

To: ~~Don Roberts~~; ~~Scott Mayhew~~; Patrick Quinn

# NOTIS<sup>es</sup>

*For users of  
NOTIS  
library  
information  
systems*

COPYRIGHT © 1993 NOTIS SYSTEMS, INC.

## NOTIS Introduces Open Systems-Based Management System

JULY 1993 • Number 92

### IN THIS ISSUE

NOTIS introduces NOTIS  
Horizon at ALA .....1

NOTIS News .....2-3  
*SAS and Circulation 5.2; and  
Carnegie Mellon and NOTIS share  
technologies.*

NOTIS Horizon cont'd.....3

ProPAC getting ready for  
release .....4  
*Photo of part of the ProPAC team*

NOTIS activities at ALA .....5  
*Photos of the new booth and  
customers attending the events.*

NOTIS enhances APH's  
mission to serve the visually  
impaired .....6

Participate in a poster  
session and get 1/2 off .....7

Polishing your presentation  
at NUGM .....8

Registration form .....9

Support Solutions .....10-11

**A**t ALA in New Orleans, NOTIS announced NOTIS Horizon, a client/server information management system for UNIX-based platforms. This new system fits with the campus computing direction of libraries and offers expanded access to unlimited information sources.

### ***NOTIS Horizon gives libraries the freedom to choose their future***

NOTIS Horizon incorporates all of the open systems requirements for the next generation of library management systems including Z39.50 compliance, client/server architecture, UNIX hardware, and graphical user interfaces. NOTIS Horizon is the first library automation system built around Z39.50, assuring connectivity to many information sources. It delivers capabilities and technologies that

give libraries the freedom to choose their future directions.

"We have leapfrogged to the cutting edge of library automation with this system. NOTIS Horizon includes a complete library automation system plus it gives

libraries more options today and expandability into the future," said Jane Burke, president of NOTIS.

Its design is the client/server architecture, where functions of a system are divided into clients (which access data) and servers (which store and manage data). This separation allows for a mix of machines and the flexibility to adopt future technologies. For patrons, it means access to many information sources using a single interface.

Patrons and staff will find searching many information sources .....▶ *Continued on page 3*

### BULLETIN

**ALA photos are on page 5!!**

# NOTIS NEWS

## SAS and LMS 5.2

The much awaited release, LMS 5.2, is starting to take form. The circulation batch programs presently written in PL/1 and assembler will be replaced with programs written in SAS. SAS is a high level programming language in production at most NOTIS sites.

Though many of the records used in circulation now have fixed length fields, SAS has the ability to work with both fixed and variable length fields. This gives SAS the advantages of using a lower level language with the ease of a high level language.

SAS will enable us to handle errors better and produce a more reliable circulation batch processing for your site. SAS programs are faster to write, more flexible, and easier to debug. Requests for enhancements to reports will be easier for us to incorporate into the code.

The same site customizations available now will be built into the new circulation module but controlled by parameters instead of tables. SAS will allow us to make needed changes at your site more easily.

Many of our sites currently using SAS are familiar with its advantages as a report writer, statistical analysis tool, and data correction tool. Sites that do not have SAS will need to purchase a license agreement for the base SAS software. The version of SAS needed is any level of version 6. Sites running QuikReports have the correct version of SAS. ☐

## Carnegie Mellon and NOTIS Share Technologies for New Product

Carnegie Mellon University (CMU) will be the Alpha test site for NOTIS' new client/server information management system, NOTIS Horizon. Testing will begin this July.

As part of the relationship, Carnegie Mellon and NOTIS Systems have signed a Technology Transfer Agreement. This allows NOTIS to take advantage of technologies developed during Carnegie Mellon's Mercury Electronic Library Project. The Mercury Project began at Carnegie Mellon in 1989. From the outset, the goal of the Mercury project has been to develop a practical system, using modern distributed computing, to

## NOTIS <sup>es</sup>

NOTIS<sup>es</sup> is published monthly by the Marketing Services department, NOTIS Systems, Incorporated. The purpose of NOTIS<sup>es</sup> 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 60201-3665.

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

**EDITOR**  
Robyn McMurray

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

NOTIS<sup>es</sup> 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.

deliver information electronically.

The technologies and consulting from the Mercury project that CMU will share with NOTIS are in the areas of image transfer and display, database building software, network authentication and database authorization, multiple server operations, and scanning technologies.

According to Dr. Charles Lowry, university librarian at Carnegie Mellon's Hunt Library, "We chose to work with NOTIS because we share a similar vision of computing for the near future. It includes an understanding that we are working in a highly distributed, networked environment characterized by the use of a variety of server platforms and workstation clients."

Transferring technologies that were developed during the Mercury Project is extremely valuable to both Carnegie Mellon and NOTIS.

"We wanted to be able to share technologies that we developed to make them generally available as a supported product from a highly reliable vendor. Through this partnership, we can take advantage of what we have done here to better serve our campus and community," said Lowry.

"The work at Carnegie Mellon in information delivery, particularly image transfer and database building, is extremely valuable. Our Technology Transfer Agreement allows us to generalize those developments for all NOTIS customers," said Jane Burke, president of NOTIS.

Carnegie Mellon University is located in Pittsburgh, PA. The university libraries hold a collection of over 805,000 print volumes, 500,000 titles, and 700,000 microforms. The university has over 7,500 students and 800 faculty. ☐

## NOTIS Horizon.....Continued from page 1

easy to learn with the system's graphical user interfaces. Little training is needed to become familiar with NOTIS Horizon's Windows-based graphical client, ProPAC.

With the UNIX-based NOTIS Horizon system, libraries can take advantage of many lower cost hardware and data storage choices. The system runs on Digital Equipment's Alpha, Sun SPARCstation, and IBM RS/6000.

Alpha testing for NOTIS Horizon will begin this July. The test site will be Carnegie Mellon University. ☐

## ProPAC Now at Beta Sites

We are releasing ProPAC, our first Z39.50 graphical access client. We'd like to thank our beta sites for all of their help in testing ProPAC. Our ProPAC beta sites are:

Cornell College  
Idaho State University  
McMaster University  
SUNY Binghamton  
University of Alabama at Birmingham  
University of Kentucky  
Vanderbilt University

Based on Microsoft Windows for PCs, ProPAC offers powerful features such as pull-down menus, icons, and graphic buttons for point-and-click functionality.

ProPAC uses the Z39.50 protocol for library information retrieval. As a result, ProPAC can

access remote library catalogs and any other databases compatible with this standard. As a Z39.50 client, ProPAC provides patrons with the same graphical interface no matter what database they are searching.

We are proud of the effort NOTIS' Development team put into ProPAC. We'd like to acknowledge their hard work by listing those people who made ProPAC a reality.

Mike Berner	John Bodfish
Jeff Graubart-Cervone	Verne Coppi
Mark Gobat	Margaret Goode
Keith Johnson	Dave Langer
Paul Miller	Sherri Miller
Carol Pellish	Scott Pfeiffer
Joy Witt	

## New NOTIS Product Customers

### New PACLink/PACLoan Customers

Brigham Young University  
CTW Consortium  
Eastern Michigan University  
George Mason University  
Johns Hopkins (IntraSystem Loan)  
McMaster University  
University of Utah  
University of Vermont (IntraSystem Loan)  
University of Virginia  
Utah State

### New InfoShare Customers

Carnegie Mellon  
CTW Consortium  
Eastern Michigan  
Indiana State University  
McMaster University  
Michigan Technological University  
University of Alabama—Tuscaloosa  
University of Louisville  
University of Virginia  
Virginia Commonwealth  
WRLC

### New MDAS Customers

Cherry Creek  
Robert Morris  
Trenton State

### New DocDirect Customers

Eastern Michigan  
Oklahoma State University  
WRLC

## NOTIS Activities at ALA

NOTIS officially announced NOTIS Horizon at a customer only event on Sunday, June 27 at ALA. We were pleased to celebrate this announcement with about 300 customers who attended the event.



Representatives from the SUNY Graduate Centers are pictured above. They are (l to r): Charles Simpson, John Brewster Smith, Andrew Perry, Judith Hopkins, and Ronnie Goldberg

NOTIS thanked our PACLink/PACLoan development partners at ALA by holding a breakfast for them on Sunday morning, June 27.

We developed PACLink/PACLoan in cooperation with the State University Library Automation Network of Indiana (SULAN), and the SUNY Graduate Centers at Binghamton, Stony Brook, and Buffalo. The vision of linking diverse library catalogs and enabling cross-system requests defined the joint project for NOTIS and these library partners.



SULAN representatives (l to r) are: Ronald G. Leach, Alan Alexander-Manifold, Emily Mobley, James L. Mullins, and Dennis McCreer

For those of you who attended ALA, we hope you stopped by our new trade show booth. We are excited about this booth because it allows us to demonstrate NOTIS' family of products much more easily. We chose to unveil our new booth at ALA so we could tie it into announcing our new product, NOTIS Horizon.



New NOTIS booth is unveiled at ALA

# The NOTIS System Enhances APH's Mission to Serve the Visually Impaired

The American Printing House for the Blind (APH) has selected NOTIS Systems to provide an information management system to make their resources more accessible to people who are blind and visually impaired. The NOTIS system will enhance the mission of APH, a not-for-profit company that produces materials for the blind and visually impaired.

Through NOTIS, APH will provide publishers, educators, librarians, and the visually impaired with access to their online catalog.

"We are enthusiastic about the new system. I'm sure that our users will also be pleased with it," said Christine Anderson, cataloger at APH.

APH looked at other vendors and chose NOTIS because of its reputation as well as the system's flexibility, speed in searching, and ability to immediately index. The ability to design their own screens to accommodate visually impaired users was also a plus.

"Materials in alternate media are generally very difficult to locate. We want to provide accessibility to these materials to a diverse user group. At the same time, we wish to provide the most comprehensive information available about these materials. The NOTIS system will help us accomplish this goal," said Anderson.

The NOTIS system offers the ability to immediately index. This immediacy will help APH and others quickly determine if an item has already been produced in an alternate media such as braille. This will save producers time and money by helping them avoid duplication.

In addition to listing APH materials, this database will list materials from cooperating agencies. Currently, the following agencies are involved in the effort:

- The National Library Service for the Blind and Physically Handicapped (NLS)—the Library of Congress' branch for the print disabled
- Recording for the Blind
- National Library of Canada
- 200 volunteer agencies

APH has a listing of more than 40,000 products including braille books, large type books, recorded materials, and instructional aids. By cooperating with other agencies, APH hopes to make several hundred thousand records available in the database.

APH will be adding an order entry component to the system. This will make it easy for agencies to access APH's inventory and to purchase materials for the visually impaired people they serve. The ultimate goal is for customers to be able to search the NOTIS system, choose the materials they want, display an order screen, place their order, and find out the status of their federal funds—all in a matter of minutes.

The American Printing House for the Blind is located in Louisville, Kentucky and has served the visually impaired since it was founded in 1858. The U.S. Government passed an act to promote the education of the blind in 1879, officially designating APH as the source for educational products for the nation's blind students.

## 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.

### May, 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%
	2 minutes	.030 min.
<b>Resolve Time</b> <u>Initial Call</u> - 50% resolved on initial call <u>Level 2</u> - 80% resolved or passed within 5 business days	50%	45.7%
	80%	75.8%
<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	100%	100%
	70%	70%
<b>Expertise</b> <u>Training</u> - 120 student hours in training, consulting, and research per month.	120 hours	220 hours
<b>Professionalism</b> <u>Staff</u> - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale.	4.5	6.5

## The NOTIS System Enhances APH's Mission to Serve the Visually Impaired

The American Printing House for the Blind (APH) has selected NOTIS Systems to provide an information management system to make their resources more accessible to people who are blind and visually impaired. The NOTIS system will enhance the mission of APH, a not-for-profit company that produces materials for the blind and visually impaired.

Through NOTIS, APH will provide publishers, educators, librarians, and the visually impaired with access to their online catalog.

"We are enthusiastic about the new system. I'm sure that our users will also be pleased with it," said Christine Anderson, cataloger at APH.

APH looked at other vendors and chose NOTIS because of its reputation as well as the system's flexibility, speed in searching, and ability to immediately index. The ability to design their own screens to accommodate visually impaired users was also a plus.

"Materials in alternate media are generally very difficult to locate. We want to provide accessibility to these materials to a diverse user group. At the same time, we wish to provide the most comprehensive information available about these materials. The NOTIS system will help us accomplish this goal," said Anderson.


The NOTIS system offers the ability to immediately index. This immediacy will help APH and others quickly determine if an item has already been produced in an alternate media such as braille. This will save producers time and money by helping them avoid duplication.

In addition to listing APH materials, this database will list materials from cooperating agencies. Currently, the following agencies are involved in the effort:

- The National Library Service for the Blind and Physically Handicapped (NLS)—the Library of Congress' branch for the print disabled
- Recording for the Blind
- National Library of Canada
- 200 volunteer agencies

APH has a listing of more than 40,000 products including braille books, large type books, recorded materials, and instructional aids. By cooperating with other agencies, APH hopes to make several hundred thousand records available in the database.

APH will be adding an order entry component to the system. This will make it easy for agencies to access APH's inventory and to purchase materials for the visually impaired people they serve. The ultimate goal is for customers to be able to search the NOTIS system, choose the materials they want, display an order screen, place their order, and find out the status of their federal funds—all in a matter of minutes.

The American Printing House for the Blind is located in Louisville, Kentucky and has served the visually impaired since it was founded in 1858. The U.S. Government passed an act to promote the education of the blind in 1879, officially designating APH as the source for educational products for the nation's blind students. 

## Keeping you posted on how you can take part in NUGM's Poster Sessions

It's no secret that Poster Sessions are a valuable and popular NUGM feature. Poster Sessions are a great way to tell your NOTIS colleagues about your product, process, applications, or discovery. They are the best forum for presenting point-of-use and instructional materials, training tools, statistical results, programming, workflows, you name it!

Want to demonstrate your system or application live? NUGM is inviting wired Poster Sessions this year, with access to phone lines, computers, and video.

And, Poster Sessions are fun. Meet people from other libraries who are thinking about the same problems you are, share your ideas with them, and benefit from reduced registration (receive 1/2 off NUGM fee).

Tempted? Find out more by e-mailing or telephoning the man who loves to talk about Poster Sessions: Philip J. Tramdack at Trenton State College:

TRAMDACK@TSCVM.TRENTON.EDU  
TRAMDACK@TSCVM.BITNET  
Phone: (609) 771-2343  
Fax: (609) 771-3299 