NOTISes

The Enhancement Ballot—to be or not to be in '93

S hould there or shouldn't there be an LMS/KeyNOTIS enhancement ballot for 1993? Special Interest Groups (SIGs) kicked that question around at the MidWinter American Library Association meeting.

SIGs that didn't meet at the MidWinter meeting are also sending in their ideas to NOTIS. We haven't ruled out the possibility of having an enhancement ballot in 1993 or in the future, but right now, we are interested in looking at more effective ways to survey our customers.

Many of the SIGs decided that an enhancement ballot in 1993 is unnecessary as long as NOTIS continues to explore alternative ways to more effectively poll its customers about needed enhancements. One major disadvantage of the enhancement ballot in the past two years is that not one enhancement suggestion received a significant percentage of the votes; there-

fore, it has been difficult to reach a consensus on what the customers really want.

Many customers think the enhancement ballot needs a more global perspective. Rather than focusing on the smaller picture, such as individual enhancements to a module, customers think the ballot should focus on selecting a module to rewrite and have the SIG associated with that module work out the details.

NOTIS is following this process with the Circulation SIG. When NOTIS decided to revamp the circulation module for Release 5.2, we asked the Circulation SIG to put together a list of features they wanted in the new release.

The Circulation SIG surveyed customers to find out what features they wanted and then came up with a list which they presented to NOTIS. Now, the Circulation SIG and NOTIS are working

BULLETIN

Now you can browse through

PTS records in NOTISrv!

NOTIS NEWS

Release 5.1 Documentation: Here's What You Should Have

I f you are an LMS customer with a user or technical update subscription, you should have received the following 5.1 documentation:
- *NOTIS User's Guide: Acquisitions and Serials*
- *NOTIS User's Guide: OPAC*
- *NOTIS Library Implementation: Planning for Implementation*
- *NOTIS Library Implementation: The System Control File*
- *Internals Reference Manual*
- *Technical Reference Manual*

If you are an MDAS customer with an update subscription, you should have received the following documentation:
- *MDAS 1.3 Manual*
- *NSYS Manual*
- *MDAS/InfoBase Field Mapping Manual*

You will receive the rest of the Release 5.1 documentation in the near future. 🖐

Get Your Questions Answered about Open Systems and Client/Server

T he terms "open systems," "client/server architecture," and "Z39.50," have become buzzwords lately. To help you become more familiar with these concepts, a new booklet is now available free from NOTIS.

"Open Systems and Your Library," provides a brief, but thorough overview of these emerging technologies and cites specific examples of how you can use them to expand patron access and streamline your activities. The booklet was written by NOTIS' Gary Lee Phillips, who has twenty years experience in library operations and computer systems analysis. For a copy of "Open Systems and Your Library," call us at 708-866-0156. 🖐

📞 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.

Enhancement...*Cont'd from page 1*

closely together to decide what to include.

NOTIS is pleased to see that a trend is developing with Special Interest Groups to be more proactive about letting NOTIS know what enhancements they want to see in the library management system.

"We are excited about the trend in SIGs to actively pursue courses of action that anticipate the future. There is a sense that they need to view the enhancement process more strategically and we are excited about this development and look forward to the next series of meetings," said Stuart Miller, Senior Consultant at NOTIS.

An example of this is how the LIB1 SIG is exploring an alternative to the enhancement ballot. They want to form a user council, which would play a role similar to Team NOTIS. The idea is to have a user council made up of perhaps six users who would represent various SIGs and their particular concerns. The user council would meet at NOTIS on a quarterly basis to help us define our strategic directions.

The user council would not replace individual SIGs. If the user council and NOTIS jointly decided that a specific module function needed to be rewritten, then NOTIS would approach the SIG representing the module and ask for its help in devising specifications. This approach is similar to how we are presently working with the Circulation SIG for Release 5.2.

The OPAC SIG has also taken a proactive stance by working together to create a list of guiding principles that will help them make decisions regarding recommendations for Release 5.3. The Cataloging, Acquisitions, and Serials SIGs are looking at the possibility of cooperating with each other to come up with appropriate ideas for future work in their respective parts of the system.

When the SIGs and NOTIS reach a consensus, we will let you know what we plan to do about the enhancement ballot in 1993 and beyond. Look to *NOTISes* for future articles about our plans on this subject. 🖐

Learn Serials at Your Own Pace with Our New Study Guide

T he *Serials Self-Paced Study Guide* is now available. The study guide is a convenient tool for anyone who wants to learn more about the serials acquisition process. The *Serials Self-Paced Study Guide* is designed for independent learning. Therefore, you can work at your own pace to familiarize yourself with basic and advanced serials concepts.

The study guide contains 13 lessons. Each lesson lists learning objectives and related reference materials to aid you in your learning process. The lessons also contain exercises to allow you to put the information you learn into practice.

What You Will Learn
The study guide begins with an explanation of the basic serials acquisition process and an overview of the NOTIS Library Management System. Once you are comfortable with the basics, you can move on to the lessons. These lessons contain detailed information about ordering, paying for, receiving, and monitoring your serials subscriptions.

The Benefits of Using the Study Guide
The *Serials Self-Paced Study Guide* is an excellent way to train new staff on serials functionality. Also, since the guide is compatible with the latest release of the NOTIS software, you can use the guides as a training tool for experienced staff who may need to acquaint themselves with the new features of the serials module, such as serials check-in.

If you would like to order the *Serials Self-Paced Study Guide*, please contact Celeste Williams at (708) 866-0199. The cost for a single copy of the guide is $50. 🖐

You Can Give Patrons Real-Time Access to Articles

Y ou can now offer patrons immediate electronic fulfillment of sought-after articles with the new NOTIS document delivery system. It enables patrons to automatically print copies of articles indexed through NOTIS' InfoShare and MDAS database access systems.

The delivery system is part of the NOTIS family of fulfillment products. It links the bibliographic and article citation files available in the NOTIS systems with image servers available from such electronic publishers as UMI ProQuest.

With the NOTIS document delivery system, patrons who find a citation or abstract for an article can request that the document itself be printed or faxed to them. The full image is then sent.

How to Use the System

The NOTIS document delivery system has the same patron interface as your library management system. Patrons begin their search by selecting a database, entering a search command, and selecting a record.

They can then request the document by simply pressing a command while viewing the abstract record. You define the response screen, which informs the patron of charges, pick-up instructions, and other details.

If the patron has not previously been validated, the system prompts for identification. Then the patron selects a delivery system image server and delivery method.

Delivery System Requirements

The NOTIS document delivery system provides the automatic print service through an interface with a commercial journal imaging product. Abstract databases linked to the NOTIS delivery system must have an Article Reference Tag (ART) available for loading. Both UMI and Wilson provide databases with this information.

You can activate the NOTIS document delivery system, or the included accounting and billing functions, on a system-wide or database-by-database basis. For more information on the NOTIS document delivery system, contact your marketing representative. 📖

New GUI Expands Patron Access

N OTIS recently released ProPAC, the first graphical client based upon the Z39.50 open systems protocol. Because it is so easy to learn and use, your patrons can spend more time on their searches and less time on learning how to search.

ProPAC can be used as a front end to the NOTIS Library Management System as well as to the NOTIS database access systems (InfoShare and MDAS) and the NOTIS collection sharing system (PACLink/PACLoan). As a Z39.50 compliant client, ProPAC can access any Z39.50 compatible server, including RLIN and CitaDel databases and OCLC FirstSearch and EPIC services.

ProPAC Benefits

ProPAC benefits include the following:
- A Windows-based design, using pull-down menus, icons, and graphic buttons for point and click functionality.
- The same graphical interface for patrons searching local or remote catalogs and any other database compatible with the standard.
- Fits the client/server model for open systems. ProPAC is a client (software that accesses data) that can connect with any Z39.50 compatible server (software that manages data).
- Available for a variety of different hardware environments including Apple Macintosh (System 7), MS-Windows for IBM compatible PCs (386SX or above), and X-Windows (for UNIX workstations).

For more information on ProPAC, contact your marketing representative. 📖

Dial into NOTISrv to Answer Your PTS Questions

I t's midnight and you need to find out if a PTS record exists for the problem you are experiencing. Well, it's after hours at the Phone Support Center, so what do you do? No problem, you can dial into NOTISrv, NOTIS' Bulletin Board Service.

In fact, anytime you have a question about a PTS record, you can help save your maintenance dollars by dialing into NOTISrv rather than calling Customer Support Services. Our goal is to get the most common problems on the bulletin board so you can browse through them when it's convenient for you without having to call NOTIS.

NOTISrv Available 24 Hours a Day

NOTISrv is available to you 24 hours a day. You can access NOTIS' Problem Tracking System (PTS) through NOTIShare, the directory that contains the PTS records. Actually, you can find your answer in one of three directories:
- Solutions
- NOTIShare
- NOTISes

If you want to search all of the directories at once for your answer, you can do that, too.

The Solutions directory consists of all of the Support Solutions columns that have been published in *NOTISes* since January 1992. This includes the code changes, docalerts, and tips. The code changes and tips are separated by product, such as GTO, MDAS, and LMS. The NOTISes directory contains past issues of *NOTISes* beginning with January 1992. The NOTIShare directory consists of all reviewed PTS records.

All PTS Records Get Reviewed

Customer Support Services reviews all of the PTS records before the records go out on the bulletin board. The PTS records are reviewed to make sure they are accurate, easy to understand, and as up-to-date as possible.

Because every record is carefully reviewed, the entire PTS database will not be out on the bulletin board at once; instead, records will go out as they are reviewed.

How to View PTS Records in NOTIShare

Last May, we mailed out the *NOTISrv Support System* manual to all LIB1's and TECH1's. This manual explains in detail how you can log on to the bulletin board, access different directories, and search files.

Below is a brief step-by-step description of how to log on to NOTISrv and search for PTS records in the NOTIShare directory.

1. If it's your first time logging on to the bulletin board, you need to sign on as "guest" and fill out the profile questions to get an account (Then the NOTIS adminstrator will send you your account.)
2. Once you have an account on the bulletin board, log on with your account name and password.
3. When you sign on, you are asked for the type of terminal you are emulating, such as "vt100." If you don't know what types of terminals NOTIS supports, we recently published a list on NOTIS-L that you can look at.
4. The bulletin board now displays two informational screens before the XChange main menu displays. Press Return after each screen.
5. From the XChange main menu, you can decide whether to search a particular directory or all of the directories on NOTISrv.
6. To search a single directory:
   - Type D to choose Directories from the XChange main menu bar.
   - Type S to select the directory you want to search.
   - Move the cursor to the directory name you want to search and press ENTER.
   - Move the cursor to Files on the XChange main menu and type S to choose Search.
   - Type K to search using keyword or O for another type of search. Type your search term and an index displays all of the hits in the directory that match your search.
7. To search all of the directories:
   - From the XChange main menu bar, type F to choose Files.

- Type **S** to choose Search.
- Type **K** for keyword search or **O** for another type of search. When the menu displays asking you if you want to search the entire directory tree, press the spacebar to answer Yes. Type in your search term and an index displays all of the hits in all of the directories that match your search.

When you find the PTS record you are interested in, you can view it or download it. The PTS records look like bibliographic records in NOTIS' cataloging system. Each PTS record consists of a brief description of the problem, the actual question or problem, and the resolution, if one exists.

If a resolution does not exist, then the problem is still being worked on. If you are viewing a PTS record without a resolution, and your site is experiencing the same problem, you can have your site's name added to the list by sending a message through NOTISrv.

Watch NOTIS-L for announcements on support tools and articles that will be available on NOTISrv. 🖐

QuikReports—Using the Cataloging Reports

This is the second in a series of articles about the features and uses of QuikReports. This month's QuikReports article focuses on the Cataloging reports.

Determine Production Statistics and Personnel Needs

You can use the Cataloged Titles Report (CAT001) to determine catalog department production statistics and plan the workload and personnel allocation.

Evaluate Damaged Items

Use the Items Added/Withdrawn Report (CAT003) to track items withdrawn because of damage. You can use this list to evaluate which items to replace. The item records themselves

contain the number of times that the items have been charged out.

Keep Track of Newly Bound Volumes

For serials librarians, the Items Added/Withdrawn Report (CAT003) can include recently bound volumes. If you create an item record when a volume is bound, that record will appear on this report as an item added. CAT003 then tracks the volumes bound during the report's date range.

Plan Moves with the Inventory List

The Inventory List Report (CAT005) provides a list of items by call numbers for a location. This could be useful when you plan to move materials. It also gives you a list to take to the shelves and compare with actual holdings.

Locate Unintentionally Suppressed Records

The Suppressed Records Report (CAT007) gives you a list of records suppressed from display in the OPAC. If records have been unintentionally suppressed, you can identify them from this report.

Allocate Staff to Link Unlinked Item Records

The Unlinked Items Report identifies unlinked item records that may need linking. The information from this report can help you allocate staff and plan projects.

Cut Your Budget

The Multiple Locations Report (CAT010) and the Multiple Copies Report (CAT011) identify possible places to cut budget overhead. These reports identify duplicate serials titles and other continuing publications that may have been originally purchased for convenience rather than from necessity.

Remove Items from Temporary Locations

Use the Temporary Locations Report (CAT012) as a guide when you want to remove items from their temporary locations. This report also identifies items that need to be assigned permanent locations. 🖐

Team NOTIS Discusses Record Layouts

At the last TEAM NOTIS meeting in February, Jane Larkin, Manager of Documentation Services, reported on the status of an enhancement request from the MVS/VSE Programmer's Special Interest Group (see *NOTISes/84*, p. 3). The SIG asked for additional record layouts in the *Internals Reference Manual*.

Jane told the group that providing record layouts for the requested files (Journals 3,4,6, LIREQC, and LIREQP) would be an eight-week project for one technical writer because of how the record definitions are embedded in the code. In addition, Jane discussed the possibility that the design of LMS 5.2 might alter these files.

The group agreed that it would be best to hold off providing the record layouts until Documentation Services can determine how the Circulation rewrite for 5.2 will affect these files. The enhancement request also included the LPCLOGF file and Jane reported that Documentation Services provided this record layout in the 5.1 edition of the manual. 🖐

Poster Sessions...No, It's not too Early

Believe it or not, it's time to start thinking about NUGM Poster Sessions again. This year, we are making two important changes that may convince you to participate in the Poster Sessions at NUGM '93.

- Poster Session participants will receive one-half off the regular price of NUGM registration.
- The Organizing Committee is inviting proposals for "wired" sessions requiring access to phone lines, computers, or video.

Poster Sessions play an important part in NUGM. NUGM attendees have presented sessions on all aspects of the NOTIS system, and

from every point of view—public services, circulation, serials, technical services, systems office, accounting, and administration.

Poster Sessions are the best forum for presenting point-of-use and instructional materials, training tools, statistical results, graphical material, and live, hands-on demos.

Are you planning to write up the results of some research you are completing? Preview your article in a Poster Session and get valuable feedback before you submit your manuscript for publication.

Two new incentives for you to participate in NUGM's Poster Sessions.

Workflows, programming, and diagrams of organizational structures have all been presented effectively at NUGM Poster Sessions. Poster Sessions offer an important advantage; the authors are on hand to talk about details, so everyone learns more. Furthermore, SIGs can communicate with members effectively through a Poster Session.

NUGM program planners should think about adjunct poster sessions to:

- complement speaker presentations
- share information with NUGM attendees who couldn't make the main presentation
- make handouts available to a wider audience

Need Convincing?

Call Philip Tramdack at Trenton State College for a chat at (609) 771-2343. Philip loves to talk about Poster Sessions.

E-Mail?
        TRAMDACK@TSCVM.TRENTON.EDU
        or TRAMDACK@TSCVM.BITNET.
Or, just write to
        P.J. Tramdack,
        Roscoe L. West Library,
        Trenton State College,
        Trenton, NJ 08650-4700. 🖐

SUPPORT SCORECARD

NOTIS SYSTEMS, INC.
CUSTOMER SUPPORT SERVICES

"Professional, 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.

January, 1993

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	.015 min.
Resolve Time		
Initial Call - 50% resolved on initial call	50%	49.8%
Level 2 - 80% resolved or passed within 5 business days	80%	74.9%
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%	65%
Expertise		
Training - 120 student hours in training, consulting, and research per month.	120 hours	338 hours
Professionalism		
Staff - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale.	4.5	

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 Kentucky, Indiana University, Boston College, University of Delaware, and Texas A&M University

I. Code Solutions

LMS

Release Level:	5.1
Source Member:	LSE412P
Operating System:	MVS & VSE
Description:	A storage violation occurs when certain bibliographic records are displayed in LSER.
PTS Number:	PPR0522

Insert the two lines indicated by "insert" into LSE412P:

```
          SH    R15,=Y(2)        - 1 (SP AFT)....
          BNP   TTLL0            ONLY....  insert
          EX    R15,SUBFMVC1     MOVE....
   TTLL0  EQU   *                          insert
          SR    R5,R1            ANY....
          BNP   TTLLX            N, ....
          AR    R4,R1            NEXT....
   *
   TTLLN  DS    0H
```