

NOTISes

For users of
NOTIS
library
information
systems

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Focusing on Lib1's and Tech1's

NOTIS held three focus groups at the ALA Annual meeting in New Orleans. The meetings were for Lib1's, Tech1's, and InfoShare customers (see accompanying article for the InfoShare group).

A research firm led the discussions and videotaped the Lib1 and Tech1 groups so NOTIS could hear first hand what our customers have to say. We selected a group of customers who varied in institution size and experience with NOTIS. All of the participants had a recent release of LMS installed.

The discussions fell into three categories: product, service, and relationship quality expectations. The goal of these two focus groups was to define an ideal service plan and relationship between customer and vendor.

NOTIS will primarily use these videotapes for two purposes:

- as a training tool
- to develop action plans to address customer issues

All of the managers have viewed the tapes and found them

especially beneficial because the tapes help them understand both what customers believe is important and why.

Carole Norris, Manager of Customer Support Services, said the focus groups, as opposed to the Customer Satisfaction Survey, were "more dynamic because we were able to get a group to watch them and react to them immediately. We were much more involved in the process."

Communication issues were emphasized in the two groups. NOTIS was encouraged to continue efforts to improve both internal and external communication. Below are some steps we have already implemented in this area.

- Customer Support Services, Professional Services, and the Sales departments have used the video tapes as part of their training programs. Since ALA, these departments have begun a series of training sessions targeted at

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ANNOUNCEMENT

We are looking forward to
seeing all of you at NUGM,

NOTIS NEWS

Don't Miss Out on the Pick-A-Project Sweepstakes

Are you putting off projects in your library or data center? Have you delayed tackling that one special task for too long? If so, NOTIS Professional Services is pleased to announce the Pick-A-Project Sweepstakes.

Your institution could win 3 days of consulting absolutely free—a value of \$4,500—just by answering a few questions. One institution will be selected at random to win this valuable prize. You can tackle that project you've been putting off, or finish a project that's been on the back burner. If you're the winner, you will work with one of our consultants on the project of your choice.

To enter, simply fill out a survey that we have mailed to Lib1's and Tech1's and return it by **Friday, October 1, 1993**. In addition to the grand prize, 10 winners will be drawn randomly to receive WinGopher™, NOTIS' new graphical gopher client, for easy access across the Internet. Your library and data center will both be entered if you each return a survey. We will announce the winners at the NOTIS Users Group luncheon on October 15, 1993.

NOTIS Professional Services provides your institution with many types of training and consulting services to help you take full advantage of NOTIS products. The survey will help us develop programs and services in the future that meet your needs.

Don't miss this opportunity to win valuable consulting services. Be sure to fill out the survey and return it by October 1. We look forward to hearing from you! 📧

Customer Directories Mailed

Because of the low turnout for the *NOTIS Customer Directory* at NUGM, this year we will distribute the 1993-1994 *Customer Directory* via mail. We will mail a free copy of the directory to those institutions that returned their customer profiles to Documentation Services by the August 23 deadline. The cost for an additional directory is \$25. If you have any questions, call Celeste Henry-Williams at 708-866-0199. 📧

NOTIS^{es}

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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.

Focus Groups...Cont'd from page 1

- improving their communication skills.
- All NOTIS managers and a large number of staff have viewed the tapes. This in itself has improved internal communication by promoting interdepartmental discussions of issues identified on the tapes.
- Team NOTIS and the new Advisory Council has opened up communication between us and our customers and has created a better partnership with you.
- Customer Support Services is addressing several communication issues:
 - "Faxes go into a black hole." In response to this, we have developed procedures for handling faxes. The support center administrator will open a problem tracking record and will confirm a fax has been received from the customer, by either placing a support call or by sending a fax back. The customer will be provided with the new PTS number and the support analyst will contact the customer within four business hours.
 - "Tell us why you are asking for additional research." Customer Support Services developed a list of what we ask customers for and why. We will be telling customers why we need information, such as screen prints, dumps, and reports.
 - "Phone support is uneven." Carole Norris is contacting focus group participants for more specific information.

Kathy Cunningham, Manager of Professional Services, said the focus groups "enabled us to keep the customers in mind and think of service in different ways so we can provide our customers with better service."

Additional topics discussed at the focus groups, which we will be addressing, were:

- System support and documentation
- Quality control
- Support holds
- NOTIS direct
- Problem resolution time
- Status reporting

We thank everyone who participated in these focus groups. We appreciate hearing your ideas and comments and we thank you for taking the time to be a part of the focus groups. 📧

InfoShare Customers Are the Focus at ALA

NOTIS held an InfoShare focus group at ALA for all of its InfoShare customers. Twelve libraries were represented with each site sending two participants. Carole Norris, Customer Support Services manager, and Kathy Cunningham, Professional Services manager, ran the focus group.

NOTIS' goal was to determine what kind of service our customers expect with InfoShare. Participants in the focus group brainstormed, shared ideas, and discussed the next steps. More than 30 issues were identified during the discussion and NOTIS managers are looking through them to see where we can improve services.

One of the issues discussed was that customers would like to know what databases are in use at MDAS and InfoShare sites. We have provided you with this list on page 4.

The discussion also revealed NOTIS' successes, such as staff responsiveness, product concept, easy install procedures, and NOTIS' willingness to meet with the InfoShare customers at ALA.

Running this focus group helped NOTIS test how effective it will be to hold future focus groups for new products. Carole and Kathy said they obtained useful information and found the focus group to be effective.

"We value the feedback from our customers who took time out of their ALA schedule to share their experience, communicate their values, and give us an opportunity to improve our services," said Kathy Cunningham.

In future issues of *NOTISes*, we will publish any policies that NOTIS develops in response to issues customers brought up at all three of these focus groups. 📧

A List of InfoShare and MDAS Databases

In response to requests made at the InfoShare focus group at ALA Annual, we are happy to provide you with a list of databases in use at MDAS and InfoShare customer sites. This is a dynamic list, and in the future, InfoShare users plan to add many of the databases already available for MDAS. The next issue of *NOTISes* will contain a follow-up article about working with database vendors and NOTIS Systems to finalize your database selections for InfoShare.

InfoShare Databases

Information Access Company:

Business Index, Company Profiles, Computer Database, Enhanced Academic Index, Legal Resource Index, National Newspaper Index

UMI/Data Courier:

ABI/Inform

H.W. Wilson:

Art Index, Applied Science and Technology Index, Biological and Agricultural Index, Business Periodicals Index, General Sciences Index, Humanities Index, Index to Legal Periodicals, Reader's Guide, Reader's Guide Abstracts, Social Sciences Index

ERIC

PsycINFO

MDAS Databases

Information Access Company:

Business Index, Business & Company Profiles, Computer Databases, Enhanced Academic Index, General Periodicals Index, Health Index, Investex, Legal Resource Index, LegalTime, Magazine Index, National Newspaper Index,

UMI/Data Courier:

ABI/Inform, Dissertation Abstracts, Newspaper Abstracts, Periodicals Abstracts

Wilson:

Art Index, Applied Science and Technology Index, BAI, Business Periodicals Index, Education Index, Engineering Index, General Sciences Index, Humanities Index, Index to Legal Periodicals, Reader's Guide,

Reader's Guide Abstracts, Social Sciences Index, Wilson Business Abstracts

Agricola

BIOSIS

CINAHL (Current index to Nursing and Allied Health Literature)

Compendex Plus

CRL Database

Current Contents

ERIC

GPO


Health Planning and Administration Library Literature

Mathsci

MEDLINE

Newsbank

PsycINFO


Public Affairs 

New NOTIS VP Investigates Support Hold Issues

Some of you may have already met Patrick Franklin, our new Vice President of Finance and Administration. Pat attended ALA Annual in New Orleans to meet customers and learn more about NOTIS.

Pat is responsible for the finance, facilities management, and human resources departments at NOTIS. Of particular concern to Pat are the issues raised during recent customer focus groups about support hold. "One of my highest priorities is to develop responsible policies and procedures that address those concerns," said Pat.

In a move to learn more about customer concerns on these and other topics related to billing and financial matters, Pat and members of his staff will be attending NUGM. If you'd like to catch them there, check near the NOTIS booth on Friday, October 15, 8-9 a.m. and 1-2 p.m. Or, you can call April McLaughlin at (708) 866-0131 in advance to schedule a meeting.


Pat and his staff look forward to seeing you at NUGM. 

Burke Elected to Board of Chicago Software Association

Jane Burke, President of NOTIS Systems, Inc., has been recently elected to serve on the Board of the Chicago Software Association. This association focuses on Chicago area software companies and other organizations who serve or support the software industry.

Of her election, Jane Burke said, "This is a really exciting time to be involved with the Chicago Software Association. I'm pleased to be involved in an initiative which is focused on the

growing software business here in the Chicago area. One of my main priorities is to assist the association in making the software expertise available in Chicago more widely known to the financial community as well as to software consumers."

CSA is dedicated to building a cohesive software industry in the region. It centers on three things: peer-to-peer roundtables, top speakers, and a one-day vendor fair. 


Kolman Elected to NISO Board

John Kolman, Vice President of Marketing, Sales, and Services at NOTIS Systems, Inc., was recently elected to serve on the Board of the National Information Standards Organization (NISO).

NISO is a non-profit association that develops technical standards used in a wide range of information services and products. Its standards address the communication needs of libraries, information services, publishing, and the book trade.

John Kolman said, "As a vendor that develops library systems software, I have seen standards,

such as Z39.50, accelerate the implementation of new technology in libraries, information services, and publishing. Standards that can be implemented, are vendor- and hardware-neutral, and widely accepted are essential to providing libraries and other service organizations with the tools they need to construct customized systems using off-the-shelf components."

Kolman is responsible for the marketing and sales activities of NOTIS products, as well as for customer services including customer support, training, and consulting. 

Tips and Q & A's for Creating and Using LSER Caption/Pattern Records

Customer Support Services is providing the following tips for customers who are testing or considering testing the LSER module. NOTIS offers training on LSER for both new and established sites, which can significantly reduce the amount of time you need to learn how to use LSER successfully.

When you plan to implement LSER, you should consider the following issues:

- the publication pattern for a particular title
- the OPAC display options you chose for LSER data, both on individual patterns and in LSYS
- local practices such as retention or binding policies
- how the MHLD record is used

Tips on Creating Patterns

- While learning to create patterns, use the examples in the *NOTIS User's Guide: Acquisitions and Serials*, Appendix II, filling in as few fields as possible to get the desired display and receipt interval for items.
- There may be several ways to code a pattern for a particular title. Keep coding as simple as possible. Create more complex patterns only if necessary to get a desired display or receipt interval.
- Be sure to use PF9 to preview each newly created pattern. Analyze both how the item information is displayed and what dates items are expected. Item expected dates are controlled by the frequency code, receipt interval, if any, and the first expected date. If a pattern cannot be previewed, the coding is invalid. Edit the pattern until it can be previewed successfully.
- After displaying the Preview screen, use PF8 to check several screens to be sure the enumeration and chronology change at appropriate intervals.
- To produce an appropriate display of information, you may need to enter artificial levels of enumeration or chronology on a pattern, even though this information does

not appear on the item. (Artificial levels of enumeration and chronology are permitted by the *USMARC Format for Holdings Data* and can be suppressed from the OPAC display.)

- The date in the First Item Expected On field should be the day the first item on the pattern was received on LSER. This date controls when the pattern will be available for check-in AND is the starting point for the prediction of expected dates for future issues. If patterns are created in advance, this date should be edited when the first issue arrives.
- Once check-in has begun on a pattern, the captions and grace period can still be changed but most other fields cannot. Also, the Preview function, while still available, no longer supplies accurate prediction dates once receipt has begun.
- Actual receipt dates affect the predicted dates for future issues so that these dates more closely reflect the actual receipt patterns established by the check-in process.
- The frequency code used on a pattern should reflect the intervals with which issues are received. A receipt interval or a specific number of items per year may be more appropriate for some publications. For titles using the season numbering scheme, only the quarterly or semiannual frequency code is valid.
- Some publications require more than one basic, supplement, or index pattern per year to receive all issues. Create LSER caption/pattern records in chronological order, each with an appropriate starting date. Even though multiple patterns of any type may exist on a single location, only one pattern for each type can be active at any time.
- Creating a pattern sets a date in the system for the next expected item. A subsequent pattern on the location must correctly overlap the active pattern's prediction so that the new pattern is available for check-in at the desired time without any manual intervention.

Tips on Checking in Serials

Messages indicating the next action to be taken may appear at the bottom left-hand corner of the screen. Some messages include a default response that must be changed to produce the desired result. Just pressing the ENTER key or PF10 may be inappropriate.

The receipt date defaults to today's date but can be edited. In some testing situations, the receipt date should be edited to reflect dates when issues would actually be received. For example, if you receive a year's worth of a quarterly on the same date, the predicted date for the next issue will be adjusted accordingly.

You can edit the Item In-Hand information on the check-in screen. Data entered on this screen must match EXACTLY an expected item on the caption/pattern record. Typos, invalid combinations of enumeration and chronology, or incorrect data will result in display of the message: POSSIBLE DUPLICATE. PLEASE CHECK HISTORY. Check the Receipt Status/History screens to see if the item has already been received and, if not yet received, what data must be entered on the check-in screen.

A problem with LSER security for decentralized check-in is currently open to Systems Development. Sites with multiple copies and multiple receiving units sharing the same bibliographic record have several work-around options from which to choose. Sites that use the same bibliographic record for both paper and microform copies should not try to use an LSER pattern for each format at this time. These sites might choose which format they want to use for check-in.

Questions and Answers on How to Create Patterns

Below are questions customers have asked Customer Support Services about LSER and NOTIS' answers. These questions and answers were extracted from PTS entries in NOTISshare on NOTISrv. This database is updated continuously with the most current information. Any errors found in the documentation have been noted and will be corrected in the next revision cycle.

Q: What is the maximum grace period allowed on the LSER caption/pattern record? Documentation indicates 1-999 days but the system does not allow input of more than 255 days.

A: The maximum grace period for LSER patterns is 255 days.

Q: How can an LSER caption/pattern record be created to predict an irregular publication that may or may not be published every day, such as: Calendars of the United States House of Representatives and history of legislation? How can false claim reports on LD940, the Item Receipt Maintenance Action Notification Report, be prevented for this type of title?

A: A pattern can be created using a frequency of x (irregular), a receipt interval of one (1) day, and a grace period long enough to span any gaps in the publication schedule (maximum of 255 days). A sufficiently long grace period on the pattern will reduce or eliminate false claim reports.

Q: How is an LSER pattern record coded when a publication has two or more years printed on each item, for example, 1992/1993 or 1976/1993?

A: OPAC display of a range of data (such as 1992/1993 or 1976/1993) for each item may be achieved by using a pattern for each item and coding the Begin With Item fields of the caption/pattern record with the desired information.

Q: An LSER pattern created using the season numbering scheme and a frequency code of 4 items per year updates successfully but an I001 ABEND results when an attempt is made to preview the pattern. Pattern also abends during check-in process.

A: Use either the quarterly or semiannual frequency code for titles with chronology requiring the season numbering scheme.

Q: An AICA abend results from an LSER pattern when PF9 is pressed to view the Preview screen. The system also abends on the second check-in screen when PF10 is pressed.

A: An AICA abend can result from invalid coding combinations on the pattern. After a pattern is updated, previewing several screens of the pattern is recommended to verify that it works as desired. An invalid coding combination may not result in an error message. A pattern that has resulted in an AICA abend can be reentered and edited to remove the abend problem. Such a pattern can also be deleted.

Q: Some LSER patterns require additional artificial levels of enumeration and/or chronology to allow the pattern to predict correctly. Does the

addition of information that is not present on the item conform to MARC standards?

A: The section for 863-865 fields in the *USMARC Format for Holdings Data* states that both enumeration and chronology levels may be invented if the applicable level is lacking on the item.

Q: Message DUPLICATE RECORD, PATTERN NOT CREATED appears when trying to create additional LSER caption/pattern records because the publication pattern had changed.

A: The date in the First Item Expected On field cannot be identical on both patterns.

Q: The prediction dates on the LSER Preview screen do not reflect the frequency code after checking in issues.

A: The prediction dates have been affected by the dates used to check in items. The prediction screen is most useful for checking the accuracy of the pattern at the point of creation.

Check-In Questions

Q: On the LSER screen: RECEIVE NEW BIBLIOGRAPHIC, an attempt to skip more than 15 items of a daily publication results in a message: ENUMERATION/CHRONOLOGY DOES NOT MATCH PATTERN, and check-in is prevented. Enum/chron data entered for the item is accurate.

A: Skipping a large number of items when checking in on an LSER caption/pattern record may require a false receipt or exception to allow the desired item to be checked in. Creating a new pattern would also allow receipt of the desired item. Some titles will require multiple patterns to accommodate the way items are published.

Q: Message: NO CURRENT PATTERNS PRESENT FOR COPY appears when trying to check-in on LSER pattern. The Holdings Data Maintenance screen shows a pattern exists but the PTRN flag is absent from the copy holdings record.

A: Delete the pattern and recreate it from scratch. If there are receipts on the pattern, however, deleting the last received item to reset the Next Expected Item date may allow check-in on the pattern.

Q: Two LSER patterns exist for a location, the second pattern is activated, and the check-in screen viewed. The first item on the second pattern appears as expected. If the second

pattern's First Item Expected On date is reset to a future date, an attempt to check-in issues results in the message: NO CURRENT PATTERNS PRESENT FOR COPY.

A: The activation of the second LSER pattern supersedes the date of the next expected item from the first pattern. Changing the second pattern's First Item Expected On date back to today's or an earlier date will allow check-in access to the second pattern. If desired, items can be checked in on the first pattern by using the (PF5) Different Pattern option.

Q: Even though a second LSER pattern is created and activated for a location, the check-in screen still shows an item expected that was part of the first pattern. Check-in of an item on the second pattern is blocked.

A: To activate the second pattern, the second pattern's First Item Expected On date must be earlier than the predicted date of the next item to be received on the first pattern.

Q: After an issue is checked in on LSER, the Receipt Status/History screen displays its status as EX (Expected) instead of RC (Received). Some issues are being received and some are not.

A: Receipt of items on LSER is a two-step process. The system prompts for a PF10 on both check-in screens. An R appears to the left of the location when check-in is completed.

Q: How is the LSER check-in screen's Different Pattern (PF5) option used?

A: The Different Pattern option is used to receive an item under an earlier, existing pattern that is no longer active. For example, you may use PF5 to receive a claimed issue that arrives after a new pattern has gone into effect.

Q: Is it possible to delete individual items received in LSER?

A: Yes. If deletion is authorized under Work Unit Security in LSYS, the DELETE (Y or N) field appears on the LSER Receipt Status/History: Selected Item screen. From the UPDATE SECURITY PROFILE PROCESSING UNIT MENU screen (LSCU03), choose the Serials Processing option and then the Receipt Status/History function. Set Delete Receipt to Y and update the record.

Deleting an item will reset the pattern prediction if the item is the last one received. If any other received item is deleted, an exception is created.

Q: The first LSER caption/pattern record is still active even though a second pattern is set to activate on today's date. Attempts to check in first issue of second pattern result in message POSSIBLE DUPLICATE. PLEASE CHECK HISTORY. First pattern was used to do retrospective check-in of issues.

A: Issues on the first pattern are expected before the date of the second pattern is set to activate. Use realistic dates to check in retrospective issues. Check-in dates will affect prediction dates.

Q: A pattern in LSER is created, but when you try to receive an item for that pattern, the message: NO CURRENT PATTERNS PRESENT FOR COPY appears.

A: On the pattern's second screen, the First Item Expected On date is in the future. It needs to be today's date or earlier. To avoid this problem, set this date as realistically as possible.

Q: Can a late arriving claimed issue be checked in on a canceled LSER caption/pattern record after the final issue has been received?

A: No. After a pattern is canceled and the final issue received, check-in is blocked. Another pattern must be created to check in any late arriving issues. Outstanding items should be considered when a pattern must be canceled.

Q: How many locations display on the second LSER check-in screen if one of the two copies with active patterns is received late?

A: One. Only the location for the late copy is displayed on the second LSER check-in screen.

Q: Why do attempts to delete the last received item on an LSER pattern create an exception instead of deleting the item?

A: The LSER item deletion process consists of two steps. After the Delete field on the Receipt Status/History: Selected Item screen is coded Yes and the record updated, the system responds: "Item data modified. Exception created. Do you wish to delete receipt (Y or N)." The default is (N)o. When (Y)es is chosen and entered, the system responds: DELETED LAST RECEIPT FOR PATTERN. Deleting the last item received resets the prediction of the next expected item.

OPAC Questions

Q: LSER caption/pattern data for supplements is not displaying in OPAC, even though the OPAC display option on the pattern record is coded (Y)es

to display. Also, LSER volume information is in reverse chronological order in OPAC and statements from the O/P/R are displaying in OPAC at the bottom of the CURRENT ISSUES label.

A: Coding the OPAC display Y(es) or N(o) on supplement or index caption/pattern records controls what part of this data will display under your OPAC label when the item is coded Bound. Under your OPAC label for current issues, the most recent LSER receipts display first, with a maximum of 60 lines. Up to 15 lines can display from the O/P/R if all 60 lines are not used by LSER data. The January 1993 issue of NOTISes contains an article describing LSER and the OPAC and the rules in effect.

Q: How can the OPAC display of bound items from LSER be turned off?

A: In LSYS on the OPAC Holdings Detail Definition screen, the label for LIBRARY HAS: Enum/chron—formatted (check-in data, bound) option has a Yes/No field to the right of it. This field is used to control the OPAC display of data from the first LSER-received item later coded as bound.

Q: When binding a volume that includes one or more issues coded as LOST in LSER, how can these items be removed from the MISSING display in OPAC?

A: To remove LOST items from the MISSING display in OPAC, receive the items as you normally would (possibly changing today's date to the original receipt dates) and then code them as Bound. Using the item's Action Response Note field is recommended for accurate record keeping. The OPAC display of MISSING items is optional.

Q: Will LSER receipts display in OPAC from non-serial records?

A: Items marked as bound will display under the appropriate OPAC label. The S/T fixed field on the bibliographic record controls whether current issues display at all in OPAC.

Q: Does turning off the OPAC display of circulation status on the OPAC Holdings Detail Definition screen (LODH02) in LSYS affect all multi-volume items or just LSER items?

A: OPAC Holdings Detail display control is for all multi-volume items, not just LSER items.

Q: In LSER, coding an issue BOUND on the Receipt Status/History screens does not result in earlier issues being removed from the OPAC display.

A: Each issue must be individually coded as Bound to remove it from the OPAC display. Control is at the individual issue level.

Other Questions


Q: A processing unit defined in LC101TB2 is not included in the Processing Unit Selection list which appears when you enter the LSER command.

A: Only processing units for which the operator is authorized in the LSYS Work Unit Security appear in the Selection list. (See NOTIS User's Guide: Acquisitions and Serials, chapter I2.)

Q: Will the LSER UPC (Universal Product Code) index work with a Zero Suppression Symbol with BIPAD number UPC code? This code is used on BYTE magazine, Consumer Reports, and other titles often sold in bookstores.

A: This type of UPC barcode can be scanned or entered manually into the 029 field in the same manner as other barcodes. Scanning the barcode into the 029 field is recommended if a scanner is used with LSER. An index screen will appear if a direct hit does not result from the scan or from manual input.

Q: Why do some LSER records display with extraneous information in them.

A: Because the LSER transaction does some special things with color attributes in the indexing, try putting the extended attributes feature in the TCT (Feature= parameter) for those terminals accessing LSER. 

Cornell College Chooses NOTIS for Connectivity

Cornell College chose the NOTIS system because they wanted a library system that would give them true connectivity. In addition to the library management system, they acquired InfoShare, PACLink, PACLoan, and ProPAC.

Cornell College wanted their own software to access the Internet. It is important to them that the faculty and students at Cornell can access the NOTIS system from their offices, computer labs, libraries, and eventually the student dormitories.


"We chose NOTIS because we saw them as working toward a true client/server based architecture. They are a forward looking company and we felt NOTIS would make good use of the campus network," said Greg Cotton, Automation Librarian at Cornell College.

ProPAC's graphical user interface is advantageous to Cornell College because they use Microsoft Windows® on their campus workstations and ProPAC uses Windows' functionality. ProPAC provides a simple way for patrons to interact with sophisticated information systems. As a result, they can spend more time on their searches and less time on learning how to search.

Cornell College plans to use PACLink to hook up with the University of Iowa and Iowa State, both of which are NOTIS sites. PACLink allows patrons to easily access information and materials held by other libraries. PACLink is a client/server application using the Z39.50 protocol.

Cornell College will load about 90,000 bibliographic records. They plan to use InfoShare, a UNIX-based server, to load three years of back files for nine Wilson databases.

Cornell College is a liberal arts college in Mt. Vernon, Iowa. Its student population is 1,100. It supports a unique plan where students study one course for three and one-half weeks.

"Because of this plan, rapid access is very important to the students and faculty who need to locate resources and borrow them quickly. We think PACLink will benefit this plan a great deal," said Cotton. 

NOTIS
SYSTEMS, INC.

**CUSTOMER
SUPPORT
SERVICES**

"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.

July, 1993

Key Service Area	Goal	Actual
Response Time <u>Immediate</u> - 95% of all incoming calls <u>Hold Time</u> - Average is less than 2 minutes	95% 2 minutes	100% .025 min.
Resolve Time <u>Initial Call</u> - 50% resolved on initial call <u>Level 2</u> - 80% resolved or passed within 5 business days	50% 80%	42.7% 74.2%
Status <u>Written</u> - provide Customer Service Review Committee status within 2 business days of review <u>Monthly</u> - provide 70% of customers with monthly status of open problems	100% 70%	100% 50%
Expertise <u>Training</u> - 120 student hours in training, consulting, and research per month.	120 hours	150.25 hours
Professionalism <u>Staff</u> - customer feedback of staff professionalism of 4.5 on a 1 to 7 scale.	4.5	6.09