

# NOTISes

For users of  
NOTIS  
library  
information  
systems

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## BULLETIN

The most recent NOTISPRO list runs from pages 9-14.

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 team is very helpful; we call them often and they are always responsive.***

***—Steve Laughlin, Head of Administrative Services***

ately 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

.....▶ *Continued on page 3*

# NOTIS NEWS



## It's a Photo Opportunity

**W**e need your photos for a special marketing activity that revolves around our customers. We'd greatly appreciate it if you could send us photos representing your site; they could be of your library or library staff. The photos can be in black & white or color and can be any size. We'll be sure to return your photos when we finish our project.

Please send your photos to us by **Friday, June 4** so we can be sure to include them in our presentation. Send them to the attention of Robyn McMurray at NOTIS Systems, Inc., 1007 Church Street, Evanston, IL, 60201-3665. ☐

## June Workshop Deadline Approaches

**W**e 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, communications 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 to 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. ☐

## NOTIS es

**NOTISes** is published monthly by the Marketing department, NOTIS Systems, Incorporated. The purpose of **NOTISes** 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, Evanston, Illinois 60201-3665.

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

**EDITOR**  
Robyn McMurray

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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) 866-4908.

## University of Alabama Cont'd from page 1

colleges, two junior colleges, and local high schools. Anyone connected to the campus network can access the library resources online, whether they are located in a home accessing through dial-up, in an office, or on one of the library's 80 PC workstations.

Future plans for UAB include installing NOTIS' ProPAC, a Z39.50 graphical user interface for workstations. ProPAC uses icons and pull-down screens to make it easier for patrons to perform searches.

## Connecting with Other Sites

In addition to UAB, there are eight other NOTIS sites in Alabama. UAB will use NOTIS to participate in interlibrary loan agreements with the universities in Huntsville, Auburn, Tuscaloosa, and other campuses in the state by adding electronic query to each library's OPAC.

"We plan to share resources with these sites to increase the amount of material available to patrons and to make it easier for them to receive it. NOTIS products enable us to do this," Laughlin said.

## 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

**M**any of you have asked us recently: what will I need to know about Microsoft Windows™ in order to use 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, 3085 Center Green Drive, Boulder, CO 80301-5408; (303) 440-7440. Entitled Microsoft Windows 3.1: Introductory Skills (ISBN 1-55977-178-X) and Intermediate to Advanced Skills (ISBN 1-55977-179-8), 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 using the menus and commands. The second includes simplifying routine DOS tasks; working between applications; working with DOS programs in

Windows; and accessories and customizing. Both are well-produced and narrated. The set is available for \$69.95.

A company named Educom USA (no relation to the EDUCOM conference) also sells training products for Windows—a variety of packages are available including purchase of a full administrator's kit that includes a master diskette, programmed instruction manuals, lecture guides, and overhead masters. On-site instructor-led classes can also be arranged. Sample pages and prices can be obtained from Educom USA, 9279 Cabot Drive, Suite A, San Diego, CA 92126; (800) 995-2798. Prices are very reasonable.

(Please be aware that NOTIS Systems neither sells nor endorses the use of these products. We provide this information as a courtesy to our customers.)

There are of course numerous other books, audio tapes, videos, and computer-based instructional packages that are intended as self-paced learning guides for Windows. There are also a number of workshops and seminars available from a variety of training organizations like CareerTrack, American Management Association, and probably your own computer services operation. Your own staff and faculty will undoubtedly be able to recommend a number of sources.

For somewhat more advanced users, NOTIS is offering a three-hour workshop (8:30 am–11:30 am) on Thursday, October 14, 1993 at the Palmer House in Chicago, immediately prior to 1993 NUGM. "Optimizing Microsoft Windows™ for NOTIS Products" will discuss some of the ways you can configure the Windows environment for maximum performance from your microcomputer. Although geared toward the use of NOTIS products, the workshop topic is applicable to all Windows-based software. Registration is \$95; see either the *NOTIS Catalog of 1993 Workshops* or the 1993 NUGM registration materials for more information. ☞

## 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. ☞



*The University of Central Oklahoma decorated their anniversary cake to look like a NOTIS terminal in front of a library bookshelf.*

## 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 test(s)
- analyzing and reviewing the results
- documenting each test case

Finally, the fix must be tested as an integrated piece of the 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 our 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 NOTIShare 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

- provide you with more fixes in a release.
- Release Integration focuses on managing the testing process.

### How You Can Help

Applying the quality process to software fixes also requires a teamwork approach between NOTIS and our customers. For your part, we need you to go into production with new releases and report any problems as quickly as possible.

For our part, we will provide a clear, explicit time frame for addressing software modifications and error resolution and develop a mechanism to provide you with current status information on all confirmed software errors.

We look forward to adding you to our team and working with you on this quality journey. ☺

## 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. ☺

## Setting up GTO LAN Connection for KeyNOTIS at UW-Whitewater

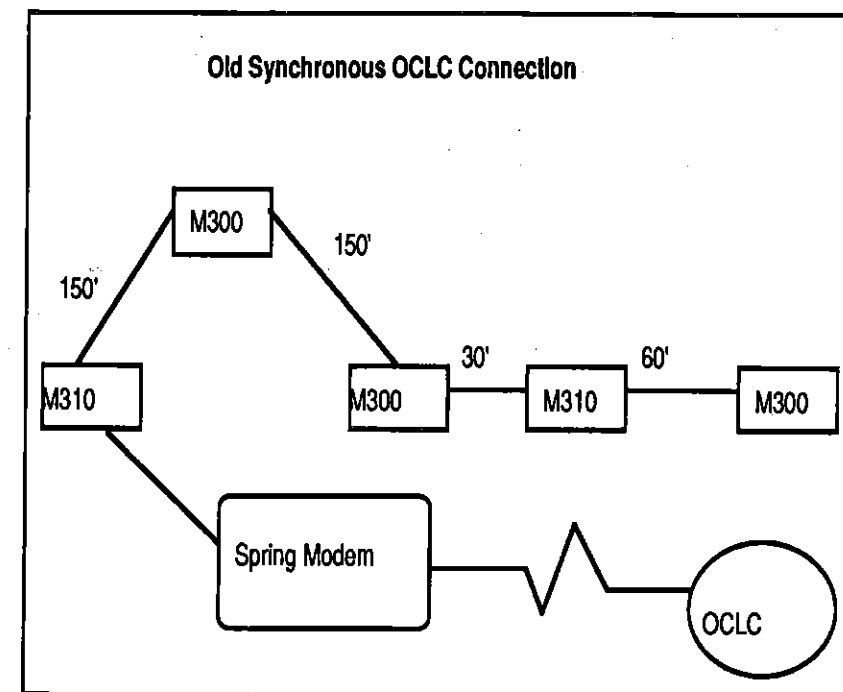
*Ting Zheng*  
Coordinator of Information Technology

The University of Wisconsin at Whitewater is one of the first four sites in the UW system to migrate from the LS2000 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.



The old setting had the following drawbacks:

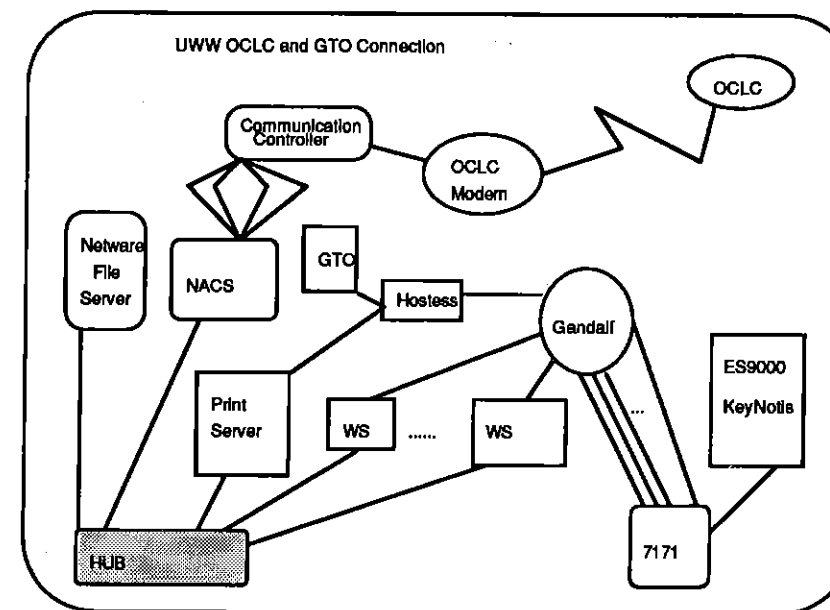
- loss of OCLC support for the M3xx
- cable connection was very sensitive (a connection in the chain prohibits the following nodes in the chain from accessing the OCLC)
- difficult to diagnose a problem in the chain
- no flexibility in moving workstations in the chain (the cable had to go with the station)
- multitasking is difficult for old 8086 (M300), 80286 (M310) machines

- OCLC access could not be shared if the station was in the chain
- additional wiring is needed for NOTIS connections

We needed a new connection to give us a simple robust connection, have multitasking and resource sharing, and take advantage of new OCLC access improvement.

### OCLC and GTO Connection

After careful planning, we set up our LAN GTO connection as shown in the diagram below.



The connection works in the following way:

- A Netware LAN is set up.
- A Netware Print server captures print output from certain LPT ports at each workstation (A print server could be set up with the Netware PCONSOLE command.)
- A Passport LAN driver must be installed for Passport to run on the LAN.
- Passport must be configured for NASI communication, which was easily done at the Passport Setup Menu.
- A NACS (Netware Asynchronous Communication 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 NASI drive supports from Passport, all workstations on the LAN access OCLC via NACS.

The octopus cables of NACS are connected to the octopus 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 export 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 "XPO" 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 Gandalf dataswitch 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 LPT3 support, a workstation on the LAN can use LPT1 and LPT2 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 PCs on the LAN 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 Window'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 ALA character 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@UICVM

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/I and COBOL programs, and Assembly Language code.

Programs are submitted by sending them via BITNET to UIC NOTIS (U39328@UICVM). 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 micro-computer 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 NOTISes from time to time. Here is the current filelist:



CATALG9	SAS	229	91/11/22	Types of A/V cataloged
CATALG10	SAS	372	91/11/22	Added copies by operator
DESCRIP	SAS	189	91/11/22	About CATALG2-CATALG10
JNLHOLD	SAS	1652	92/01/14	Jnl hldgs list (VHLD+O/P/R)
EXPINV	SAS	382	92/04/21	Expenditures by invoice
MHLDCNV1	SAS	116	92/05/08	Prep for MHLDC conversion
MHLDCNV2	SAS	177	92/05/08	More prep for MHLDC convrsn
INVENTORY	SAS	953	92/05/08	Inventory (shelflist)
COURTESY	SAS	121	92/05/08	Courtesy notices in Act Index
BIB-50	PAS	955	92/08/02	MS-DOS PC download OPAC data
OPACOUT	SAS	261	92/08/04	Outputs ASCII version of 5.0.2 OPAC screens
OPACIN	SAS	169	92/08/04	Reads above file; outputs 5.0.2 ICRFILE recs
MDASOUT	SAS	276	92/08/04	Outputs ASCII version of 1.2.1 MDAS screens
MDASIN	SAS	180	92/08/04	Reads above file; outputs 1.2.1 SCRFILE 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 (LRP@CORNELL.C)

SAS	PROGS	24	89/09/25	List of SAS Programs
PLI	PROGS	49	90/11/06	List of PLI Programs

ADDFUND	SAS	60	89/09/25	Add fund info to SAS dataset
AUTHPR	JOB	283	90/11/08	Prt authority rex without 010
AUTHSEP	JOB	250	90/11/08	Separate name, subj authority
BDATE	PLIOPT	61	90/11/08	Julian->NOTIS binary date
BIBFMT	JOB	139	90/11/08	Counts bib records by format
BIBSEL	JOB	133	90/11/08	Selects records from bib file
BUILDREQ	PLIOPT	151	90/11/08	Wrksht requests for bib file
CUBILLF	SAS	1277	92/02/10	Reports from Bill&Fine file
CUBURSAR	SAS	1641	92/02/10	Cornell records to Bursar's
DATEINIT	SAS	23	89/09/25	Initializes Date File
DATERTN	PLIOPT	92	90/11/08	Converts mmdyy as required
DELREC	JOB	71	90/11/08	Deletes rex from VSAM file
ENDWVCH	SAS	395	89/09/25	Voucher printing
FARPT01	SAS	525	89/09/25	Daily Invoice Control Report
FARPT02	SAS	186	89/09/25	Univ Acct Balance Report
FARPT03	SAS	60	89/09/25	Fund listing by group
FARPT04	SAS	63	89/09/25	Fund listing by selector
FARPT05	SAS	63	89/09/25	Fund listing by budget id
FARPT09	SAS	464	89/09/25	Fund balance for Coll Dev
FARPT10	SAS	392	89/09/25	Unapproved invoices
FARPT17	SAS	452	89/09/25	Approved Invoices
FAYREND	JOB	524	90/11/08	Yearend fund rec rollover
FUND	SAS	112	89/09/25	Read Fund Records
FUNDFLD	SAS	120	89/09/25	Process Fund fields
FUNDOV	JOB	218	90/11/08	Updates overage allowances
FUNDTYPE	SAS	41	89/09/25	Classify Funds by Type
GENKEY	PLIOPT	42	90/11/08	Read VSAM file w/ generic key
GTOREQ	PLIOPT	144	90/11/08	Flags GTO wrksht req 01/01/01
HEX	PLIOPT	53	90/11/08	Hex representatn of storage
INVFLD	SAS	189	89/09/25	Process Invoice/Voucher fields
INVOICE	SAS	88	89/09/25	Read Invoice Records
ITEMLNK	JOB	984	90/11/08	Checks links btw item & chld
ITEMLNK	PLIOPT	982	90/10/31	Fix CHRs with bad links
ITEMDEL	JOB	68	90/10/31	Phys. deletes logically dels
ITEMUND	JOB	92	90/11/09	Dedups item flat file
JDATE	PLIOPT	81	90/11/08	Converts mmdyy to julian
KEYCHG	JOB	131	90/11/08	Change keys in bib/hldgs file
KEYPACK	PLIOPT	156	90/11/08	Assigns contiguous keys
KEYTYPE	PLIOPT	57	90/11/08	Determines NOTIS record type
MARCPRT	JOB	308	90/11/09	Print MARC records from tape

MARCSEL	JOB	214	90/11/09	Select MARC rex from tape
MARSELA	JOB	253	90/11/09	Select MARC rex from tape
NAMERTN	PLIOPT	79	90/11/08	Formats last-name-first
NOTISREC	PLIOPT	201	90/11/08	Generic proc'ing of NOTIS rec
ORDER	SAS	120	89/09/25	Read Order Records
ORDFYUP	JOB	142	90/11/08	Updates FY in order records
ORPHANO	JOB	159	90/10/31	Finds orphaned orders
ORPHANV	JOB	202	90/10/31	Finds orphaned vhlde
PODUP	SAS	43	89/09/25	Duplicate Purchases Orders
PRODCICS	SAS	108	89/09/25	Activity Report from CICS
SIEXLIB	PLIOPT	514	90/11/08	Prepares student patron rex
SPLIT4	JOB	227	90/11/09	Quads prt file for laserptr
STATVCH	SAS	170	89/09/25	Voucher Printing - State form
UNHEX	PLIOPT	23	90/11/09	Converts hex to binary
VENLDC	PLIOPT	195	90/11/09	Vendor names to mixed case
VOUCHER	SAS	65	89/09/25	Read Voucher Records

\* SAS & PLI programs written in support of NOTIS  
 \* University of Wisconsin (KHOOKER@WISCMACC)

WIDOCMNT	DOC	173	92/11/16	Intro to the Wisc batchlinker
WIJCL	JCL	169	92/11/16	JCL for pli progs/sort steps
BATCHLIN	KER	1	91/01/30	Progs compressed with pkunzip
WINT4141	PLI	183	92/11/16	Ref recs w/blocked matches
WINT4142	PLI	102	92/11/16	Print report/items w/2 CHRs
WINT4144	PLI	283	92/11/16	Extract fields from CHRs
WINT4145	PLI	194	92/11/16	Extract fields from item recs
WINT4146	PLI	387	92/11/16	Match ext.files/update VSAM
WINT4147	PLI	226	92/11/16	Match ext.files/rept matches
WINT4148	PLI	70	92/11/16	Extr. item keys from b&f recs
WINT4149	PLI	89	92/11/16	Disc items w/keys on b&f file
TORNBTW2	HLDS	183	91/02/18	Items "torn between 2 hldgs"

\* SAS programs written in support of NOTIS  
 \* University of Windsor (MARLENE@UCC.UWINDSOR.CA)

README	FIRST	590	91/07/22	Summary of pgm/files/info sent
GX001	SAS	487	91/07/22	General copy holdings extract
UWX001	JCL	31	91/07/22	JCL for GX001 SAS
PUFILE	DATAFILE	1	91/07/22	For proc units to be selected
PC001A	SAS	165	91/07/22	Separates IC from other class
PC001B	SAS	109	91/07/22	Freq by location; other class
PC001C	SAS	333	91/07/22	LC call # range report
UWPC001	JCL	118	91/07/22	JCL for PC001A, B, and C
CALLRANG	DATAFILE	512	91/07/22	Contains 512 IC call # ranges
BIBREADN	INSTRUCT	212	91/07/22	How to use BIBREAD & BIBREADI
BIBREAD	SASMACHO	311	91/07/22	Retrieves Bib/Copy hdg fields
BIBREADI	SASMACHO	75	91/07/22	Defines formats & variables

\*List of CoBOL programs and utilities written by

\*Dan Kirchner BITNET: 344PWCF @ CMUVM

README	COBOL	126	92/10/30	Describes the following CoBOL programs
LIB001	COBOL	472	92/08/17	Bib 866 rpt
LIB002	COBOL	125	92/08/17	Bib deleter
LIB003	COBOL	411	92/08/17	Bib A22 rpt
LIB005	COBOL	225	92/08/14	Bib 852 rpt
LIB006	COBOL	183	92/08/14	Bib 866 rpt
LIB007	COBOL	205	92/08/14	Bib 866 rpt
LIB008	COBOL	388	92/10/30	Checks patron balance due
LIB009	COBOL	249	92/08/14	Bib 008 fix
LIB010	COBOL	281	92/08/14	Bib pat SSN key
LIB011	COBOL	519	92/08/14	Pat SSNread
LIB012	COBOL	209	92/08/14	B&F reasons
LIB013	COBOL	161	92/08/14	LB510 IDUMP

LIB014 COBOL 118 92/08/14 Bib dumper  
 LIB015 COBOL 252 92/08/14 pat dumper  
 LIB016 COBOL 103 92/08/14 Pat deleter  
 LIB017 COBOL 405 92/10/30 AR xfer  
 LIB018 COBOL 514 92/09/14 Changes B&F records  
 LIB019 COBOL 250 92/09/14 Reads order file  
 LIB020 COBOL 439 92/10/30 Creates P.O. on demand

\* SAS extract programs written for use with NOTIS  
 \* NOTIS Systems, Inc.

LB013SAS SAS 28 91/08/14 List action codes from jnl6  
 LB023SAS SAS 28 91/08/14 List action codes from jnl3  
 LB365SAS SAS 213 91/08/14 Bib File tag extract  
 LB366SAS SAS 195 91/08/14 Bib File tag frequency  
 LB369SAS SAS 47 91/08/14 Delete Bib/Holdings records  
 LB465SAS SAS 282 91/08/14 Order File extract  
 LB466SAS SAS 49 91/08/14 Order File tag frequency  
 LB655SAS SAS 202 91/08/14 Circ History File extract  
 LB656SAS SAS 62 91/08/14 Circ History tag frequency  
 LB657SAS SAS 313 91/08/14 Circ History File report  
 LB675SAS SAS 333 91/08/14 Item File extract  
 LB676SAS SAS 59 91/08/14 Item File tag frequency  
 LB677SAS SAS 164 91/08/14 Item File report

### 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 (U35049@UICVM), Michael Sperberg-McQueen (U18189@UICVM), Paige Weston (U50343@UICVM) or Nancy John (U31452@UICVM), but please send your electronic requests for programs to the LISTSERV@UICVM not to Harriet, Michael, Paige or Nancy!

**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.

**March, 1993**

Key Service Area	Goal	Actual
<b>Response Time</b> <u>Immediate</u> - 95% of all incoming calls <u>Hold Time</u> - Average is less than 2 minutes	95%	100%
<b>Resolve Time</b> <u>Initial Call</u> - 50% resolved on initial call or first day <u>Level 2</u> - 80% resolved or passed within 5 business days	50%	45.3%
<b>Status</b> <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	80%	76.1%
<b>Expertise</b> <u>Training</u> - 120 student hours in training, consulting, and research per month	100%	100%
<b>Professionalism</b> <u>Staff</u> - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale	120 hours	256.5 hours
	4.5	6.31