NOTISes

For users of NOTIS library information systems

DECEMBER 1992 • Number 83

IN THIS ISSUE

InfoBase Installed at Three Universities

NOTIS' first UNIX-based product, InfoBase, is now being used at Vanderbilt University, York University, and University of Kentucky. InfoBase is our newest product for locally loading and searching information databases. It is the first commercially available server to fully integrate the Z39.50 communication protocol and it runs on UNIX-based hardware platforms.

Integrated with your NOTIS library management system, InfoBase allows patrons to use existing search commands and terminals for

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searching databases and links searches to library holdings—"hook to holdings." InfoBase provides powerful, full-featured searching capabilities and supports multiple simultaneous users.

Malcolm Getz, Director of the Heard Library, Vanderbilt University, said, "We like the UNIX direction. We have no constraints on our mainframe, so we were free to pursue different options for adding more local databases to our NOTIS LMS. From an operations point of view, the less expensive hardware and storage under a UNIX platform is attractive."

Michael Lach, Associate Director of Public Services & Systems, University of Kentucky, said, "We loaded the system easily. A menu of databases makes the whole process of accessing and retrieving information invisible; this means how and where the database actually resides is irrelevant to our patrons. NOTIS has created a unified

HAPPY HOLIDAYS AND BEST WISHES FOR THE NEW YEAR!

NOTIS NEWS

Thanks to Your Suggestions, We Are Improving NUGM 1993

We have tabulated the evaluations for the 1992 NOTIS User Group Meeting. We will use the suggestions we received from those who attended NUGM so we can improve the 1993 meeting. We will make the changes you suggested to the best of our ability.

The majority of you were pleased with various aspects of NUGM. Eighty to eighty-five percent gave a high rating to the handouts, scheduling, length of sessions, and meeting usefulness.

The majority (96%) of those who voted prefer to keep Thursday, Friday, and Saturday as the meeting days. The reduced rates on plane fare for staying over on Saturday is appealing to most and was mentioned in responses.

Ninety percent of you rated the Palmer House accommodations very high; therefore, the meeting will be at the Palmer House again and will take place the week of October 11.

NOTIS is looking into equipment to improve the quality of the projected images. In addition, we want to remind you that NOTIS will develop slides for presentations, if the materials are sent to us about two months ahead of time. Slides are clearer than overheads when they are expanded to the

size necessary for larger groups.

Finally, we are looking for a vendor that will provide name tags with the options to pin, clip, or wear them around the neck. Each person will be able to choose his/her style of preference.

We are pleased that more than 80% of the attendees were satisfied with how NUGM was organized. And we will do our best to make the improvements that will make NUGM '93 even better.

Thank you for taking the time to let us know what you thought about this year's NUGM, and we hope to see you at NUGM '93. ■

Release 5.1 Documentation in Your Hands

If you are an LMS customer, you should have received the following 5.1 documentation:
- *Technical Reference Manual*
- *Implementation Manual*
- *NSYS Manual*

If you are an MDAS customer, you should have received all of the MDAS 1.3 documentation.

You will be receiving the rest of the Release 5.1 documentation in the near future. ■

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.

system for delivering information. We believe client/server technology is the direction for computing in the next 5–10 years. InfoBase was the opportunity for us to get our feet wet with the new system architecture and provide a single access point to multiple data sources."

Bob Thompson, Director Library Computer Services, York University, said, "InfoBase fits the model of distributed processing using the client/server architecture we are moving toward at York University. We anticipate reduced requirements for technical administration and support with the RS/6000 platform. The link-to-holdings feature of InfoBase will be a tremendous assistance to our students. We are very positive about the NOTIS introduction of this new technology and how smoothly things are moving." ∎

PACSearch Up and Running in Indiana

Indiana University and Indiana State University have installed PACSearch, the component of PACLink that allows libraries to search remote OPACs via the Internet. At Indiana University and Indiana State University, each library's catalog is represented as a line item on the local OPAC menu. Patrons can use the system at both sites. They choose which library catalog to search, and then begin searching using the interface of their home catalog.

"PACLink provides both intellectual access and physical access to information," said Edward Stockey, Library Automation Officer, at Indiana University. "It provides a means to access sources simply and easily."

We developed PACLink in cooperation with the State University Library Automation Network of Indiana (SULAN), and the SUNY Graduate Centers at Binghamton, Stony Brook, and Buffalo. PACLink is built with Z39.50 compatibility on the client/server model.

PACLink leads patrons through searching and interlibrary loan requests, providing expanded patron access to information. PACLink has two components: PACSearch and PACLoan.

PACSearch allows local library patrons to access and search a remote library OPAC through a transparent connection, using the same interface and full search capabilities of the home catalog.

PACLoan allows patrons to electronically request interlibrary loans while searching remote catalogs, and define the method of delivery online. PACLoan automatically checks the home catalog first for the material prior to executing an ILL request.

For more information on PACLink, please contact your Marketing Representative or NOTIS Sales and Marketing at (708) 866-0150. ∎

NOTIS Is Holding Focus Groups at ALA Midwinter

NOTIS is holding two focus groups at ALA Midwinter. Our goal is to formulate a better Customer Satisfaction Survey for 1994. We want to meet with a selected group of customers to make sure we ask the questions that are of most value to you.

If we ask you the right questions, it ensures us that we are providing you with the services that are most important to you, and not with the services that we think you value. For example, on past satisfaction surveys, we asked you if we are responsive enough to your questions. You may have answered yes, but your real concern could have been about resolve time. Or, when we asked you if the indexes in the documentation were easy to use, you may have been more concerned with getting online documentation.

To ensure we are asking the questions you want asked, we need to develop a better research tool. This is important because our objectives for the year are based upon the Customer Satisfaction Survey results.

Because we have used the same survey for the last several years, this year, we are working with a research firm to select customers for the focus group to make sure our information is statistically valid. The 1994 Customer Satisfaction Survey will be based upon what we find out from the focus groups at ALA Midwinter. ∎

In Memory of Rolf Erickson, Head of Circulation Services at Northwestern University

We at NOTIS Systems were deeply saddened to learn of the recent death of Rolf Erickson, Head of Circulation Services at Northwestern University Library. Many NOTIS staff members first learned about the circulation module directly from Rolf and he provided valuable assistance and support, especially in the early years of NOTIS' independent existence.

Many of those professional contacts turned into personal friendships that continued long after NOTIS became a separate operation.

As some users may know, Rolf worked with the very first NOTIS circulation system—a batch-update version using punched cards—where the library user could key in a call number and find out the item's status. Because of both the benefits and the drawbacks of that first effort, Rolf was deeply involved in the effort at the library to develop a more sophisticated system, resulting in the integrated circulation module that first came online in January 1985.

There are those of us at NOTIS Systems who still remember standing at the terminals for the official unveiling of the new online system of which Rolf was so justifiably proud.

The software that Rolf helped design now of course forms the basis for circulation at all NOTIS sites. He was one of the automation pioneers whose hard work has had such enormous impact on libraries everywhere.

We at NOTIS Systems extend our sympathy to his family and join our colleagues at Northwestern University Library in mourning this loss to our community.

Memorial contributions can be sent to the Northwestern University Library Council, Northwestern University, 1935 Sheridan Road, Evanston, Illinois 60208. ∎

The Stage Is Set for Release 5.2 Circulation

Circulation Rewrite Committee Meets with NOTIS to Work Out the Details

How is circulation going to work in Release 5.2? This question was discussed at length when the Circulation Rewrite Committee and NOTIS held their first meeting to discover how the NOTIS user community wants Release 5.2 Circulation to work.

In November, the Circulation Rewrite Committee met with Systems Development at NOTIS to discuss the 50-page list of requests from NOTIS users. The committee members were Tom Schneiter of Indiana University, Ed Moeller of DeKalb County Public Library, and Bruce Hulse of WRLC (Washington Research Library Consortium).

Tom Schneiter said, "I'm very pleased with the responsiveness the committee got from the development team at NOTIS. They were very receptive to our ideas....It (the meeting with NOTIS) went very well. I expected to have many more design obstacles thrown up to the enhancement list. I was surprised and gratified that those things weren't thrown up."

Tom Schneiter said they covered nearly every item on the list, which took about six hours. He said the biggest issue is to develop an efficient system for circulation. He said speed of circulation functions is very important. In addition, current functionality should not "disappear" in the course of the enhancement process.

The Circulation Rewrite Committee became a reality at ALA last summer. Ben Schapiro, of NOTIS, asked the Circulation Special Interest Group to appoint a committee to work with NOTIS. NOTIS wanted the committee to develop a list of requests for how they'd like to see Release 5.2 Circulation work. Volunteers were sought from among the SIG members, representing academic and public libraries, as well as consortia. The SIG then voted to choose the actual committee.

The Circulation Rewrite Committee encouraged everyone from the NOTIS community to submit their requests. The response from the NOTIS users was overwhelming and resulted in thousands of pages of requests. Tom Schneiter, a committee member, is satisfied that the requests represent the consensus of the users.

Every suggestion received equal weight. The Rewrite Committee discussed every request and most of the requests were included in the final list.

The Rewrite Committee began collecting requests last October. In May, the committee members met to discuss the requests, break them down into functional groups, and organize the requests into fifty pages. In late August, the committee submitted the final list to NOTIS. In November, the committee and NOTIS discussed the requests in detail.

"This process worked well. It's been very time consuming but in the long run it's worth it for our institutions because it makes a better product....I think NOTIS and the users will both benefit. This will really help 5.2 meet the needs of the users out there," said Tom Schneiter.

The next step is for Systems Development to begin analyzing what needs to be done to meet the requests for Circulation 5.2. We will keep you posted on any developments in *NOTISes*. ■

ProPAC—What Equipment do You Need?

ProPAC is our new graphical user-interface product that is based upon the Z39.50 communications protocol. ProPAC is the client software that communicates successfully with any Z39.50 compatible server, including InfoBASE, LMS and MDAS through PACSearch. We will be beta testing ProPAC in March 1993.

ProPAC works under DOS Windows, or Apple Macintosh, and uses graphical capabilities, such as point-and-click, pull down menus, buttons, and icons. To run ProPAC, you need to meet the hardware and software requirements listed below.

MicroSoft Windows hardware requirements needed for ProPAC:
- A workstation capable of running MicroSoft Windows 3.1
- 2 additional megabyte of RAM (beyond basic Windows requirements)
- Hard drive and 1 floppy (ProPac requires about 10 MB of hard drive)
- Mouse
- Network connectivity card (Ethernet or Token Ring)

MicroSoft Windows software requirements needed for ProPAC:
- MS DOS 5.0
- Microsoft Windows 3.1 or above
- TCP/IP connnectivity through a Dynamic Link Library (DLL)

Apple Macintosh hardware requirements needed for ProPAC:
- Workstation capable of running System 7
- 2 additional MB of RAM (beyond basic System 7 requirements)
- 10 MB of hard disk
- Mouse
- Network connectivity through a MacTCP Supported card and its accompanying software package

ProPAC communicates with the server using a TCP/IP stack. Any product that implements the TCP/IP stack using Windows DLL exclusively will work. We have found that the Net Manager's NEWT software works successfully.

We will have ProPAC pricing available in January 1993. ■

Overriding File Block Sizes in VSE

During the VSE Special Interest Group meeting at NUGM, several customers expressed concerns about overriding file block sizes in VSE. This article addresses the issue of overriding block sizes on both CKD and FBA disks. This information applies to systems at the VSE/SP level 4.1 or greater.

You can override a file's block size in VSE using one of two methods, depending on the type of disk you are using. For SAM files on a CKD disk, you should use the BLKSIZE parameter on the DLBL. For SAM files on an FBA disk, you must use the CISIZE parameter. For SAM files in VSAM space, you must use the CISIZE parameter regardless of device type.

Using a CKD Disk (3350, 3375, 3380, 3390, 9345)

For a non-VSAM managed SAM file on a CKD device, use a BLKSIZE parameter that is a multiple of the record size and less than or equal to the maximum usable track size for the applicable device. For example, if you have a 3380, the maximum block size must be less than or equal to 47,476 bytes.

Also, when coding the actual BLKSIZE for any output file created on a CKD disk, you must allow an additional 8 bytes to account for the count field. For example, if you have a block containing ten 80-byte records, you would define BLKSIZE=800 for input, but BLKSIZE=808 for output.

Using an FBA Disk (0671, 3310, 3370, 9335, 9336)

When you create a file on an FBA device, the blocking factor is determined by CISIZE, not BLKSIZE. The CISIZE parameter is not directly related to the record size. Instead, the CISIZE parameter must be a multiple of 512, unless the CISIZE you coded is greater than 8192. For a CISIZE greater than 8192, the value must be a multiple of 2048.

The maximum CISIZE is 32,768 bytes, so your CISIZE value must be less than or equal to the maximum. The system will put as many records in the CISIZE as will fit completely, and any space that cannot be occupied by a full record will be wasted space.

Using VSAM-managed SAM Files

Regardless of device type (CKD or FBA) any VSAM-managed SAM file also uses the CISIZE parameter to determine the blocking factor.

Register Now for Workshops at ALA Midwinter

Now is the time to register for the two workshops being held in January 1993 in conjunction with the ALA Midwinter Conference in Denver.

"New Serials Control: Overview of Functionality and Implementation Issues" has been enthusiastically received by the 250 attendees to date. Now that this new module is in general release, it's time to think about how it will work in your library. Join us on Friday, January 22, 1993, 9:00 am–4:30 pm, in Denver.

Also in 1992, NOTIS introduced its first two products that move users away from proprietary hardware—InfoBase and PACLink utilize UNIX and TCP/IP to provide expanded patron access to information. Find out what underlies these new products as NOTIS moves into the world of distributed systems and workstation-based client interfaces. Our new workshop, "New Directions in Library Automation: Client/Server and Distributed Systems" is a good first step. Join us on Wednesday, January 27, 1993, 9:00 am–4:30 pm in Denver.

We are using ALA hotels for this workshop. Specific site information will be sent to registrants in January. Space is limited so register now using the form printed in this issue or in the *NOTIS Catalog of 1993 Workshops*. (In the catalog, the dates for these two workshops are in error.) Registration deadline for both workshops is January 15. ■

KeyNOTIS 1.2 Is Now Called 5.1

To eliminate any confusion between the Library Management System and KeyNOTIS releases, we are changing the name from KeyNOTIS 1.2 to KeyNOTIS 5.1.

From now on, KeyNOTIS will have the same release number as the LMS products. ■

Shedding Some Light on Location-Based Catalogs

One of the many exciting new features in LMS 5.1 is location-based catalogs. Unfortunately, it is also one of the most misunderstood. The purpose of this article is to shed some light on the internals of how location-based catalogs work, and what "tuning techniques" are available.

First, though, what is a location-based catalog (LBC)? A location-based catalog is not a new or distinct catalog. It is simply a method that LMS uses to subset the existing catalog of an institution group. An example of location-based catalog use would be in an institution where the holdings of an institution group were actually located in separate physical collections. Implementing location-based catalogs would allow an OPAC user to only "see" what was available at their specific location.

There are two ways the location-based catalog can be presented to the OPAC user: marking and filtering. Marking displays all of the holdings of the institution group to the OPAC user, but highlights the holdings of the current location on the terminal screen. Filtering only displays the holdings of the current location to the OPAC user.

Implementing Location-Based Catalogs Is Optional

It is important to note, implementing location-based catalogs is optional. If LBC functionality is not needed for an institution group, the steps outlined in figure 1 can be performed for that institution group to remove LBC. Nonetheless, because location-based catalogs are institution group based, removing an LBC from one institution group does not preclude its use in another.

- Remove LigLOCF from LC101TB1
- Assemble LC101BAL and create a new DFLCT100
- Remove the DLBL or DD statement from the CICS JCL
- Remove LigLOCF from the FCT

Figure 1—Removing LBC

This is possible because each institution group that uses a location-based catalog has its unique location-filter file. The location-file (LigLOCF) is the central repository of location-based catalog information. For every bibliographic record in the institution group, a corresponding record in the location-filter file exists. The format of the location-filter file is described in figure 2.

Number of Bytes	Field Description
10	Record Key
7	Key of corresponding BIB record
2	Processing Unit ID
1	x'00' for master record; else copy number
2	Number of unique locations
4	Location code
4	Sublocation code
2	Number of items at location

Figure 2 - Location-filter File Format—Maximum recordsize 7516

Additional file activity on the system, as a result of LBC functionality, is kept to a minimum since the location-filter file is the only additional file that is used for processing location-based catalog information.

Marking the Location-Based Catalog

Marking involves less overhead than filtering. A marking-type search in a location-based catalog is essentially the same logic that is used for a non-location-based catalog. For an author, title, or subject search, the merged headings index (MHI) record that's read is checked for a key match.

If the key is not found (or has been read past), the search is terminated. The result set, which may be null, is then displayed to the OPAC user. If the key is found, it is further checked for the correct type (i.e., author, title, or subject). Then, the

number of records read is checked. If it is greater than 5,000, the search is terminated, and the search set is returned to the user.

The only difference between a marking-type search in a location-based catalog and a search in a non-location-based catalog, is that for every MHI record read, the corresponding record from the location-filter file must be read. If the location-filter file record indicates that a copy can be found in the user's current location, that record is highlighted on the screen.

Therefore, in the case of marking-type searches, the additional overhead on the system consists of reading one additional record for every MHI record processed in the search.

The same process is used for keyword searches, except the keyword index is searched instead of the MHI, and type is not a factor.

Filtering the Location-Based Catalog

Processing records using filtering-type searches is essentially the same as marking records. The difference between the two methods relates to how many records are read while performing the search. With filtering, if an MHI or keyword index record is read that does not have a copy at the current location, the system acts as if the MHI or keyword record did not exist. That is, it does not increment the number of records read counter for those records.

Under normal circumstances, filtering should not cause performance problems. There are, however, some circumstances under which filtering will perform poorly. All of these cases are related to bad search strategies.

For example, if a user entered "K=MOZART" in a science catalog, it is unlikely that much would be found. With marking, all of the applicable MHI (or keyword index) records in the institution group would be searched, so when the maximum number of search records (5,000) was hit, the system would stop and display the found records. Even though very few would be marked, the search would not be appreciably longer than if a non-location based catalog were used. But, this was performed using a filtering-type search, none of the "unmarked" MHI or keyword index records would count; therefore, the search would continue indefinitely until either the maximum number of search records was hit in the current location's

catalog or the search key was exhausted.

To take an extreme example, assume that there are two locations in one institution group and these locations are music and aviation. Furthermore, assume that aviation is a 500,000 item collection and music is a 2,000 item collection.

If you entered "K=AIR*" in the MUSIC catalog, it would be a very long time before the system responded. The system would continue to search for K=AIR* until there was no more AIR* keys to be found in the keyword index or until 5,000 AIR* items were found in the MUSIC catalog.

This is particularly frustrating for OPAC users because it seems as if the searches are getting longer even though there are fewer records returned. What is not apparent to the user is that the number of records actually read has increased exponentially.

Performance Considerations

There are several items to bear in mind when setting up LMS for location-based catalogs. On the "system" side, put the MHI, BIB, Item, and Location files on separate disk packs. If possible, spread them over as many paths as possible.

Reducing contention for devices and paths results in better overall response time. In CICS, ensure that the location-filter file has plenty of VSAM buffers. Additionally, under MVS/XA, MVS/ESA, and VSE/ESA 1.3, consider putting the location-filter file in a separate LSR pool to increase the read look-aside hit ratio.

Performance recommendations that also affect functionality include using marking instead of filtering, if possible. Marking-type searches are far more predictable and linear than filtered searches. Additionally, better performance has been noted when the location-based catalogs within an institution group are similar in size and multidisciplinary. This is particularily true when filtering is being used.

Location-based catalogs represent a significant step forward in LMS functionality. And while some situations are not ideal for LBC implementation, many more are. With proper system tuning, the benefits of LBC will more than outweigh the modest increase in computer resource usage. ∎

And the Winner of this Award Is...

NOTIS customers and NOTIS staffers were awarded for their hard work at this year's NUGM. NOTIS also presented an award to show appreciation for one of its own.

The President Presents Her Awards

Jane Burke once again presented her painstakingly handmade awards during lunch at NUGM. She showed her and NOTIS' appreciation by presenting a Certificate of Recognition to the following NOTIS customers for going beyond the call of duty.

- York University for being the first site to install InfoBASE.
- Indiana State, SUNY Binghamton, and Indiana University for volunteering to be PACSearch test sites.
- Vanderbilt University and University of Michigan received awards for being 5.1 beta test sites.
- WRLC (Washington Research Library Consortium) and National Geographic were awarded for their assistance with the Library of Congress and Smithsonian accounts.

Where Did the BumSteer and Roadkill Come from and Why Would You Want One?

Equally coveted are the Bum Steer and Roadkill Special Achievement awards. Both of these awards are given to those at NOTIS who users believe have gone the extra mile to support them. This year, Rich Zawislak, Ben Schapiro, and Jerry Specht were declared the outstanding support personnel for the year.

Here's a little history lesson from Leigh Williams on how the Bum Steer Roast and its awards came into being. In 1990, someone posted a note on NOTIS-L in jest saying he had heard that the Texas group, and specifically Leigh Williams, planned to barbeque a steer on the Palmer House lawn and give a party.

To Leigh's surprise, she began receiving mail from people asking about the party. Leigh decided to have the party and call it the Bum Steer Roast.

The party was designed as a time for the NOTIS community and NOTIS staff to get together infor-

mally. It also gave the users a chance to thank the NOTIS support team personally for their help during the past year.

The Roast was a great success with many NOTIS staffers and users attending. Entertainment was provided by Alan Alexander-Manifold, who was named poet laureate of the users' group.

In 1991, Michael Stephens, MVS SIG chair-elect, joined Leigh Williams, VSE SIG Chair, and Merry Lee Motto, VSE SIG co-chair, as the host team. The three of them decided that in addition to thanking NOTIS staff personally, the users would give awards to those who had gone the extra mile in supporting them.

Michael found the stuffed steers and the flattened armadillo with tire tracks on it and fashioned the awards himself. Leigh called for votes and prepared letters of appreciation for the award winners.

This year the Roadkill Special Achievement Award went to Rich Zawislak for going a step further than expected. The Steer of the Year awards went to Ben Schapiro for being an exemplar of the user services liason at NOTIS, and Jerry Specht for making sense of problems and remaining calm.

And This Year's Star Is...

Helen Gbala, who was awarded the Star Award by Customer Support Services. This is an internal award to recognize a staff member's contribution to his or her coworkers.

Each person in Customer Support Services nominates a coworker who, among other things, is a team player, has a positive attitude and a high level of expertise, is responsive, resolves issues, and is proactive.

Comments from Helen's coworkers include, "Helen is always eager and willing to help out with a problem." "Helen is a pleasure to work with."

The Star Award gets its name from the Software Technical Assistance Recognition Award. Customer Support Services received this award last December from the Software Support Professional Association. ∎

National Geographic Society and WRLC display their Certificates of Recognition.

(L to R) Jerry Specht, Rich Zawislak, and Ben Schapiro proudly display their Bum Steer and Roadkill awards.

A New Member of the Customer Support Services Team

We'd like to welcome our newest librarian, Mary MacWithey, to Customer Support Services. In October, Mary joined us from the University of Texas at Dallas where she worked as a serials librarian for two years and as an assistant automation librarian for one and a half years.

The experience Mary gained at the University of Texas will benefit NOTIS and NOTIS' customers when she answers phones, tests the software, analyzes and resolves problems, and trains customers on how to use our products.
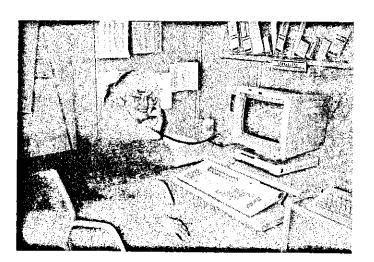
When she worked at the University of Texas at Dallas, Mary performed system-level support, assisted with implementing the NOTIS system and training, had hands-on experience with many facets of the NOTIS system, and was responsible for integrating NOTIS functionality and serials workflow.

Mary received her MLS degree in 1988 from the University of North Texas at Denton, Texas. She graduated from the University of Texas at Dallas in 1985 with a bachelor of arts degree.

In her spare time, Mary enjoys gardening, reading, traveling, and visiting cat shows.

"I am very happy to be at NOTIS and hope my past experience will benefit both NOTIS and our customers," Mary said. ∎

SUPPORT SCORECARD

NOTIS SYSTEMS, INC.
CUSTOMER SUPPORT SERVICES
"Consistent and Timely Customer 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.

October, 1992

Key Service Area	Goal	Actual
Response Time Immediate - 95% of all incoming calls	95%	100%
Hold Time - Average is less than 2 minutes	2 minutes	.22min.
Resolve Time Initial Call - 50% resolved on initial call or first day	50%	35.2%
Level 2 - 80% resolved or passed within 5 business days	80%	78%
Status Written - provide Customer Service Review Committee status within 2 business days of review	100%	100%
Monthly - provide 70% of customers with monthly status of open problems	70%	55%
Expertise Training - 120 student hours in training, consulting, and research per month	120 hours	377 hours
Professionalism Staff - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale	4.5	6.15

NOTIS Preservation Interest Group Makes Debut at NUGM '92

The Preservation Interest Group sponsored its first NUGM session on October 9, 1992. Almost 100 people crowded into the Palmer House State Ballroom to hear the session entitled Automated Library Binding Systems. The presenters were Patricia Palmer, Virginia Commonwealth University, and Julian Stam, Widener Library, Harvard University. Barbara Sagraves, Northwestern University moderated the session.

Patricia reported that the Virginia Commonwealth University Library uses an automated library binding system provided free of charge (hardware and software) by her commercial binder and uses the NOTIS system to record binding information. To transfer information from the binding system that should be in NOTIS, a library staff member must rekey the information.

Mistakes are frequently made and the rekeying doubles processing time. Patricia had conducted time studies and discovered that the processing could be cut in half if all work could be transferred to NOTIS and not rekeyed.

Patricia is the chair of the Preservation Interest Group taskforce that is working to identify and develop methods of achieving an interface. She stated that there appear to be two methods. One way is for NOTIS to develop a binding module. The other method is to develop an interface that allows the exchange of information from the binding system to NOTIS and back again.

Julian Stam lamented the need for an integrated binding system. At Harvard, a Local Area Network (LAN) had recently been installed that made the local binding system accessible through the LAN. All departments will eventually have access to complete binding information, everything from spine titles to shipment dates. They will be able to enter information on the LAN and into the binding program thus bypassing filling out binding slips.

The audience comments were encouraging. One audience member explained that we were speaking to the converted but asked what more could be done? What can we do to move forward toward the goal of streamlined bindery opera-

tions? The answers are vote for binding enhancements. Write NOTIS asking that more attention be spent on developing a binding interface.

Explain your needs. Talk to your binder and ask them to talk to NOTIS. One thing is clear, the message has to come from all of us, the users, for NOTIS to respond. ∎

BNA Processes Cartridge Tapes

Blackwell North America, Inc. can process 9 track tape drives in addition to 3480 cartridge tapes.

For more information, contact Blackwell North America at 1-800-626-1807. ∎

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.

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

McGill University, Louisiana State University Medical Center, Bell Communications Research, University of Windsor, Public Library of Des Moines, University of Michigan, Vanderbilt University, Trinity University, Columbia University, University of California - Santa Barbara, Cornell University, University of Notre Dame, Texas A&M University, Rice University, Southeast Missouri State University, Jacksonville State University, University of Victoria, University of Texas - Dallas, York University, Missouri Southern State College, Wayne State University, University of Wisconsin, University of Iowa, University of Pittsburgh, State University of New York - Buffalo, St. Louis Community College.

I. Code Solutions

LMS

Release Level:	5.0, 5.0.1, 5.0.2
Operating System:	MVS & VSE
Description:	Changes to either of the D/CODE or S/STAT fields of bibliographic records in the Computer Files MARC format result in the value of both fields being changed (identically).
PTS Number:	PPP8195, PPQ5410

This problem is fixed in LMS 5.1 so that only the S/STAT field appears for this format, and valid characters for either S/STAT or D/CODE are permitted in this field.