

NOTISes

*For users of
NOTIS
library
information
systems*

COPYRIGHT © 1993 NOTIS SYSTEMS, INC.

Editor's Note: This issue of NOTISes features how Vanderbilt and McGill run GTO over the network. You can read about how McGill accesses GTO on the LAN on page 6.

FEBRUARY 1993 • Number 87

IN THIS ISSUE

Vanderbilt implements GTO on the LAN.....1

NOTIS News2
NUGM Planning Committee meets at ALA

Vanderbilt implements GTO over the network cont'd ..3-6

McGill accesses GTO on the LAN6-7

QuikReports lets you make the scheduling decisions8

Did you know this about Customer Support Services?8

Support Scorecard9

Univ. of Central Oklahoma celebrates 10th anniversary as NOTIS customer.....10

Software conference proves NOTIS is on right track....10

We produced two times more documentation.....11

UNIX class offered.....12

Support Solutions13-15

ANNOUNCEMENT

Professional Services is offering an introduction to UNIX class.

See page 12.

Implementing GTO through the LAN at Vanderbilt University

by Marshall Breeding

NOTIS originally designed its Generic Transfer and Overlay product (GTO) to work in conjunction with dedicated utility terminals. The terminals are connected with serial cables to a dedicated GTO PC gateway that manages the transfer of records into a library's bibliographic database.

Vanderbilt University installed the product in a much different way. They incorporated GTO into their multi-purpose cataloging workstation environment and implemented all of the required connections over the local area networks (LANs) in their library.

Conventional Configuration

GTO allows libraries to interac-

tively transfer bibliographic and holdings records from a bibliographic data source, such as OCLC, RLIN, or CD-ROM products, into a library's main database. Under GTO's original design, a staff person initiates the transfer from dedicated bibliographic utility terminals in the library.

These terminals connect to the utility and a serial cable leading to the NOTIS GTO PC. Library staff transmit selected records from the utility to the GTO PC.

The GTO PC converts the records and uploads them to the mainframe where the NOTIS online software processes the records, adds them to the bibliographic file, and dynamically updates the► *Continued on p. 3*

NOTIS NEWS

What's New with NUGM 1993

The NUGM Planning Committee met at Midwinter ALA to discuss NUGM 1993. The committee developed a statement about what NUGM is all about, discussed when NUGM '93 will be, how they can improve NUGM, and planned this year's NUGM agenda. The NUGM Planning Committee is made up of representatives from the Special Interest Groups and from NOTIS Systems, Inc.

What NUGM Is All About

NUGM is a user's group meeting, not a training session. It's an opportunity to discover what your peers are doing and how they are doing it. Just as importantly, NUGM is an opportunity for you to network; it gives you the chance to gather information about planning and to share your experiences and information.

When Is NUGM '93?

NUGM 1993 will be held on October 14-16, 1993. It will follow the same format as last year; in other words, a half-day on Thursday, a full day on Friday, and a half-day on Saturday.

Changes to Look for in NUGM '93

- The number of longer sessions will be increased so more topics can be covered in greater depth.
- NUGM planners will be more involved with presenters to determine the content of session topics.
- NUGM planners will help presenters target the audience to decide who will get the most out of the session.

The bulk of this planning meeting focused on next year's agenda. Some time was spent on discussing the quality of presentations and changes to NUGM 1993. A guest speaker representing Princeton Theological Seminary spoke about their institution's suggestions for improving future NUGM's.

Another 1993 NUGM Planning meeting will be held at ALA Annual on June 25. At this meeting they will discuss additional changes to be implemented in NUGM 1994. Specifically, they will discuss having longer sessions that will cover topics in more detail. ☐

NOTIS

NOTIS[®] is published monthly by the Documentation Services department, NOTIS Systems, Incorporated. The purpose of NOTIS is to provide timely, helpful, and accurate information about NOTIS products and services to the NOTIS user community.

SUBSCRIPTIONS: Subscriptions are available to NOTIS users at the rate of \$65 for one year by calling us at (708) 866-0150 or writing us at 1007 Church Street, 2nd Floor, Evanston, Illinois 60201-3622.

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

MANAGER, DOCUMENTATION SERVICES
Jane Larkin

EDITOR
Robyn McMurray

ASSISTANT EDITOR
Sherri Miller

Copyright © 1993 NOTIS Systems, Inc.
All rights reserved.

NOTIS[®] and the NOTIS design are registered trademarks of NOTIS Systems, Inc. Reg. U.S. Pat. & Tm Off.



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 or fax us at (708) 866-4908.

merged headings and standard number indexes. Figure 1 shows GTO's conventional configuration.

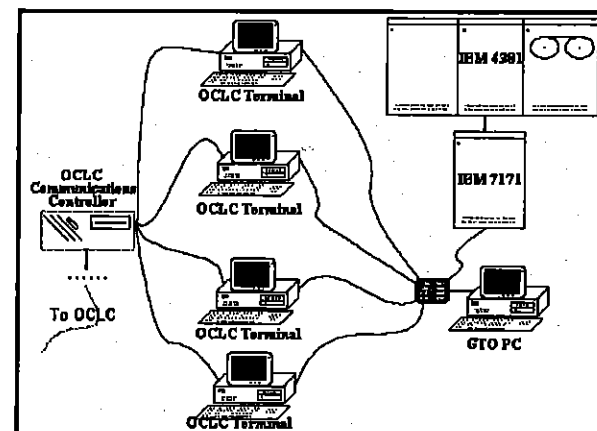


Figure 1—Conventional GTO configuration

Network-Based Configurations

By using several hardware and software components, Vanderbilt allows any authorized microcomputer workstation on their network to have simultaneous access to NOTIS and OCLC and to be able to update the database with GTO. The relevant components include:

- an IRMALAN/EP gateway attached to the NOTIS mainframe and its complimentary client software on each workstation
- a Novell Asynchronous Communications Server (NACS), accessed through a network communications driver included in OCLC's Passport Version 2.0 communications software
- a Novell NetWare print queue serviced through a Castelle LANPress server

The network environment at Vanderbilt consists of a group of Novell NetWare 3.11 Ethernet LANs interconnected through a campus-wide broadband Ethernet. This configuration provides a more flexible environment for cataloging than one where dedicated utility terminals are used.

Vanderbilt library staff involved in any aspect of the cataloging process can use GTO from the convenience of their own microcomputer workstation rather than having to schedule time on a shared OCLC terminal. The multi-purpose workstation used at Vanderbilt enables a more efficient workflow that reduces the number of times each piece must be handled in the cataloging process.

The network-based configuration of this workstation allows for a wide number of library staff to

take advantage of this convenience without any additional cabling beyond that needed for their standard network connection. The staff person's microcomputer, working with DOS or Microsoft Windows in a NetWare environment, has only a single Ethernet connection that provides for all of its network and communications needs.

The network configuration of the workstations in the library is illustrated by Figure 2.

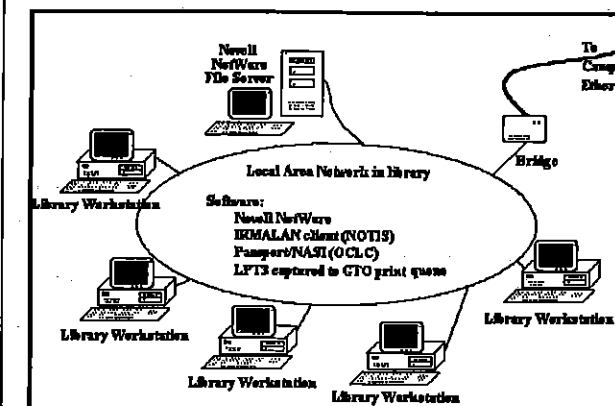


Figure 2—Network configurations of library workstations

The network performs a number of functions for each library staff workstation including:

- accessing software programs available on a NetWare file server
- storing data files on NetWare file servers
- printing on laser printers through NetWare print queues
- connecting to NOTIS
- connecting to OCLC's PRISM service
- exporting records through GTO
- accessing any local or Internet-based TCP/IP services, including accessing a local VAX/VMS system used for electronic mail, as well as accessing the Internet using FTP, Telnet, TN3270, WAIS, Gopher, or Archie clients

In a cataloging situation, a staff person can simultaneously access NOTIS and OCLC and instantly toggle between the two screens on a DOS-based system, or view the screens through overlapping windows on a Microsoft Windows system. The following paragraphs provide further details on how the workstations are configured.

Access to NOTIS

On the DOS system, the DCA IRMALAN Client for DOS provides the communications

session with NOTIS as well as managing the task-switching between NOTIS and OCLC. This software can maintain a communications session with the mainframe and toggle between the communications session and another DOS application.

On a Windows-based system, the DCA IRMALAN Client for Windows accesses NOTIS, and Windows performs its usual task switching and memory management functions. In both cases, the IRMALAN client software accesses a DCA IRMALAN/EP gateway that connects to a 3720 front end processor via a V 35 SDLC direct attachment cable.

The 3720 is channel-attached to the IBM 4381 mainframe that runs Acorn, Vanderbilt's NOTIS system. The IRMALAN/EP gateway supports DOS and Windows clients through the IPX protocols and Apple Macintosh clients through AppleTalk.

Access to OCLC

Once a staff person logs onto NOTIS, a session can be established with OCLC. On a workstation running under DOS, the process of loading the software to access both NOTIS and OCLC is automated through the system's AUTOEXEC.BAT file or through Novell Menu options.

On stations operating under Microsoft Windows, icons are available for each of these services. In either case, the OCLC Passport Version 2.0 software provides communications with the PRISM system.

Vanderbilt's current arrangement involves a pair of OCLC communications controllers that have each of their asynchronous ports connected to a Novell Asynchronous Communications controller (NACS). NACS allows devices that communicate with asynchronous serial protocols, such as those used by modems and the OCLC communications controller, to be accessed on a NetWare LAN.

To connect to the NACS, the workstation must have communications software that supports the Network Asynchronous Services Interface (NASI). Beginning with Version 2.0, OCLC's Passport software includes drivers for various network protocols, including TCP/IP, Int 14, and NASI.

Using the NASI driver, Passport can access the ports on the communication controller through the NACS via the Ethernet, without needing a direct serial cable.

Access to GTO

A multi-purpose workstation requires the ability to export records from the OCLC session to NOTIS via GTO. Vanderbilt accomplishes this process by using a NetWare print queue in conjunction with a LANPress print server.

All authorized GTO users have an entry in their NetWare login script that redirects a non-existent LPT3 device to a NetWare print queue. The OCLC Passport software is then configured to use this non-existent LPT3 device for exporting records.

The GTO print queue is serviced by the Castelle LANPress which connects with a serial cable to one of the ports on the HOSTESS adapter of the GTO PC. Presently, everyone that uses GTO on the network exports records into the same NetWare queue, and the LANPress channels all the records into a single port of the GTO HOSTESS adapter.

The LANPress could also be configured to address another two ports on the HOSTESS adapter when it becomes necessary to include users associated with different processing units.

Figure 3 is a diagram of how library services can be set up in a network.

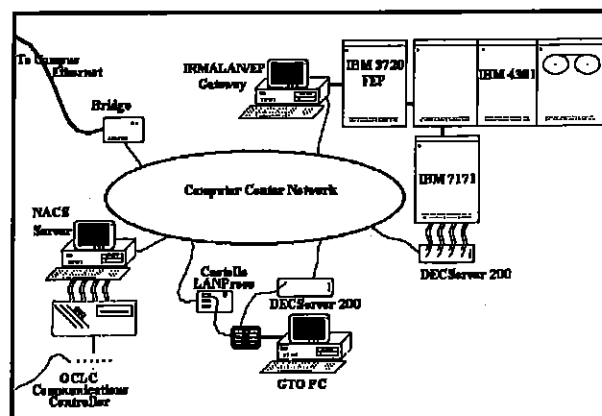


Figure 3—Network diagram for library-related services

All software used by these workstations loads from a Novell NetWare file server rather than from the hard drive attached to the system. Having the software on the file server allows the network administrators to configure each workstation remotely and makes the process of updating software a simpler process.

The security and administration features built into NetWare allow the network supervisor to easily control which network users can access an application. Configuration details, such as what VTAM address a particular user should be given

in NOTIS, can be set up remotely. The ability to manage network features without visiting each workstation individually is an important feature.

Using the System

How a DOS workstation operates when its configured in this way is generally fairly simple. The initial sequence that sets up the communications sessions is automated. When the system is powered on or reset, the system first prompts the user for his or her network password.

Next, the IRMALAN for DOS client software and the OCLC Passport software each load automatically.

The user presses both shift keys at once (Shift-Shift) to toggle back and forth between NOTIS and OCLC. In most cases the staff

member will log into NOTIS, press Shift-Shift to get to the OCLC session, and press Alt-A to call up the proper OCLC login script. Once properly logged into both systems, the staff person need only press Shift-Shift to instantly toggle between them.

The general process of transferring a record from OCLC using this networked multi-purpose workstation is as follows.

1. The staff member has a title that needs to be added to the local database.
2. He or she first searches NOTIS to ensure a bibliographic record doesn't exist for the title.
3. If an existing record is not found, pressing Shift-Shift brings OCLC to the fore, and the staff person can locate the desired record.
4. The XPO command on PRISM exports that record to the network.
5. The GTO machine receives the record from the NetWare print queue and uploads it to NOTIS.

Within the usual 10-20 second interval, the record will be available on NOTIS. The staff person can press Shift-Shift to return to the NOTIS session, find the newly transferred or overlaid record, and perform any necessary changes or updates that may be required according to local cataloging conventions.

The Configuration of the GTO PC

In its networked environment, the GTO PC Vanderbilt uses is an IBM PC/2 Model 30 286 with

an 8-port HOSTESS adapter. Only two of its ports are used. Port 2 connects to the Castelle LANPress and Port 1 connects to the 7171.

Although one could attach the first port of the HOSTESS adapter directly to the 7171, Vanderbilt uses a terminal server arrangement for the connection since the GTO PC is located some distance away from the 7171.

Each port of the 7171 connects to DECServer 200 ports, which are configured to allow connections to NOTIS from other terminal servers on the campus network. Port 1 of the HOSTESS adapter

connects to a port of a DECServer which in turn connects to the Ethernet and establishes a virtual connection between the 7171 and the HOSTESS adapter.

The path traveled by a record from OCLC to NOTIS may seem complex, but the process is totally transparent to the cataloger. When a staff person enters the XPO command, a record in MARC communications format passes out of the cataloger's microcomputer through the Ethernet cable onto the network. The record is then placed in the GTO NetWare print queue and passed to the Castelle LANPress, which then feeds into the HOSTESS adapter of the GTO PC.

The record then goes into the NOTIS.QUE file of the GTO PC. The record is immediately processed by the GTO PC software and uploaded out Port 1 of the HOSTESS adapter to the local DECServer port and onto the Ethernet, where it travels to the DECServer attached to the 7171. The 7171 receives the record and the mainframe-based NOTIS GTO programs process the record and update the indexes.

GTO's Availability and Reliability on the Network

GTO is available practically all of the time. Because of the network configuration used, Vanderbilt finds that it is unnecessary to restart the GTO PC on a daily basis.

The only restrictions on availability are imposed by the batch updates of indexes done prior to 7:00 a.m. each weekday morning and by OCLC not offering access to PRISM on Sundays.


Vanderbilt University finds that running GTO on the network is much more stable and reliable than their former configuration.

The GTO PC and its LANPress print server are located in the Library Systems office and require very little human intervention.

Locating the GTO hardware in the Systems office facilitates any troubleshooting that is needed. Prior to implementing the network configuration, GTO machines were located in each of the locations that performed cataloging.

The new arrangement relieves library staff in the technical services units from the responsibility of starting the GTO machines each morning, monitoring their activity, and shutting them down at the end of each day.

In the former setup, the GTO PC had to be shut down and restarted each time a workstation that was attached to it needed to be turned off or reset. This was done to avoid a problem that caused a single record to be uploaded dozens of times. Because the network isolates the GTO PC from the physical connection to the utility workstations, this problem is avoided entirely.

Vanderbilt University finds that running GTO on the network is much more stable and reliable than their former configuration which used serial cables between the cataloger's microcomputers and the GTO PC. The multi-purpose cataloging workstation allows a more efficient workflow in technical processing units. The network configuration of GTO pays off economically through shared, distributed access to OCLC ports, and through savings in cable installation costs. 

Editor's Note: This article is copyrighted by Marshall Breeding at Vanderbilt University.

McGill University Accesses GTO on the LAN

*By Jane Aitken,
Training Coordinator
McGill University*

In 1988, Pierre Goyette of McGill's Computing Center began to develop a terminal emulation program to provide 3270-type access to McGill's mainframes from the growing number of LAN (Local Area Network) workstations on the McGill campus.

Because McGill's Library System ran its NOTIS package on a shared mainframe, Pierre worked with the Library Systems Office to ensure that NET3270 would provide the libraries with proper support for ALA keyboard entry, screen display, and printing.

Presently, the McGill Libraries are using the DOS version of NET3270. A Windows version is in beta testing.

How NET3270 Works

When NET3270 is started up at a LAN workstation, it connects the station to a NET3270 server (known as a gateway) on the campus backbone, to which all McGill's LAN servers and mainframes are attached. The NET3270 gateway is basically a PC working like a giant multiplexor, able to connect up to 100 LAN stations to a mainframe. Multiple gateways to a mainframe can be provided and a LAN station can access multiple gateways, which accesses different mainframes. NET3270 is able to run up to five concurrent mainframe sessions at a time, using one or more gateways.

When NET3270 is loaded into memory, a LAN station is able to run a second PC application, such as WordPerfect. Laserquest is the PC application McGill runs on workstations in our three Technical Services departments. Laserquest provides access to bibliographic records on multiple CD-ROMs and most importantly, is available as a LAN application.

Using the features of the LAN (Novell)

network, the McGill Library Systems Office developed a process to download Laserquest records across the campus backbone to the GTO, and then into the NOTIS database on the mainframe.

GTO on the LAN

For a bibliographic resource, such as Laserquest to work properly on a LAN and with the GTO, it must:

- store each LAN user's selected record(s) in a distinct network directory, so that users do not replace or destroy each other's files (known as being 'network aware')
- export the stored record(s) in the standard USMARC format
- export the stored record(s) to the parallel port rather than the serial port (This is necessary because Novell's capture command works with parallel ports only)

McGill chose Laserquest as its CD-ROM utility because the first two requirements were available in the Laserquest software and, as part of the customized configuration for McGill, GRC added the feature of parallel port export to their Laserquest product.

How to Get Records out of the Parallel Port to the GTO

When you sign on to a Novell LAN workstation, a login script is run (much like a PC's autoexec). In this script, the (different) parallel port used by each application for record export is redirected by Novell's capture command to a specific 'print queue'. In this way, the records from the different utilities are separated. The LAN server spools each exported record to its assigned queue as a 'print job'.

Each print queue in turn is connected by the LAN to a port on a print server rather than an actual printer. The print server sends the records one by one to the appropriate serial port on the HOSTESS board in the GTO.


Because a LAN server is able to send its 'print jobs' to any print server on the backbone, GTOing records can happen from any workstation, near or far. This is the major reason McGill developed its GTO-LAN capabilities.

The only two pieces of equipment that have to be physically close are the GTO with its HOSTESS Board and the print server. This is the main

advantage of GTO on a LAN—the lack of physical constraints on where staff using GTO have to be located. Because LAN connections are used to cover the distances across campus, if the campus backbone is sturdy, signal boosting is unnecessary.

A second advantage is that if the GTO goes down, bibliographic searching can continue without interruption, as the downloaded records will be held by the print queue until the print server has reestablished its connection to the GTO.

And finally, a GTO user can easily switch to a different processing unit or a different set of options on another GTO-HOSTESS port simply by changing the print queue to be used for the captured export records. (At McGill, this is 'automated' by the use of different LAN login scripts.)

McGill's GTO on a LAN has been working in production since the Fall of '91. We are presently working on adding OCLC and Utlas 'flavours'. 

QuikReports Lets You Make the Scheduling Decisions

This article is the first in a series that describes QuikReports' features. This article focuses on different options for scheduling the reports. Future articles will discuss features of individual reports that your library can run using QuikReports.

You Control What Reports You Want to Run

You define exactly which reports run on any given day. You can avoid wading through related, but unnecessary, reports. The library has complete control over which reports it produces and when.

You Decide How to Group the Reports

You can group any reports together so they will be produced at the same time. QuikReports doesn't lock you into predetermined groups of reports. In fact, you can create 13 different groups of reports, plus the On-Request one time run.

You can add and remove reports easily from any group. The On-Request feature allows you to run a report once without removing it from its regular grouping. This feature also allows you to run samples of reports.

Retrieving Only the Data You Want

You can limit reports to data from single processing or service units, specific multiple units, or all units within an institution group. This way, you retrieve only the data you want.

QuikReports Automatically Updates the Reports


QuikReports automatically updates the Runlist whenever an operator defines a Daily or On-Request report or schedules a group of reports on the Schedule Definition Screen. The Runlist is always current and always contains the Daily and On-Request reports.

Once it runs, QuikReports clears all other reports off the list. You don't have to unschedule yesterday's run before you schedule today's.

Assigning Security for QuikReports

You assign security for QuikReports in exactly the same way as you do for all of the other NOTIS security control. You can limit access to institution groups as well as to the specific acquisitions, cataloging, or circulation report groups.


Running QuikReports on Institution Groups

With one installation, you can run QuikReports on each institution group at your NOTIS site. You can also produce reports for special institution groups on a regular schedule. 

Did You Know This about CSS?

Customer Support Services spends its time working in areas that aren't always visible to all of our customers. The following list illustrates some of the variety of tasks Customer Support Services performs to support our customers and NOTIS.

In 1992 Customer Support Services...

- made 128 trips to client sites
- handled 13,548 customer phone calls
- received and sent over 1,000 faxes
- opened 4,289 PTS records
- resolved 4,130 PTS records
- resolved 96% of the problems reported
- spent 13,221 hours working on customer problems
- was available 3,048 hours for real time support
- reviewed and revised existing 5.0 JCL for 5.1
- assisted in testing the new serials module
- assisted in testing the TAG
- installed the TAG at 4 sites
- installed new KeyNOTIS sites and new classic sites
- logged more than 2,100 hours of professional development time 

NOTIS
SYSTEMS, INC.

**CUSTOMER
SUPPORT
SERVICES**

"Professional,
Consistent and
Timely
Customer
Assistance"

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.

December, 1992

Key Service Area	Goal	Actual
Response Time <u>Immediate</u> - 95% of all incoming calls <u>Hold Time</u> - Average is less than 2 minutes	95% 2 minutes	100% .0225 min.
Resolve Time <u>Initial Call</u> - 50% resolved on initial call <u>Level 2</u> - 80% resolved or passed within 5 business days	50% 80%	49.3% 74.3%
Status <u>Written</u> - provide Customer Service Review Committee status within 2 business days of review <u>Monthly</u> - provide 70% of customers with monthly status of open problems	100% 70%	100% 82.4%
Expertise <u>Training</u> - 120 student hours in training, consulting, and research per month.	120 hours	192.5 hours
Professionalism <u>Staff</u> - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale.	4.5	

University of Central Oklahoma Celebrates 10th Anniversary as NOTIS Customer

NOTIS wants to congratulate the University of Central Oklahoma on their 10th anniversary of being a NOTIS customer. On February 5, 1983, the University of Central Oklahoma was one of the first sites to join NOTIS.


Jane Burke said, "They have always made a tremendous contribution to sharing information among NOTIS users and they have been a loyal and happy customer for some time. We want to congratulate them on their continuing use of NOTIS."

The University of Central Oklahoma, formerly called Central State University, created the original OCLC interface, which NOTIS distributed with our products until NOTIS developed GTO.

Ron Curtis, Associate Director at the University

of Central Oklahoma said, "I appreciate that NOTIS is staying with the international standards and continues to distribute software to meet those standards. To me this is very important because it makes it easier for us to interconnect with Internet and other systems."

On February 4, the library staff at the University of Central Oklahoma invited the computer center staff to join them for a potluck lunch to celebrate the anniversary of starting up with NOTIS.

"We appreciate the encouragement and support NOTIS gives to its customers. When we call we get answers rather than delays, so we are looking forward to the next 10 years," Ron Curtis said. 

Software Conference Proves NOTIS Is on the Right Track

The Software Support Professionals Association (SSPA) invited Maribeth Ward and Carole Norris of NOTIS to participate with other leading software companies in its annual software industry conference. Maribeth Ward, Vice President, moderated a session called, "What do Customers Really Want?" Carole Norris, Customer Support Services Manager, participated in a panel about "Delivering Award-Winning Software Support."


Maribeth said, "The SSPA conference is an opportunity to share successful strategies with peers. This conference really underscores that NOTIS is on the right track in support and gives us new ideas to insure we stay on the right track."

This two-day conference attracts industry leaders in the software support industry. About 250 executives and managers from software companies attended the conference this December in Monterey, California.

Carole Norris was invited to take part in the program because SSPA awarded NOTIS'

Customer Support Services department with the STAR award, which stands for Software Technical Assistance Recognition. Carole said, "Participating on the panel gave me the opportunity to cooperate with recognized software support industry leaders in exchanging 'best practices' information."

Carole explained to the audience how Customer Support Services has created the Support Scorecard. She said, "I was extremely gratified by the reaction to our Support Scorecard. Attendees evaluated it as an effective vehicle to communicate service performance to customers. I received more than 150 requests for a copy."

Carole said the SSPA conference helps NOTIS see the big picture of where the software industry now stands and where it is heading. The conference also identifies industry trends and helps to identify issues that NOTIS will have to deal with in the future, such as multi-vendor support. 

We Produced Two Times More Documentation in 1992

As 1993 begins, we'd like to fill you in on some of the projects Documentation Services accomplished in 1992. Our staff has grown to include seven full time writers, and our list of published manuals has grown to over 24, twice that of just a few years ago.

In the past year we improved and reissued several existing NOTIS manuals. We completed documentation for new NOTIS products, including PACLink, NSYS/Navigator, InfoShare, and QuikReports. We also undertook several entirely new projects: our bulletin board, NOTISrv, with Internet access; a series of self-paced study guides; and, in conjunction with PACLoan, our first Microsoft Windows™ online help system.

Maintaining Our Existing Manuals

We worked throughout the year to prepare for LMS Release 5.1. We reissued the *Acquisitions and Serials User's Guide* and the *OPAC User's Guide*. We updated the *Cataloging and Authorities User's Guide*, and we re-issued the *NOTIS Implementation Manual*.

We updated the *GTO Technical and User Documentation* to include information about GTO 3.1's 9600 baud capability. MDAS release 1.3 features new print and download functionality as well as support for InfoShare and remote PACLink MDAS databases. The *MDAS 1.3 Technical and User Documentation* describes these new features.

On the technical documentation side, we worked closely with the systems engineers in Customer Support Services to update the JCL in a completely new *Technical Reference Manual* for Release 5.1. We are also presently working on other technical documents for Release 5.1: the *Internals Reference Manual*, the *Troubleshooting Guide*, and *Abend Codes and Error Messages*.

New Products

In 1992, NOTIS introduced several new products, including two industry firsts: InfoShare and PACLink. LMS Release 5.1 included the


NSYS/Navigator manual, documenting NSYS, the NOTIS System Control File, and the Navigator front end available with MDAS and PACLink. NOTIS also released QuikReports 1.0 in the fourth quarter of last year. Documentation Services worked closely with Systems Development to ensure that manuals accompanied the release of these new products.

And Now For Something Completely Different

We had a chance to begin some entirely new projects in 1992. At the beginning of the year, we announced that we were testing NOTISrv, an online bulletin board for our customers. NOTISrv has been opened to you since May 1992 and is now available through the Internet. Judging from the ever increasing number of registered users, we are happy with this project's success.

In the past year, in conjunction with Professional Services, we began writing self-paced study guides. So far, we have issued guides for the circulation and acquisitions modules. Guides for the serials, cataloging, and authorities modules and MDAS are in the works. These guides may be traded for support days or purchased directly from us. Again, we are pleased with your response to this new documentation offering.

As we mentioned earlier, 1992 saw NOTIS release products that incorporate the cutting edge of library technology and are based upon a variety of computer platforms. This innovation gave us the opportunity to explore new platforms for our documentation as well.

For PACLoan, NOTIS' first Microsoft Windows™ based client workstation, we wrote a Windows online help system. A manual will also accompany this product; however, the online help provides quick and easy access to field definitions and task descriptions. We are excited about this new dimension to our products and look forward to providing online help for all of NOTIS' future client products. 

NOTIS Professional Services announces a new
Training Solution for our customers:

Introduction to UNIX

A one-day, hands-on basic introduction to the UNIX operating system. We designed this session explicitly for library and technical personnel with no prior experience using the UNIX operating system. Topics include:

- A brief history of UNIX
- The basic structure of UNIX
- Getting started—working in the UNIX environment
- The UNIX file system and file management
- Redirecting I/O and multi-tasking
- The editor vi

Sessions are scheduled for April 5 and 16 at the NOTIS training center in Evanston, Illinois

For registration information on these and other NOTIS training solutions, please call **Ricc Ferrante** in Professional Services at (708) 866-4891. *But hurry, space is limited!*


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.
University of Pennsylvania, Mt. San Antonio College, University of Wisconsin-Whitewater, Alabama State University, University of Iowa

I. Code Solutions

GTO

Release Level: 3.0 & 3.1
Source Member: LGT400P (RLIN/GTO users only)
Operating System: MVS & VSE
Description: The change described below must be made prior to February 1 to allow GTO to handle RLIN's implementation of UPDATE 4 of the USMARC Format for Bibliographic Data.
PTS Number: PPQ9863

Insert the line indicated by "insert" into LGT400P:

```
BIBPTBL DS 0F
DC CL3'aaa',CL3'ZZZ',CL2' ',A(DELFLD)
DC CL3'001',CL3'001',CL2' ',A(STDNUM)
DC CL3'003',CL3'003',CL2' ',A(DELFLD) insert
DC CL3'005',CL3'005',CL2' ',A(DELFLD)
```

Also insert this line further down in the same program:

```
AUTPTBL DS 0F
DC CL3'aaa',CL3'ZZZ',CL2' ',A(DELFLD)
DC CL3'001',CL3'001',CL2' ',A(LCNUM) @GT30
DC CL3'003',CL3'003',CL2' ',A(DELFLD) insert
DC CL3'005',CL3'005',CL2' ',A(DELFLD)
```

Reassemble LGT400P using the GTO library's ASMOCPGM job.
This fix will be included in the next release of GTO.

There are no Code Solutions for other products this month.