regarding how the company should use NOTIS-L and NOTISrv.
9) Using NOTIS@TWAIN.NOTIS.COM. Bill Drewett republished the *NOTISes* article on the Customer Support Services Internet support mail box (see page 13).

Emphasizing Teamwork

Carole Norris gave a summary service report which is covered more specifically on the cover of the October issue of *NOTISes*. Carole is trying to emphasize teamwork across the company and believes there has been great improvement. Perhaps the most important teamwork effort is Team NOTIS. Her presentation covered:

Phone Support
Levels of Support
Teamwork
Training Program
Scorecard

Recommendations and Enhancements

Maribeth Ward and John Kolman joined the group to discuss programmer recommendations and enhancements, the enhancement process, and specific requests. The goal of these recommendations is to make the system easier to support and are not requests that LIB1's would be focusing on.

Specific recommendations were discussed, and a presentation on the discussion was planned for the MVS/VSE joint SIG meeting. A process was proposed that would involve several steps:

- MVS/VSE SIG Chairs collecting feedback on suggestions for changes.
- This group surveying users.
- Users applying points to rank recommendations.
- Group making recommendations to NOTIS.
- Following up with impact discussions on both sides, especially by Team NOTIS.

Initiating Quality

Jim Miesse updated everyone on progress made this past year with the quality initiative. His comments included:

- Focusing on consistency; for example in release and upgrade documentation, and in the way testing is done.
- Minimizing variation.
- Trying to do it right, rather than answering the phone when it's wrong. Making sure that fixes don't get dropped between releases.
- Integrating testing with coding. MDAS is the first product done this way. The role of the Beta sites is changing to confirm the testing

that has been done, rather than finding bugs.

- Trying to recognize when changes in the code change functionality or work flow. This past year, representatives from the OPAC, Serials, and LIB1's have been brought in to NOTIS to review the system to avoid unexpected changes. Early release sites are also checking for changes. Six sites at minimum will have 5.1, MDAS 1.3, and GTO 3.1 in production for six to eight weeks before general release.
- Testing releases more thoroughly. Release 5.1 has been tested more thoroughly than any prior release, internally and externally. Release 5.1 has options to implement the new functionality; in other words, sites can elect whether or not to use location-based cataloging or serials check-in.

Jim's goals for the coming year:

1) Migrate the work done in LMS, MDAS, and GTO to Conversion Services products.
2) Since the groundwork is laid, Jim can now monitor calls and PTS regarding installs and upgrades. Because he has a testing history, he can measure the quality and fine tune.

Future Action

The meeting concluded with determining future action steps for Team NOTIS and the MVS/VSE SIG Chairs to continue working together. Everyone agreed that the goal is to develop an effective communication process.

To promote this goal, Team NOTIS will solicit agenda items from the SIGs prior to future meetings with NOTIS. Following each meeting, Team NOTIS will provide feedback to the SIG Chairs and summarize meetings on NOTIS-L. ∎

Cataloging and Authorities Issues to Think About

The Cataloging and Authorities Special Interest Group asked NOTIS to talk about issues that are of greatest interest to their group. This article is a synopsis of the main points covered by NOTIS at the SIG meeting that was held during NUGM.

Call Number Developments

We are including location scoping in the 5.1 version of the call number index. For example, if you want to look at a certain call number, let's say for the arts library, and you type cl=na, NOTIS retrieves all of the na numbers in the arts library and marks them with a symbol. You always see a marked view of the call number index instead of a filtered view, because the overhead to filter call numbers is too great.

We have no plans at this point to use the call number index for inventory control.

Format Integration

Because of our existing architecture, format integration for NOTIS products is not a big issue. We will have to make some changes to our current products, but relatively speaking these will be minor.

Changes to LC110DAT (NOTIS-MARC Tag Table)

We will need to make changes to LC110DAT (NOTIS/MARC Tag Table). This table within our software is used for online validation of field tags, indicator values, subfield codes, and the values entered in fixed fields.

If you enter any of this data incorrectly when creating or editing a MARC bibliographic, authority, or holdings record online, the system responds with an error message and requires you to make corrections before the system accepts the record.

Right now, with the seven different bibliographic formats, some MARC field tags and other MARC data elements are valid only for a specific format. The structure of LC110DAT has each

MARC field tag and its associated values appearing once, with identification of the formats for which the tag is valid.

All we have to do to accommodate format integration in this part of the system is to edit the table appropriately. While painstaking, this is a relatively minor project requiring little effort.

Of course, we will have to add the 006 field tag and its associated values. The 006 is automatically sequenced—just like other repeatable fields are now—a necessary feature given the fact that you may wish to use more than one field to emphasize differing aspects of the item under consideration. Remember that the type of 006 code requested corresponds back to the record type.

Adding the 006 might also affect the displays at the index level that are now generated by the record type. As you know, anything other than a printed book carries a one-word format designation based on the record type.

With the added data of the 006 should we, for example, show "serial/map" or "map/serial" in the staff and on the OPAC indexes? And given the space limitations on index displays, where do we stop? After the first 006? Or should the OPAC be affected at all? Can patrons cope with this? We don't know, and again, the possibilities are just beginning to be explored.

We will also have to adjust the format change command—we might just strip out extant 006 fields and require you to type in new ones suitable for the new format. Again, this is the kind of detail level decisions that have yet to be made.

Handling Deleted or Obsolescent Tags, Subfields, Etc.

We will also remove from LC110DAT all tags and associated values that the revised format has identified as "deleted"; in other words, those tags that were never defined and should not have been used. In many cases, these values were never entered in the table. We will also remove all tags and associated values that the revised format has marked as "obsolete."

What does this mean for your existing bibliographic records? Essentially, nothing. Deleted or obsolete field tags will remain in your NOTIS bibliographic records without problems. If, of course, you call up a record to edit the deleted or obsolete field, the system will catch the invalid

tags, etc., thus requiring you to enter the appropriate data.

For staff display purposes, the obsolete elements will continue to appear in your records if you originally entered data. For example, with format integration, the ME/B element of the 008 (or the "fixed field" as most of us call it) becomes obsolete. Once you get the NOTIS release with the new tag table, records that have a value entered in the ME/B will continue to store and display the label and the value.

Records in which the value was left blank (or with a question mark (?)—the NOTIS fill character) will not display the label. Any new record created online using the "new" command will not produce the ME/B element.

Impact on the Cataloging Module

Basically, we see no real change to the way you currently may be working. Format integration may mean some additional processing—especially for any original cataloging you do—but it should have minimal or no impact on your daily operations. Your online work should not change substantially.

NOTIS will be ready to go with format integration when OCLC and RLIN have the first records in its database. A representative from Systems Development went to OCLC on October 14, because we wanted to be involved with OCLC in testing. When OCLC gives us an implementation schedule, we will be ready. The NOTIS loaders and GTO will continue to pass records as they always have. We will make the necessary adjustments to these products, but timing is critical.

Working Smarter—the Cataloger's Workstation

Systems Development is going to look at the cataloging and acquisition modules as a piece, although Systems Development has not set a firm date for looking at this, nor has an analyst been assigned to this project.

Tom Schneider from the Circulation SIG addressed the Cataloging and Authority SIG at NUGM to describe the successful methodology that they used for the 5.2 circulation rewrite. Three members of the Circulation SIG are presenting the 5.2 requirements to NOTIS in November. ■

We Tabulated the 1993 Enhancement Survey Results

The results are in! We tabulated the results of the 1993 Enhancement Survey for LMS, KeyNOTIS, GTO, and MDAS. We will examine these results to see what we can include in LMS Release 5.3. For Release 5.2, we are focusing our resources on circulation.

We designed the survey process to determine the priorities NOTIS and KeyNOTIS customers place on desired functionality. We are committed to reviewing the survey results and to acting on desired items as resources permit.

The results of the survey are important, but they are just one factor in our priorities for future development. We need to consider the amount of resources the enhancements would require, such as labor, time, and cost.

LMS Survey

We received 83 enhancement suggestions for the LMS survey. Sixty-seven percent of the surveys we mailed to customers were returned. KeyNOTIS sites are included in these results too.

The top ten vote getters are listed below. They are listed by question number on the Enhancement Survey; description of enhancement; and percentage of votes the enhancement received. As you can see, the most popular enhancement request only received 9.4% of the vote.

Question #	Description	Percentage
#41	Guide screen display	9.4%
#35	Alphabetizing titles in an author file in a single alphabetic sequence	8.3%
#15	Improved text editing functionality for bib records	8.3%
#43	Serials title search	4.2%
#57	Additional indexes to Order, Fund, Invoice, & Vendor Records	3.8%
#42	Ignore stopwords in keyword searches	3.5%
#67	Toggle from staff records to OPAC records	3.5%
#21	Online shelflist display	3.4%
#16	Ability to delete & resequence copy statements	2.8%

KeyNOTIS Survey

KeyNOTIS customers asked for ten enhancements. Sixty percent of the surveys were returned. The top six enhancements received ten to twenty percent of the vote.

Question #	Description	Percentage
#8	Allow Quickload to add call number to holdings	20.0%
#1	Automatic notification of lost books to acquisitions	13.3%
#3	Call number searching/shelf list capability (Tech. mode)	10.0%
#7	"Timer" for opening and closing KEYCICS	10.0%
#9	Working log off command for users coming in through networks	10.0%
#10	Access to terminal tables & sign on tables on separate SAF password	10.0%
#2	Wording on patron notices	6.7%
#4	Remove "line #" from OPAC screen	6.7%
#5	UM= messages to appear on OPAC bib screen, not holdings screen	6.7%
#6	Wording of message in status field of OPAC display	6.7%

GTO Survey

The top 10 of 12 requested enhancements are listed below. Sixty-six percent of the surveys we mailed to GTO customers were returned. The top enhancement suggestion received 31.2% of the vote. The next two closest suggestions received 14.9% and 13.7% of the votes respectively.

Question #	Description	Percentage
#1	Ability to select a specific bibliographic record to be overlaid using NOTIS record #	31.2%
#2	Enhanced troubleshooting capacity in links between utility & GTO PC &/or GTO PC & CICS	14.9%
#4	Validate all fixed field codes & special characters in variable fields during the transfer overlay process	13.7%
#9	Select the fields for GTO overlay program for bib records	9.3%
#11	Creation of a GTO CICS suspense file	5.7%
#5	Ability to generate linked item records automatically through GTO	5.5%
#3	Validate all fixed field codes & special characters in variable fields during the transfer overlay process	4.8%
#10	Enhanced queue handling techniques	4.8%
#8	Multiple processing units through a single GTO port	4.2%
#12	Create a UNIX version of GTO	2.9%

MDAS Surveys

We separated the MDAS surveys into two sections: functional and database.

MDAS Functional Survey

This section of the survey included 13 suggested enhancements. Fifty-five sites received the MDAS survey and 66% of the surveys were returned.

Question #	Description	Percentage
#4	Improved screen editing	33.1%
#6	Holdings display	13.5%
#1	Download/print features	12.8%
#7	Display order for processing units	9.0%
#5	System-wide explain screens	9.0%
#3	Suppress patron ID display	5.3%
#8	Separator page for print jobs	4.5%
#10	Subdatabase documentation	4.5%
#12	Security definitions	3.0%
#11	ID type	2.3%

MDAS Database Survey

We included five databases on the second section of the MDAS survey. Sixty-seven percent of the sites returned the surveys. MLA Bibliography received the overwhelming majority vote of 46.8%. Faxon came in second with 23.9%.

Question #	Description	Percentage
#3	MLA Bibliography	46.8%
#2	Faxon Finder	23.9%
#5	Chemical Abstracts	12.8%
#1	Cumulative Contents	9.2%
#4	Facts on File	7.3%

Our thanks to the Special Interest Groups and their Chairs for the time and effort they devoted to compiling the enhancement lists. Once again, they displayed their willingness to share experiences and make the enhancement survey possible. ■

SUPPORT SCORECARD

NOTIS SYSTEMS, INC.
CUSTOMER SUPPORT SERVICES
Assistance

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.

September, 1992

Key Service Area	Goal	Actual
Response Time Immediate - 95% of all incoming calls Hold Time - Average is less than 2 minutes	95% 2 minutes	100% .1025min.
Resolve Time Initial Call - 50% resolved on initial call or first day Level 2 - 80% resolved or passed within 5 business days	50% 80%	37.9% 67.5%
Status Written - provide Customer Service Review Committee status within 2 business days of review Monthly - provide 70% of customers with monthly status of open problems	100% 70%	100% 40%
Expertise Training - 120 student hours in training, consulting, and research per month	120 hours	163.8 hours
Professionalism Staff - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale	4.5	6.15

Communicating with Customer Support

At the 1992 NUGM, the MVS/VSE Joint Special Interest Group asked that we clarify how to communicate to NOTIS Customer Services when using media other than the telephone.

We have established an Internet address, a fax number, and a NOTISrv mailbox in an effort to add methods to communicate issues or questions to Customer Support Services.

Internet: NOTIS@TWAIN.NOTIS.COM
FAX: 708-866-4908
NOTISrv: 708-866-4930

NOTIS customers who prefer to use fax or NOTISrv or Internet should be sure to include the following elements when communicating with Customer Support. By including all of this information, you will help ensure that NOTIS staff have the data they need to resolve the problem as quickly as possible.

Date:

To: Address to assigned engineer or librarian for previously reported inquiries or problems; address to Cheryl Wallace for new inquiries or for those cases where you are unsure who has been assigned to work with you.

From: Indicate your name, LIB 1/2 or TECH 1/2 designation, and NOTIS customer site name.

Subject: Give a one-line description of your inquiry.

PTS Number: Indicate assigned number for previously reported problems or questions; otherwise, indicate that this message covers a new unreported question or problem for your site.

LMS Release Level experiencing Problem:
Test _____ Production _____

Module(s): Indicate the module(s) or product causing difficulty or about which you are inquiring. For example, acquisitions, serials, Keyword, circulation, cataloging, authorities, OPAC, VITLS, GTO, InfoBase, PACSearch, PACLoan, MDAS, CICS/VSAM, or systems issues, or KeyNOTIS. Note: For GTO, MDAS, CICS, InfoBase, or PACSearch, PACLoan, please indicate the release level as well.

Problem Description: Summarize the question/problem. Clarify how it affects your daily work, your files, or other parts of system operations. Let us know what you have done to isolate the problem, and the results of your testing or debugging prior to contacting NOTIS. For online issues, indicate whether you were in OPAC or staff mode, and itemize the sequence of commands that resulted in a problem or question.

Supporting Documentation: List any documentation that may be forthcoming to NOTIS to help Customer Support staff answer your question; for example, screen prints, dumps of records, programs or system dumps, CICS traces. Note: Be sure to indicate HOW supporting documentation is being sent: by Internet, by NOTISrv, by fax, by FedEx, or by mail. This will help us keep track of communications from you that come from multiple sources.

Desired Medium for Response: NOTIS will respond by phone unless you explicitly indicate here that you prefer response by fax, Internet, or NOTISrv. Note: For fax response, please provide your fax number. ■

Regional Workshops: Coming Up in January 1993

1993 Workshop Correction

The recently distributed *NOTIS Catalog of 1993 Workshops* has an error regarding dates for two of the library workshops.

"New Serials Control" (L1093) will be held in Denver on January 22, 1993, not January 15.

"New Directions in Library Automation" will be held in Denver on January 27, not January 20.

The corrected dates are in conjunction with ALA Midwinter.

Our apologies for the confusion.

Our first two workshops of 1993 focus on two topics that represent the old and the new.

"New Serials Control: Overview of Functionality and Implementation Issues"

This workshop has been extremely successful in 1992—as of October 11, 206 customers had enrolled. On a scale of 7, they rated the overall quality of the workshop at 6.27. We offer this popular session—the first workshop of 1993—on January 22 in conjunction with ALA Midwinter in Denver (not January 15 as appears in the 1993 workshop catalog).

The new serials control module is of course very exciting for both LMS and KeyNOTIS users. As part of our standard software package, it is important for all NOTIS users to recognize our commitment to maintaining the functionality of our mainframe products.

But NOTIS has already broadened its product offerings to embrace distributed processing and the client/server model with products like InfoBase and PacLink. This direction provides you with greater choices in hardware, lower costs, and the ability to offer enhanced information access to your patrons.

As with all new products and new technologies, there are questions, perhaps a little confusion, and almost surely some uncertainty as to just what is meant by the new jargon that is so casually used by those working in these areas. To help you learn about these topics, we're pleased to introduce another workshop,

"New Directions in Library Automation: Client/Server and Distributed Systems"

Here we will address, in a non-technical way, those basic concepts and terminology that will help you understand what these new directions in computing and telecommunications are all about. This new workshop is scheduled for January 27, 1993, immediately following ALA Midwinter in Denver.

Since we have had sufficient lead time to plan, we have requested meeting space for these workshops in ALA hotels. We can avoid the less ideal space we have sometimes had to use at past pre– and post–ALA conferences.

A registration form appears in the *NOTIS Catalog of 1993 Workshops*. Register now since space is limited. ■

More Good Questions and Answers about New Serials Control

We distributed the following questions and answers to those attending the Serials SIG meeting at NUGM 1992. This is the final installment of pre-release Q&A articles about the new serials control module.

NOTIS staff is grateful to the Co-Chairs and Steering Committee of the Serials SIG who actively participated in developing and testing this new feature.

1. **What screens in LSER allow staff to enter notes about what to do with a particular expected issue, messages a receiver needs to read before receiving, such as, "Give next issue to Serials Cataloging" or "v.2:no.3 will be published before v.2:no.2"?**

   Assuming the staff person has authorization to do so, the check-in note may be added or updated from the second receipt screen and/or on the second caption/pattern screen.

2. **Does the copy note on the Receiving New Items: Expected Copies screen automatically transfer to that screen from the copy holdings screen for that record?**

   Yes. The copy note comes from whatever appears in the copy level notes field of the copy statement in the copy holdings record. To enter or update the copy level notes field, you must have access to the copy holdings record—standard procedure in NOTIS for displays from linked records.

3. **Does the NOTIS record need to have an OPR built before you can build the LSER screen for check-in? In other words, can you build an LSER on a record that doesn't have an OPR?**

   No to the first. Yes to the second. An OPR is not required for use of the new serials control module.

4. **How do you de-activate a caption/pattern record if the pattern changes? What are the precise steps?**

   You do not need to deactivate a no-longer-valid caption/pattern record. You simply create the new caption/pattern record, either typing it from scratch after entering the new command or (more likely) by entering a copy command and editing the copied record appropriately.

   The system automatically uses the last caption/pattern record with the most recent start date. It automatically begins to use that record at the appropriate time, so that if you know about changes to caption/patterns in advance and with what issue the change occurs, you can set up the new caption/pattern at any time and have no interruptions in check-in.

5. **I am aware that Faxon is developing a caption pattern database for use with its serials management services and products, and that BNA may be also. Please address the issue of acquiring and loading such a database as part of implementing 5.1. What would be involved in doing so? What kind of local programming or Conversion Services custom work would be needed to integrate a pre-existing database into LSER?**

   We will happy to work with Faxon or any other vendor to develop a caption/pattern loader. If any site would like to be a development partner on this project, please contact Stuart Miller at (708) 866-0171.

   We are currently talking with Faxon about an arrangement. If you are a Faxon customer, please write to Faxon and indicate your desire for caption/pattern data.

   If a NOTIS site already has caption/pattern

data or holdings information in another system and wants to transfer that into the new serials control module, we would be happy to discuss customized programming. Please contact NOTIS Professional Services at (708) 866-4891, identify your site, and ask to speak to your representative.

6. **NOTIS recommended for 5.0 that monthlies with annual cumulations be handled by having two OPRs on one copy statement. LSER does not have a comparable way to handle two patterns on one copy statement. How does NOTIS recommend that publications with cumulations be handled instead?**

If you only have one bibliographic record and one copy statement for a cumulative title to cover all of its frequencies, we would recommend you define a pattern using the shortest interval as the frequency—possibly with its "normalized irregular" characteristics appropriately coded.

Public notes fields in the MHLD record permit you to explain the cumulation features and your retention pattern for purposes of the OPAC display. You can, of course, define separate copy statements for each frequency and create separate caption/pattern records for each. In some cases, you may have separate bibliographic records for separate cumulations in which case there will be totally separate holdings data.

7. **How would NOTIS recommend entering on the caption pattern set-up non-NISO standard enumeration and chronology, in other words, 101st Congress, or government documents whose variables are something like 88-22 & 89-34?**

"Congress" or an abbreviation could be used as a caption at any level with a corresponding numbering scheme defined as "ordinal." The abbreviated year and the number could be defined as two more enumeration or chronology levels. Or you

could consider it as one level with perhaps "var(ies)" to define the number contained in the next highest level.

All of this is best handled by your looking at the caption/pattern record and experimenting by using the Preview Pattern feature. Also, the workshop "New Serials Control: Overview of Functionality and Implementation Issues" comes highly recommended by NOTIS users: of the six sessions held so far, the quality rating is 6.26 on a scale of 1–7. Attending this session would give you a better sense of how caption/patterns are created.

8. **How do we set up the pattern for a publication whose enumeration changes but just uses the year (no months, no seasons) as its chronology? How can we set the prediction to correctly predict this regular publication whose numbering increments, but whose chronology changes only with the volume change?**

You would define additional levels of chronology to help you predict issues, but suppress those levels from displaying elsewhere (including the OPAC).

9. **How will we handle titles like MUTATION RESEARCH or BIOCHIMICA ET BIOPHYSICA ACTS in LSER?**

Unfortunately, without issues in hand, we are reluctant to code caption/pattern records for you. For titles that follow unique or peculiar patterns, the NOTIS Serials SIG may wish to discuss how NOTIS users might best share their expertise with one another.

10. **In the above example, if v.271:no.1 was the first predicted issue and v.273:no.1 was the first issue received, would the system allow you to change the enumeration/chronology at check-in? I understand it does not allow changes if the enumeration/chronology does not match a predicted issue.**

Changes are allowed. Any confusion is probably due to unfamiliarity with the new terminology we are using.

On the receipt screen, you can always change the data (i.e., "271") associated with an enumeration or chronology level caption (i.e., "v."). You simply tab to the affected data, type over, and then proceed. The system prompts you through a verification routine before allowing you to proceed on to the second receipt screen to actually record receipt.

You cannot change the captions, add captions, or delete captions at the point of check-in for any enumeration or chronology level. You can change the wording of the captions that appear on the receipt screen, but you make such a change on the existing caption/pattern record—not on the receipt screen.

If the issue in hand has enumeration/ chronology data for levels that do not match what the system predicts the issue should have, you either have to create a new caption/pattern record (because one or more of the enumeration and/or chronology levels has changed) or you press the PF5 key. If you choose the former, you will probably put the issue aside for later processing. Once the new caption/pattern record is entered, you can then receive the issue in the usual way.

When you press the PF5 key, the system provides fields into which you type all applicable captions and the corresponding enumeration and/or chronology data of the piece in hand. If the system finds a matching caption/pattern record for the captions you have just typed in, you can proceed to receive the issue in hand.

This situation will happen when you have created a new caption/pattern record because a change occurred but you still have outstanding issues that need to be checked-in using the now superseded, previous

caption/pattern record. If the system indicates that no matching record was found, you will either:
(1) create one (because you never did so originally); or
(2) look at your older caption/pattern records to see if you made a mistake in typing in data on the receipt screen before you can receive the issue.

If you ever need to add or delete a caption because a level of enumeration or chronology has been added or deleted, it means that you have had a change in the caption/pattern and need to create a new caption/pattern record.

11. **In the August issue of *NOTISes*, it is reported that "a new feature has been added that allows you to delete receipt on an issue-by-issue basis." Does this mean that it is now possible to delete receipt lines when a cumulating issue is received? (cf. *NOTISes*, January 1992, p.11)**

If you want to, but you typically want to delete receipt only when done in error. The prediction algorithms use the actual receipt dates that are recorded for each issue in the the receipt history to adjust the next expected date of arrival for the next expected issue—your prediction gets more and more accurate the more receipt data you have.

We are aware that this means that superseded single issues may be discarded, but display in the OPAC as "Current Issues." Since the cumulative replacement actually incorporates contents from superseded issues, this is not (at least logically speaking) incorrect. As you know, many serials that follow this feature (e.g., Wilson indexes) have covers with a clear indication of the chronological period included.

You could, as a matter of fact, mark the superseded and discarded issues as "Bound" in the receipt history, thus suppressing them from display as "Current Issues." If you suppress in the OPAC the display of "Library

Has" data from LSER, the patron will see whatever retrospective holdings data you choose to display from the MHLD record.

See also our response to #7 above.

12. How do you deal with lost and replaced items? If you can never receive a duplicate, do you activate an additional copy statement for replacements?

If you change a received issue's status to LOST, the system automatically supplies Action Response and Note fields for your use and removes the original receipt date. (The original receipt date can be recorded in the Note field as desired.)

When the replacement copy arrives, you check it in as you normally would (after changing the enumeration/chronology data as appropriate). The system will show the operator that the issue was late or missing—it is not considered a duplicate by the system since the status is "lost," not "received."

The system automatically updates the receipt history and the OPAC display following receipt of the replacement copy.

13. Please detail for me how using the MHLD records in 5.0 and 5.1 relates to predictive check-in and LSER. If I decide to maintain 866 records, what is the interaction with the caption/pattern records, if any? Am I not in effect creating 853/863 fields or at least an 853 field when I set up the pattern record?

You are creating 853/4/5 data when you create a caption/pattern record. The online receipt history you build as a result of the check-in process is 863/4/5 data.

The only interaction between LSER and MHLD records occurs when you display holdings in the OPAC. Generally speaking, the MHLD record will contain your holdings up to the point that you began using LSER (if

you intend to display LSER information in your OPAC—that is an option and is not required).

The MHLD record may also hold 852 data, public note fields, and you may decide to check in an unexpected supplement or index using the MHLD record.

You can also choose to use LSER, not display any of its data in the OPAC, and update the MHLD record to display current holdings data. You may also continue to use the receipt statements in order records.

14. What are the plans to implement public display from the paired fields in MHLD, e.g., 853/863, 854/864, 855/865?

At the present time, we have no such plans.

15. What does NOTIS see as the most efficient method for entering retrospective holdings? How would NOTIS advise a NEW customer to enter their retrospective holdings?

By loading it into either 866/7/8 or 899 fields of an MHLD record.

16. Can we disable the ability to display in the OPAC the first volume encountered in LSER with a bound status? What if we don't want it to display this way? How does it encounter the receipt of, for example, v.10:no.1 as the first bound issue, and translate that for the OPAC display to be "v.10-"? Or, does it become "v.10:no.1-" appearing in the OPAC just as it is recorded in the Receipt?

Yes. You select "N" on the LSYS screen defining the display of holdings in the OPAC for the line that says

Enum/chron—formatted (check-in data, bound)   N

A change has been made with regard to displaying bound issues from LSER. It will still be an open entry, but it will display as ANSI Level 4 just as an issue displays under

"Current Issues." The following shows a display in which the bound data is displayed from LSER and there is a MHLD record as well.

LIBRARY HAS: v.1-61 (1931-1991)
                    vol.62:no.1 (1992:Jan.) —

17. Your literature indicates that the OPAC display of bound volumes will start with the 1st receipt statement for a single issue that the system has labeled as bound. In the OPAC display, as shown by examples in *1992 NOTIS Solutions*, the first bound volume is designated by volume and year. The receipt statements are issue specific. Does the system itself factor out the issue enumeration? Further, if the volume is incomplete, will that somehow be indicated?

Please see the response to #16 above.

If the volume is incomplete and you choose to display "Missing" data in the OPAC from LSER (an option you have), the patron will see all issues that are missing from a volume, regardless of the bound status—as shown in the following.

MISSING: vol.61:no.4 (1991:Oct.)
                    (Earlier issues may also be missing.)

18. I see that the NOTIS OPAC will display 60 lines of "current issues." But is there a limit per record for the number of issues you can actually check-in on LSER? Do you finally hit the limit and have to move holdings to MHLD?

There is no limit on the number of issues you can check in and you do not have to move holdings to the MHLD record.

There is a limit of about 350–400 issues per caption/pattern record, depending upon the number of levels of enumeration/chronology, etc. Once that record is filled up, the system will prompt you to create another caption/pattern record. You then just

continue check-in. Also, the display limit that some sites encountered in Release 5.0.2 with the MHLD record has been removed in Release 5.1/KeyNOTIS 1.2. All displayable fields in a MHLD record will display in the OPAC.

19. Will issue specific status, such as, claimed and missing show in the OPAC indefinitely or is there some limit to the number of status statements that will display?

It displays indefinitely. There is no known limit on this display.

20. Since we will not be able to create item records in LSER, will NOTIS provide a "hot key" that could toggle one out to the correct screen?

There is no such provision at this time.

21. What changes will occur to the OPR after NOTIS quits supporting it for receiving serials? Will it just be a question of receipt statements not displaying in the OPAC?

It is possible that the present serials check-in functionality of the order record will remain in the system indefinitely since it would probably be more work to take it out than it would be to leave it in. However, no firm decision has been made on this point at this time.

22. In view of the fact that the basic NOTIS system design is over fifteen years old *AND* in view of the fact that users have requested enhancements which are very difficult to do given the basic system design (examples include relinking order records and resequencing copy statements), should NOTIS, Inc. be planning a basic system overhaul?

The existing system supports integration between a single bib record, multiple locations and call numbers, and attached orders, holdings, and items. It was a strong,

integrated design fifteen years ago. But it does not support flexibility and integration at a deeper level, notably between holdings recorded in LSER, OPR records, MHLD records, and item records.

It does not support links between bibliographic records (needed for analytics and bound withs). It does not support word processing techniques such as cut and paste. Let's discuss a new strategic direction for NOTIS, one that confronts head-on the need to retool the basic system, using the best of current technology to better meet users' needs.

Thank you for the suggestion. Such development is already under way and in fact the new OPAC, InfoBase, ProPAC, and PACLink—the latter three all new NOTIS products—are all utilizing client/server architecture, the basic structure that is required for developing the type of library system that you describe. If you want to know more about these available products and other development plans, please contact your NOTIS Marketing Representative.

23. Is there a simple way to toggle between the serials check-in record and the copy holdings record (similar to using PF2 to go to the Bib1 record)?

The data that is in the copy holdings records is displayed on various screens within LSER. Given that, a "toggle" was not considered necessary. Please be aware that you do not have the ability to edit the bibliographic record while viewing it from LSER—you are not actually "toggling" to the bibliographic record itself, just a view of it.

24. Is there indeed a report that lists invoices paid for which no recent receipts have been recorded?

There is a report indicating that a vendor is invoicing you for a renewal and there have been no recent receipts since the date that you specify when you load the vendor's

invoice tape. This is a feature of the vendor invoice tape load program which now reads both receipt statements and LSER for this purpose.

25. What is the recommended check-in method for monographic series—using "r" statements on OPR records or using the "new serials control system"?

We recommend that you take advantage of prediction whenever you can.

26. Does frequency display on the caption/pattern record from the bib record or must it be entered manually for each title on Screen 2 of the caption/pattern record?

The latter.

27. Can patterns created in error be deleted prior to checking in issues?

Most definitely yes and very easily. You can also delete a pattern after you have begun check-in, but such an action also deletes the associated receipt history.

28. Closure of MHLD—How will this be accomplished for multi-volume, incomplete titles? I've heard—a) Level 3 ANSI standards with a dash will be used; b) holdings will be closed with last current issue coded BD for bound; c) up to local policy?

MHLD records follow the WYSIWYG pattern, i.e., "what-you-see-is-what-you-get." If you have a field with a closed summary holdings statement, that is what appears in the OPAC under a "Library Has" or "Supplements" or "Indexes" label (the wording of the labels is your choice).

If, in addition, you choose to display "Library Has," "Supplements," and "Indexes" holdings data from LSER, the system finds the earliest issue in the receipt history marked as "bound" and supplies an ANSI Level 4 display of that issue followed

by a dash. Such data displays on a separate line immediately under any MHLD data.

See the example under our response to #16.

29. I know you can copy caption/patterns from another processing unit's records. Can I copy caption/patterns from a processing unit in a different institution group?

You can copy from any processing unit within one institution group. You cannot copy between institution groups.

30. I understand that the reports of the module need to be produced daily. What if I only really need them weekly?

You can produce the reports on a weekly or longer interval; however, if you use LSER for check-in of dailies, you need to be aware of how the system handles non-receipt of a daily when you do not run the reports daily.

Let's say you did not receive a daily on Monday or on any subsequent day in one week. On Sunday, you run the reports.

The system would report the Monday issue as the only missing issue that needs to be claimed. Let's assume you do not perform any claim functions that week and no issues of the daily are checked-in.

You produce the reports on the following Sunday. That report would report the Tuesday issue of the week before last as the only missing issue that needs to be claimed.

Practically speaking, this should not be a problem if you check LSER before claiming dailies or if claim work occurs every week—looking at the record will show that subsequent issues were also not received. ∎

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Support Solutions

This column is a regular feature of *NOTISes*. Support Solutions contains program changes, documentation changes, and important tips for all NOTIS products.

Make the program and documentation changes each month when you receive your copy of *NOTISes*, carefully following the instructions that we provide. All code and documentation changes will automatically be included in any future releases/updates of the appropriate NOTIS product or manual.

Tips are periodically indexed and reprinted in a manual made available to all customers.

There are not any DocAlerts or Tips this month.

Thanks to the following sites for contributing to this month's column by contacting the Customer Support Center.

Southeast Missouri State University, Indiana University, Yale University, Vanderbilt University, DeKalb County Public Library, University of Wisconsin, University of Iowa, University of Utah, University of Windsor, Cleveland State University, Queen's University, University of Texas-Arlington, University of Alabama, University of Michigan, University of Virginia, Johns Hopkins University, University of Texas-San Antonio, McMaster University, Iowa State University, University of Notre Dame, University of Vermont, Florida Center for Library Automation, Clemson University, Columbia University, City University of New York, University of California-Santa Barbara, Wayne State University, Purdue University, National Geographic Society, Stanford University, Mt. San Antonio Community College, University of South Alabama, Tulsa City-County Library System, Michigan Technological University, Virginia Commonwealth University, State University of New York-Binghamton, Southern Methodist University, University of Toledo, Stephen F. Austin State University, George Mason University, University of Central Oklahoma, McGill University, University of Pennsylvania, Loyola University, University of Pittsburgh, York University, University of Victoria, Rice University, University of Illinois-Chicago, Texas A&M University, Central Michigan University, Northwestern University, West Chester University, Florida Institute of Technology, Grand Valley State University, Syracuse University, University of Vermont, Kent State University, Western Michigan University

I. Code Solutions

As with all product releases, we will incorporate as many fixes into LMS 5.1, MDAS 1.3, and GTO 3.1 as possible. To maximize that number, we will make fixes to our products at the upcoming release levels. Since the time required to code and test fixes at various levels would significantly reduce the total number of fixes we could provide, these fixes will not be ported to earlier levels. Exceptions will be made for critical problems. Between now and the general distribution of LMS 5.1, MDAS 1.3, and GTO 3.1 we will use the Support Solutions column to notify you of fixes that will be incorporated in those products.