NOTIS Networks
Univ. of Alabama at Birmingham

The University of Alabama at Birmingham (UAB) has chosen the NOTIS Library Management System to replace the institution's current library management system and expand patron access to library resources. UAB sought a system that provided full library management capabilities, as well as easy access to locally mounted databases. It will use all of the NOTIS modules, including the Online Public Access Catalog (OPAC), Acquisitions and Fund Accounting, Circulation, Serials Control, Cataloging and Authorities, and NOTIS' two database access systems—InfoShare, a Z39.50 compliant UNIX-based server, and MDAS (Multiple Database Access System).

“Our current system doesn’t allow online access to periodical indexes or CD-ROM products. With NOTIS all of our resources are easily accessible,” said Steve Laughlin, Head of Administrative Services, Mervyn H. Sterne Library, UAB. “Our catalog staff is looking forward to the authority control available through NOTIS.”

The NOTIS system will also provide the hook to holdings capability sought by UAB. “Patrons will learn immediately if their sought-after material is available,” Laughlin said. “We are also planning to take advantage of the option of displaying on-order status for patrons.”

In addition to the 15,000 students and 1,500 faculty at UAB, the university shares reciprocal agreements with six four-year

The NOTIS team is very helpful; we call them often and they are always responsive.
—Steve Laughlin, Head of Administrative Services

MAY 1993 • Number 90

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BULLETIN

The most recent NOTISPRO list runs from pages 9–14.
June Workshop Deadline Approaches

We have scheduled two workshops in conjunction with the 1993 ALA Annual Conference in New Orleans. The registration deadline is June 4, so act now if you want to attend.

"Using New Serials Control" covers the new serials control module in LMS/KeyNOTIS Release 5.1, providing an overview of features and a discussion of implementation issues in the morning. The afternoon is a "Caption/Pattern Record Clinic" performing exercises to create caption/patterns for a variety of serial titles, focusing on the unusual or "normalized irregular" patterns. It is scheduled for Friday, June 25.

"Clients, Servers, Networks & New Directions in Library Automation" will demystify some of the jargon and address the issues that new technologies are creating. Aimed at the librarian, this workshop covers network concepts, OSI architecture, client/server architecture, communication protocols, and other related issues. All of it will be presented in the context of UNIX-based software products that are now dominating the marketplace. This workshop is scheduled for Wednesday, June 30.

Both workshops will run from 9:00-12:00 and from 1:30-4:30 pm. Both will be held in ALA Conference hotels (exact locations to be sent with workshop confirmations). Registration for either workshop is $125; see either the NOTIS Catalog of 1993 Workshops or this issue for a registration form. Or you can call in your registration at (708) 866-4891.

EDITOR
Robby McMurtry

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Problem after hours? No problem!
You can call a systems engineer to help you resolve your technical problems Monday through Friday from 7:00 a.m. to 7:00 p.m. (CST). From 7:00-8:30 a.m. and from 5:00-7:00 p.m., the system engineer on duty will handle incoming calls. Simply call Customer Services at (708) 866-1100 or fax us at (708) 866-4968.

Taking Advantage of Professional Services
"The Sterne Library's 475,000 bibliographic records and 730,000 items will be implemented rapidly so we are taking advantage of NOTIS Professional Services group," Laughlin said. "The NOTIS team is very helpful—we call them often and they are always responsive. In addition, NOTIS is helping with much of the project planning, training sessions, and conversion."

Increased Database Access
In addition to the Library Management System, UAB will use NOTIS' InfoShare, which uses the Z39.50 open systems protocol, and MDAS to expand patron access to databases. Both provide patrons and staff with easy search capabilities through the common NOTIS interface. "We expect a groundswell of enthusiasm and greatly increased usage to result from this improved access," Laughlin said. "Patrons will use MDAS to access the heavily used Wilson Index and Current Contents databases. We expect from 15 to 20 people a day to be accessing these resources and are putting in an extra dozen workstations to handle the demand. For other databases including PsychLit, ABI/Inform, and Compendex, we will buy limited licenses and take advantage of the lower storage costs available on UNIX-based platforms."

Getting Ready for NOTIS GUIs
Many of you have asked us recently: what will I need to know about Microsoft Windows? Are we in danger of ProPAC or the PACloan client? The good news answer is: very little, really.

As you know, Microsoft Windows (Release 3.1) is the operating software platform used for ProPAC and other graphical user interfaces (GUIs) that NOTIS is developing. Since Windows is also a GUI, it has all the user-friendly features—point and click devices, pull-down menus, icons, etc.—that make any GUI so remarkably easy to learn and operate.

Those of you who have used Macintosh machines will find Windows-based applications like ProPAC very easy to learn—most of the standard devices that you have in Mac software packages have recognizable counterparts in Windows-based applications.

If you are a novice at Windows, there are two videocassettes available from CareerTrack Publications, 5085 Center Green Drive, Boulder, CO 80301-3408; (303) 440-7440. Entitled Microsoft Windows 3.1: Introductory Skills (ISBN 1-59577-178-X) and Intermediate to Advanced Skills (ISBN 1-59577-179-8), these are useful, albeit very basic introductions to the main features of Windows and Windows-based applications (such as ProPAC). Staff here at NOTIS have viewed these and they are well-suited to the beginning user.

The first video covers navigation and the use of menus and commands. The second includes simplifying routine DOS tasks; working between applications; working with DOS programs in
Library Celebrates Ten Years with NOTIS

To mark its tenth anniversary of using the NOTIS Library Management System, the University of Central Oklahoma (UCO) held a celebration for all employees who use NOTIS.

In addition to UCO, seven sites from around the country have reached or surpassed a ten year relationship with NOTIS. They are:
- Bibliotecas Nacional De Chile
- Bibliotecas Nacional De Venezuela
- Clemson University
- Florida Center for Library Automation
- Tulsa City County Public Library
- University of South Alabama
- Washington University

"We work hard to maintain long-term relationships with our sites. NOTIS has been active in introducing new products that enable sites to easily modify or upgrade their systems to keep up with new goals and requirements," said Jane Burke, president of NOTIS.

Focus on Quality Includes Software Fixes

One of our major initiatives at NOTIS in the past year has been our focus on product quality. As part of our overall quality improvement process, we are examining our procedures for distributing software fixes. In the past, we distributed fixes before they had been fully tested. At times these "fixes" caused other problems. Now that NOTIS is a vendor of multiple, integrated products, thorough testing is even more critical to ensure high quality software modifications.

Testing Fixes Needs a Carefully Designed Quality Process

This level of testing requires a carefully designed process, including:
- creating the test cases
- defining the test conditions and environment
- creating the test data for all cases
- executing the tests
- analyzing and reviewing the results
- documenting each test case

Finally, the fix must be tested as an integrated piece of the system as a whole.

Those of you who are involved in a quality process know that it does seem to slow things down; however, by investing the extra time at the front end of the process, you will benefit from the quality of the release and its successful installation. We expect that the extra time up front will mean less time later by easier installation and far fewer "fixes of fixes." More specifically, our commitment with this process is that:

- Fixes for the following urgent software errors will be communicated to you as soon as they have been tested successfully:
  1) a regular system down condition
  2) an unusable product or module of a product
  3) data corruption
  4) unavoidable impediments to the installation of a new product/release

- Fixes for non-urgent software errors that were introduced by a new software release will be included in an intermediate upgrade release if the errors are communicated to NOTIS within an announced number of months of that release and if we determine that it's feasible to include in an intermediate upgrade release. We will integrate all the fixes into an interim release, test the complete package at early release sites, and at that point send them out as a general release.

- All products and modules of products will be placed on an announced maintenance schedule, and non-urgent software errors not reported in time for an intermediate upgrade release or not feasible for inclusion in such a release will be addressed when the relevant module/product is scheduled for maintenance.

- All confirmed software errors will be posted to the NOTISshare directory on NOTISrv with current status information.

Testing the Quality Process Internally

We have been testing the software fix quality process internally with 5.1, and Release 5.1.1 is our first implementation. Release 5.1.1 includes more than 60 fixes, including resolutions to nearly all problems reported by Release 5.1 sites through the end of February 1993. It will go through additional testing at approximately eight early release sites prior to its general release.

Our Teamwork Benefits You

At NOTIS, we have seen the power of teamwork in the quality process and that teamwork results in definite benefits to you.

- Service staff is involved in new releases and products earlier and is more prepared to train and support you.
- Support staff focuses on problem research and analysis. This means we are honing our troubleshooting skills and providing more complete information to the developers, allowing them to focus their energy on coding.
- Developers focus on fixes to the code at the current release level and in an integrated environment. This means more coding can be done in shorter time frames, so we can
Setting up GTO LAN Connection for KeyNOTIS at UW-Whitewater

Ting Zheng
Coordinator of Information Technology

The University of Wisconsin at Whitewater is one of the first four sites in the UW system to migrate from the L52000 system to the KeyNOTIS system. Setting up GTO was an important step in the migration process because it assured that cataloging would operate smoothly under the new system.

Our goal was to set up the GTO via a LAN connection to eliminate separate wiring from each OCLC workstation to the GTO and to provide a more robust transfer of OCLC records to KeyNOTIS. We updated the outdated cataloging automation so that the new configuration would provide better workflow and resource sharing. This new configuration should survive for at least three years in the rapidly changing technology environment.

Old Daisy Chain Connection to OCLC

Our previous OCLC workstation setup included three M300s and two M310s. These workstations were daisy chained by OCLC cables as shown in the diagram at the top of page 7.

Reorganization at NOTIS

On April 5, NOTIS made some changes to its organization. John Kolman is the new vice president of Marketing, Sales, and Service. This division consists of Sales, Sales Support, Marketing, Product Design, Customer Support Services, and Professional Services.

Maribeth Ward is vice president of Systems Development. The Systems Development division consists of the Client Development group, Server Development group, Documentation Services, and Release, Integration and Distribution (RID).

NOTIS has reorganized because we believe these changes will help us better serve our customers. Now all of the departments who work directly with our customers will be in direct communication with each other.

NOTISJan90
The connection works in the following way:

- A Netware LAN is set up.
- A Netware Print server captures print output from certain LPD ports at each workstation (A print server could be set up with the Netware PCONSOL command.)
- A Passport LAN driver must be installed for Passport to run on the LAN.
- Passport must be configured for NIS communication, which was easily done at the Passport Setup Menu.
- A NACS (Netware Asynchronous Comunication Server) must be installed to work with the OCLC communication controller.
- The NACS and Communication controller must be physically connected port by port.
- One of the serial ports at the dedicated Netware Print Server must be physically connected to a port at GTO’s Hostess.
- GTO must be connected to an IBM mainframe where KeyNOTIS is running. The Passport software is running on the LAN file server. With NIS drive supports from Passport, all workstations on the LAN access OCLC via NACS.

The output cables of NACS are connected to the output cables of the OCLC communication controller. The communication controller runs cable to the OCLC modem.

Through the Passport Setup menu, we set up a print device (NOTRAN) for LPT3. This device is the default output device for Passport.

We wrote a DOS script file to invoke the Netware Capture command before the Passport is called. The Capture command is configured to capture the LPT3 output to the print server.

When the cataloger issues the “XPY” command on PRISM, the record is sent to the Netware print server and then to the GTO. There is no need to do anything special on KeyNOTIS to make this work. To access KeyNOTIS, a workstation on the LAN is connected through a Gansial data switch to a 7171 terminal server.

After setting up the GTO LAN connection, the advantages became apparent:

- All workstations in the LAN are allowed to access OCLC and export OCLC records to GTO.
- Share resources (file, program, etc.) in the LAN.
- A common user interface can be set up for each workstation to access the Internet, OCLC, NOTIS, etc., and multitasking is possible.
- GTO connection via the LAN eliminates separate wiring from a workstation to the GTO.
- With the Netware print queue feature, the record is transferred at a fast rate and saved in case GTO fails.
- With Passport L723 support, a workstation on the LAN can use L723 and L723 for local printing, and COM1, COM2, COM3, and COM4 for communication.
- New technology can be adapted easily to connect the LAN to SNA, VAX, etc.

Nonetheless, the GTO LAN connection has an initial cost for the LAN setup and some staff time is required to install and manage the LAN.

A Few Issues for GTO LAN Connection

Dedicated or Non-Dedicated Asynchronous Communication Server

In the case of a LAN connection, you need an ACS for the PC to communicate with the OCLC communication controller. A Netware Asynchronous Communication Server could be installed in a dedicated machine on the LAN or could be installed in the file server.

Installing ACS in a file server may cost less than installing ACS in a dedicated machine; however, sharing ACS with a file server is not a safe solution. The best way to handle the communication server is to install it in a dedicated machine. A dedicated ACS and the appropriate software makes it possible to collect important statistical data. We are able to determine who is using a port, when OCLC is being accessed, and the amount of time it is accessed. We finally decided to buy a Microdyne 4 port NACS for approximately $4,000, which serves our purposes.

Windows Environment

Netware 3.11 has improved a lot in supporting Windows. We set up Windows 3.1 in each cataloger’s workstation. We wrote DOS script files and set up icons to make the system transparent.

The cataloger performs his or her job without being aware that the LAN exists. A cataloger can take advantage of Windows’s multitasking environment by switching between OCLC and KeyNOTIS and also performing some desktop duties (e.g., word processing).

Setting up the LAN

Setting up a LAN is not difficult. The challenge is to build the best LAN within a budget. We had approximately $12,000 budgeted for the LAN setup.

We purchased a copy of Netware 3.10 (20 users) installed on an IBM PS2 76, a 386-based PC for print services, a 4 port NACS server and 10BaseT (Ethernet) cabling.

We used separate funding to buy the 486-based workstations. We did not spend money for additional software other than for Netware and Windows (Passport and its LAN drive are free for OCLC members). A lot of effort was made to configure Netware, Passport, and Windows to assure that all of the pieces cooperate with one another.

Future Enhancement

We are looking for a Netware to SNA gateway with the ALS server support so that separate 7171 connections for each workstation on the LAN can be eliminated. We would also like to see future GTO support for a LAN and SNA connection so that we can avoid a dedicated GTO machine and wiring.

NOTISpro Is Available on Listserv@UCVM

The University of Illinois at Chicago Computer Center and University Library announce that a national filelist of programs submitted by the programming and library staffs of the NOTIS licensees is available. The list is called NOTISpro and contains SAS routines, PL/1 and COBOL programs, and Assembly Language code.

Programs are submitted by sending them via BITNET to UIC NOTIS (U39329@UCVM). Each program should include brief comments explaining its use along with the name of the submitter so that questions can be directed to the author. UIC takes no responsibility for the quality or quantity of programs submitted.

In recognition of the fact that some NOTIS licensees do not have access to BITNET, UIC is willing to download up to five files to a microcomputer diskette. Those wishing to use this service should send a formatted diskette and a self-addressed diskette mailer to:

E. Paige Weston
UIC University Library, m/c 234
P. O. Box 8198
Chicago IL 60680

Please include a list of the programs to be supplied.

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

8

NOTISpro

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NOTISets/90
NOTIJOB FILELIST for LISTSERV/NOTIS

List of NOTIS-related programs
- This file lists the programs that are stored on LISTSERV and can be
  retrieved by network users. Programs can be retrieved by all
  network users.
- Welcome to the NOTIS programming list, NOTISJOBS. NOTISJOBS
  contains programs submitted by the programming staff from among the
  NOTIS licensees. The list contains SAS routines, FMS/1 programs,
  and assembly language code: submitters are responsible for
  answering questions about their own programs.
- Programs may be submitted by sending them via BITNET to
  NOTISJOBS/LISTSERV. Programs may be submitted by writing to
  NOTISJOBS via BITNET by asking
- LISTSERV to send program files.

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CATALOG9 SAS 229 91/11/22 Types of A/V cataloged
CATALOG10 SAS 372 91/11/22 Added copies by operator
DESCRIPT SAS 389 91/11/22 About CATALOG9
JUNKSD SAS 1652 92/01/14 Jnl hldgs list (WHDLO/F92)
EXPINV SAS 363 92/04/21 Expenses by Invoice
MELDONV SAS 116 92/05/08 Fees for MELD conversion
MEMINV SAS 177 92/05/08 More prep for MELD conversion
JINVENT SAS 959 92/05/08 Inventory (shelflist)
COURTSYS SAS 121 92/05/08 Courtesy notice in Acc Index
BIDH SAS 955 92/05/02 BID-HS PC download ORGCM data
GEOGCH SAS 261 91/10/01 Outputs ASCII version of 5.0.0 ORGCM screens
GOASCH SAS 189 92/06/04 Reads above file; outputs 5.0.2 LCFLP recs
MACORD SAS 276 92/06/04 Outputs ASCII version of 1.2.2 MACS screens
MACNCH SAS 180 92/06/04 Reads above file; outputs 1.2.1 LCFLP recs
LCRCAL SAS 114 92/09/14 Prints out current calendar screens
LCRSEC SAS 744 92/09/14 Prints out security by logon id
* SAS & PLI programs written in support of NOTIS
* Cornell University (LAP) CORNELL
SAS 24 89/09/25 List of SAS Programs
PLI 49 90/11/04 List of PLI Programs
ACCOUNT SAS 60 89/09/25 Add fund info to SAS dataset
AUTHOR SAS 283 90/01/18 Pvt. authority vector without DQD
AUTHRER SAS 250 90/11/08 Separate name, subj authority
DATE PLIPLT 41 90/11/08 Julian-MONTH binary date
SAVE PLIPLT 139 90/11/08 Counts hic records by format
SAVEPL SAS 133 90/11/08 Selects records from hic file
WEAKPL SAS 151 90/11/08 Weakly requests for hic file
CHFPPL SAS 127 90/10/01 Reports from HILLFILE screens
CORREAS SAS 1641 92/02/10 Cornell records to Bursar's
DATEPL SAS 23 89/09/25 Initializes Data File
DATEPLT PLIPLT 71 90/11/08 Converts weekday as required
DELETE PLIPLT 71 90/11/08 Deletes rec from VASM file
EMEPLC SAS 395 89/09/25 Voucher printing
EMPSC1 SAS 525 89/09/25 Daily Invoice Control Report
EMPSC2 SAS 186 89/09/25 Daily Invoice Control Report
EMPSC3 SAS 60 89/09/25 Fund listing by group
EMPSC4 SAS 63 89/09/25 Fund listing by selector
EMPSC5 SAS 63 89/09/25 Fund listing by budget id
EMPSC6 SAS 484 89/09/25 Fund balance for Coll Dev
EMPSC7 SAS 392 89/09/25 Unapproved invoices
EMPPLT SAS 452 89/09/25 Approved invoices
FUNDPL SAS 524 90/10/01 Year-end fund rec rollover
FUND SAS 112 89/09/25 Read Fund Records
FUNDLD SAS 120 89/09/25 Process Fund fields
FUNDNO SAS 218 90/11/04 Updates overage allowances
FUNDTYPE SAS 41 89/09/25 Checks Funds by Type
GENKEY PLIPLT 42 90/11/06 Read VASM file w/ generic key
GENORM PLIPLT 144 90/11/06 Plzct GTO wnshn rec 01/01/01
HPC SAS 53 90/11/08 Uses representation of storage
HPRDL SAS 189 89/09/25 Process Invoice/Voucher fields
INVOICE PLIPLT 88 89/09/25 Read Invoice Records
ITMNLK PLIPLT 984 90/10/01 Checks items & child ren
ITMLINK PLIPLT 982 90/10/31 Fix CRMs with bad links
ITMNLK PLIPLT 68 90/10/31 Phys. delete logically dels
LWPLK PLIPLT 92 90/11/09 Checks item file file
LMPLT PLIPLT 81 90/11/08 Converts weekday to Julian
MAKE CHG PLIPLT 131 90/11/08 Changes key in hic/hldgs file
MAKECHG PLIPLT 125 90/11/08 Assigns contiguous keys
MAKETLAT PLIPLT 57 90/11/08 Determines NOTIS record type
MARCREC PLIPLT 308 90/11/09 Prints MARC records from tape

May 1993
How to Use NOTISPRO
To receive files, direct a request to the LISTSERV@UICVM. Requests to
LISTSERV can be sent by online messages (TELL command in VM/CMS) or
by electronic mail. The content of the message should be a valid LISTSERV
command. To receive the current list of files on NOTISPRO, send one of the
following commands:
1. tell listserv@uicvm send notispro filelist OR
2. in a note to LISTSERV@UICVM, type the following message only:
   send notispro filelist
   Once the FILELIST has been received, you will know the names of the
   available files and may request that the LISTSERV send you any or all of
   the files. Do this as described below. If the program you want is named
   RESERVES SAS, then
1. tell listserv@uicvm send reserves sas OR
2. in a note to LISTSERV@UICVM, type the following message:
   send reserves sas
   Questions on all aspects of NOTISPRO can be sent to Harriet Coleman
   (UI0349@UICVM), Michael Sperberg-McQueen (UI1819@UICVM), Paige
   Weston (UI2534@UICVM) or Nancy John (UI3142@UICVM), but please
   send your electronic requests for programs to the LISTSERV@UICVM not to
   Harriet, Michael, Paige or Nancy.

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.

March, 1993

Key Service Area

<table>
<thead>
<tr>
<th>Response Time</th>
<th>Goal</th>
<th>Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immediate</td>
<td>95%</td>
<td>100%</td>
</tr>
<tr>
<td>Hold Time</td>
<td>2 minutes</td>
<td>.0375min.</td>
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<table>
<thead>
<tr>
<th>Resolve Time</th>
<th>Goal</th>
<th>Actual</th>
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<tbody>
<tr>
<td>Initial Call</td>
<td>50%</td>
<td>45.3%</td>
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<tr>
<td>Level 2</td>
<td>80%</td>
<td>76.1%</td>
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<table>
<thead>
<tr>
<th>Status</th>
<th>Goal</th>
<th>Actual</th>
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<tbody>
<tr>
<td>Written</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Service Review Committee</td>
<td>70%</td>
<td>100%</td>
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<tr>
<td>Monthly</td>
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<table>
<thead>
<tr>
<th>Expertise</th>
<th>Goal</th>
<th>Actual</th>
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<tbody>
<tr>
<td>Training</td>
<td>120 hours</td>
<td>256.5 hours</td>
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<table>
<thead>
<tr>
<th>Professionalism</th>
<th>Goal</th>
<th>Actual</th>
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<tbody>
<tr>
<td>Staff</td>
<td>4.5</td>
<td>6.31</td>
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