NUGM '93—The Best One Yet!

Congratulations to all of our customers for making NUGM a successful meeting. We want to acknowledge and thank the NUGM planning committee, SIG chairs, and all of the presenters and moderators for doing a great job.

Always, NUGM was kicked off with the General Session on Thursday, Philip Trumplack of Harvard State College opened the session. Charles Lowry of Carnegie Mellon spoke about their experience as an alpha site for NOTIS Horizon; Jane Burke spoke about our progress on NOTIS Horizon; Maribeth Ward updated us on the progress being made with LMS 5.2; and finally, John Kolman explained how all of the NOTIS products work together.

The responses from the overall meeting evaluation forms were very favorable. All of the individual session evaluation forms have been tallied, so the NUGM planning committee can refer to them when they work on NUGM '94.

New Product Customers

KeyNOTIS
UW-Oshkosh
UW-Stevens Point
UW-Parkside
UW-Superior

InfoShare
Auburn
Princeton
Queen's University

DocDirect
Michigan Tech
Auburn

PACLoan/PACLink
Michigan Tech (ISL)
Queens
UW-Oshkosh
UW-Stevens Point
Virgina Commonwealth

MDAS
SW Missouri State
UW-Oshkosh
UW-Parkside
UW-Stevens Point
UW-Superior

TermPAC
Carnegie Mellon

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 5:00-8:30 a.m. and from 5:00-7:00 p.m., the system engineer on duty will handle incoming calls in coordination with the voice mail system. Simply call Customer Services at (708) 866-1100 or fax us at (708) 866-4908.

NOTISes

For users of NOTIS library information systems

OCT/NOV 1993 • Number 95

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BULLETIN

NUGM events and photos are on pages 4 and 5.
NOTIS Horizon: Designed to Eliminate the Need for Source Code Changes

As part of its basic support policy, NOTIS customarily supports a prior release level of its software for up to one year after general release of the current version. Since LMS 5.1, and allied products MDAS 1.3.1 and GTO 3.1 were released in November 1992, support for LMS 5.0.x, MDAS 1.2.x, and GTO 3.0.x would normally lapse in November 1993. To allow customers who have planned upgrades between fall and winter semesters or quarters to have access to support, and to allow sufficient time for this notice to circulate, NOTIS will be supporting LMS 5.0.x and allied MDAS and GTO products through January 15, 1994. The NOTIS product line associated with LMS 5.1 and LMS 5.1.1 has many features requested by the NOTIS user community, and we expect that those customers who have yet to upgrade will be pleased by the results.

We would especially recommend that customers upgrade to the current release, LMS 5.1.1, since it contains solutions to problems or concerns noted by those customers who installed the LMS 5.1 release shortly after it was distributed.

Supported Releases

A t the 1993 ALA Conference in New Orleans, NOTIS introduced its new client/server library management system, NOTIS Horizon. Although the response has been overwhelmingly favorable, some customers would prefer to have access to the software's source code to make local customizations to the system.

One of the primary design considerations for NOTIS Horizon is to permit major local modifications without making source code changes. Because NOTIS Horizon is UNIX-based, Z39.50 compatible, and uses client/server architecture, it provides features and flexibility that were impossible with the IBM mainframe products. NOTIS Horizon allows you to select the most cost-effective hardware and data storage options.

It also allows you to customize formats and text for printed products, expand the library's access to new information sources, incorporate the latest technologies as they become available, integrate the system with the most popular commercial software products, and migrate to patron workstations at rates that fit your library's budget and can support. All of these operations can be performed without working directly with the source code. One of the keys to NOTIS Horizon's tremendous flexibility is the ease with which customers will be able to modify printed forms, notices, and other types of printed products, without making changes to the source code. Because the software has been designed to simplify local customization, it will have online files with interfaces for application programming, standard file formats, and documented user exits permitting local alterations without changing the source code.

For example, if you choose not to use one of the standard printed products that are provided with NOTIS Horizon, you can take advantage of the documented file formats that are available for all modules to export the print files to a commercial product (such as Microsoft Word or Excel), manipulate the format to suit your needs, and use the new format to print your forms. Or, you can export the NOTIS forms program to an output file, reformat it, and load the reformatted files back into NOTIS Horizon.

You also have the flexibility to create your own specialized reports using the new Report Writer feature, which allows ad hoc reporting on all fields. Using the Z39.50 protocol, you could even write your own client and easily interface it with the NOTIS Horizon system.

In short, you will have the freedom to make the system do everything you want it to do, without the inherent risks associated with making local program modifications.

### Customers Are Awarded at NUGM

One NUGM tradition is Jane Burke presenting handmade awards to customers. This year’s well-deserved recipients are:

- **Boston College**—for sharing LSER patterns and being a pioneer and resource for many later implementations.
- **Burroughs Welcome Co.**—gave us valuable feedback on testing QuikReports.
- **Central Michigan University**—for their input and support in testing InfoShare and going out on the Internet to help the support process.
- **Cornell College**—first KeyNOTIS PACLink site.
- **Cornell University**—for helping us test and troubleshoot InfoShare.
- **Idaho State University**—for sharing their InfoShare expertise by helping other ProPAC users connect to InfoShare.
- **Indiana State University**—for working with PACLoan.
- **Indiana University**—for working with PACLoan.
- **Robert Morris College**—for serving as a KeyNOTIS 5.1 beta site (they went into production after a single day).
- **University of Alabama**—the first site to go into production with ProPAC.
- **University of Delaware**—for going into production with ProPAC and for entering 6,000 pattern/caption records in 3 months.
- **University of Wisconsin at Platteville**—PACLink leadership and for being “all around good to work with,” said Jane Burke.

David Bennett accepts the Certificate of Achievement award for Robert Morris College.

### BumSteer Roast Awards

Another NUGM tradition is the BumSteer Roast. This party was originally designed as a time for the NOTIS community and staff to gather informally. It is also a time for customers to present the BumSteer and Roadkill Special Achievement awards to those in Customer Support Services who believe they have done an exceptional job supporting them.

This year’s BumSteer awards went to Carole Norris, Gina Davis Lacava, and Chuck Spatz. Carole Norris, Customer Support Services manager, received the Roadkill Special Achievement Award. In honor of Carole for receiving this award, Alan Alexander-Manifold of Purdue University Libraries, wrote “Carole works quietly and calmly to make NOTIS a better company in many ways.”

“Number one is her unswerving dedication to the principles of the company’s focus should always be on the user...She has spearheaded an effort among the Support staff to continuously improve their operation and effectiveness, resulting in significant changes in the level of service to the users.”

Chuck Spatz, Systems Engineer, was awarded Roast of the Year. In honor of his service, Leigh Williams of Stephen F. Austin State University, said “Many people voted for him, and he has been a resource for all of us for a variety of different products and problems. His all-around knowledge of NOTIS’ product line is enviable... and his contributions are very much appreciated by the user community.”

Gina Davis Lacava, Systems Engineer, also received the Roast of the Year award. John Pillans of Southern Methodist University, said “she always tries to help solve the problems you report and has excellent technical knowledge.”

“Gina has helped me out with a number of thorny problems during the past year. I have really appreciated her ‘can-do’ approach and reassuring phone personality,” wrote Leigh Williams, Stephen F. Austin State University.
Pick-A-Sweepstakes Winners

New to the award giving ceremony at NUGM was the Professional Services Pick-A-Project Sweepstakes. We sent out surveys to 244 customers asking them to answer some questions, and in turn giving them an opportunity to win three days of free consulting. Alan Alexander-Manifold, of Purdue University, won free consulting with his entry. The second place winners won a free copy of WinGopher. The WinGopher winners are:

Bergen Community College (Irene Pelak)
California State University at San Bernardino (Beverly Ryan)
Cherry Creek Schools (Pat Noel)
Florida Institute of Technology (Mary Calhoun)
Public Library of Des Moines (Evelyn Murphy)
St. Louis Community College (Shawn Strecker)
University of Delaware (Carol Falgiano)
University of Regina (Carol MacDonald)
University of South Carolina (Steve Davey)
Virginia Commonwealth (Janet Woody)
Wichita Public Schools (Mary Schumacher)

WinGopher Draws a Crowd at NUGM

Many of you stopped by to see the WinGopher booth at the Poster Sessions. WinGopher is a Microsoft Windows-based front-end to Gopher. WinGopher's graphical interface and windowing capabilities makes it easy to access and retrieve information available on the Internet. If you want more information about WinGopher, call 1-800-55-NOTIS.

NOTIS Library Users Council—What They Are About

During the NUGM week, one of the meetings held was the "Big Joint Meeting." This lunch meeting consisted of the NOTIS Library Users Council (NLUC), Team NOTIS, MVS and VSE SIG chairs, and SIG chairs from the areas of functionality, such as Cataloging, Serials, and Circulation.

The meeting's purpose was to improve the effectiveness of the communication process throughout the NOTIS community. The Library Council's mission statement was discussed, an outcome of which is the letter published below.

They also discussed high-level critical needs, cooperation between Team NOTIS and the NLUC, and reactions to the NLUC's plans. Many positive comments were made regarding the new Users Council, such as "a missing piece is now in place," "the LIB1 SIG is excited," and it is a "more focused way of giving suggestions."

The letter below is from NLUC to introduce you to the group, describe what they are focusing on, and to request your feedback. NLUC met for the first time at NUGM.

This letter was mailed to LIB1's, SIG chairs, and library directors. If you want to know more about the NLUC, you can refer back to the August 1993 issue of NOTISes.
The University of Delaware Awarded for “Sheer Guts”

At NUGM, NOTIs awarded the University of Delaware for entering 6,000 pattern/caption records for serials check-in in three months. Jane Burke said their accomplishment took “sheer guts.” They succeeded in doing this with a staff of six working at four terminals. We wrote about this effort in the April issue of NOTIs/89.

Joscie Williamson, Head of the Acquisitions department, presented a NUGM session on implementing LSER. One of the reasons the University of Delaware chose LSER was because they wanted an integrated system. Prior to LSER they were using Faxon's SC-10 service. Because Faxon announced they were taking SC-10 out of service, the University of Delaware had to find an alternative to SC-10, which they had used for four years.

In her NUGM session “LSER Implementation Issues” (#107), Joscie described the successes and setbacks of learning LSER and implementing it. Joscie said they relied on the student workers to maintain the regular work of the serials unit. One of the students, Steve Myers, created a cartoon character to represent LSER.

“LSER is a robot who has come to Earth to seek knowledge and spread information. Steve’s scenario is that of a small robot whose father is a robot librarian. We enjoyed Steve’s imaginary character and shared much camaraderie as we learned the story of how he came to Earth,” Joscie said.

Joscie also talked about converting to LSER in “Ask the Experts, Acquisitions/Serials” (#76).

Another NUGM session discussing LSER was, “Problem Patterns in LSER” (#41), presented in part by Beth Weston at the University of Delaware. If you want more information on these sessions and how to contact the presenters, refer to your NUGM handouts.

The Tales of LaSER (alias LSER)

The creative mind behind the tales of LaSER is cartoonist and student Steve Myers, at the University of Delaware. He works in the periodicals library checking in serials using LSER, the new serials module. Joscie Williamson, Head of the Acquisitions Department, asked Steve to create a cartoon character to represent LSER, which would be used to help introduce patrons to the library and its computer systems.

Steve went beyond the call of duty and created the beginning of a story describing how LSER originated. He calls LSER “LaSER” because that was what he jokingly called it in the beginning.

In creating LaSER, Steve doodled a character somewhere between Astro Boy (a popular Japanese comic) and Fugitoid (a robot from Ninja Turtles). After creating LaSER, Steve wrote the story of how LaSER originated, which is attributed to the origins of Superman. Steve laid out the comic strip, and did all of the ink and brush work himself.

Steve calls this strip an ashcan edition, which is a preview, or an introduction to the story of LaSER. The hope is to continue this story in future editions of NOTIs.

Steve is a sophomore at the University of Delaware and wants to make his living as a cartoonist. He works for a local comic store, and is willing to do any kind of art work to get the exposure and the experience he needs to succeed. He has illustrated windows for the First State Comics, the comic store where he works, and designed t-shirts and a racing car decal.

Steve's cartoons have been published in the school newspaper, and one of his comic books is now being published.
New Linking Functionality in Release 5.2

Reported at the NOTIS Archivist Special Interest Group

In September, the NOTIS Archival Special Interest Group met in New Orleans and heard a presentation from a NOTIS representative on the new linking functionality that will be included in Release 5.2 of the Library Management System. The presentation did not address all of the technical workings of the program but focused on the highlights.

NOTIS believes that this functionality will benefit archivists and serials librarians, and developed this improvement in the LMS software with these two groups in mind.

According to the MARC format, bibliographic records can be linked in horizontal, vertical, or chronological relationships with reciprocal tags. The relationships are illustrated in the table below.

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Reciprocal Tag</th>
</tr>
</thead>
<tbody>
<tr>
<td>760 Main Series Entry</td>
<td>vertical</td>
</tr>
<tr>
<td>762 Subseries Entry</td>
<td>vertical</td>
</tr>
<tr>
<td>765 Original Language</td>
<td>horizontal</td>
</tr>
<tr>
<td>767 Translation</td>
<td>horizontal</td>
</tr>
<tr>
<td>770 Supplement</td>
<td>vertical</td>
</tr>
<tr>
<td>772 Parent Record</td>
<td>vertical</td>
</tr>
<tr>
<td>773 Host item entry</td>
<td>vertical</td>
</tr>
<tr>
<td>775 Other editions</td>
<td>horizontal</td>
</tr>
<tr>
<td>776 Addl. Physical Form Entry</td>
<td>horizontal</td>
</tr>
<tr>
<td>777 Issued with</td>
<td>horizontal</td>
</tr>
<tr>
<td>780 Preceding Entry</td>
<td>chronological</td>
</tr>
<tr>
<td>785 Succeeding Entry</td>
<td>chronological</td>
</tr>
<tr>
<td>787 Non-specific Relationship</td>
<td></td>
</tr>
</tbody>
</table>

The new linking functionality lets the cataloger define relationships between bibliographic records and lets the searcher automatically and easily find all records that are related to each other.

How does this work in an archival database? In Figure 1 we have accessioned and cataloged a collection of William Faulkner's works. The records describing the collection are related to each other in a hierarchical manner.

At the highest level is the host, master, or collection-level record with the title, Collection of William Faulkner's Works. Several serial records or subrecords further describe components of the collection.

Each subrecord contains a 773 tag, which links the subrecord to the host record. In our example, we have created bibliographic records for the boxes that house the items in the collection and have given each box the title, "Interviews."

To further our example, bibliographic records are created for items such as the photos, manuscripts, and letters housed in the boxes, Interviews. Each item-level record is linked to the higher level record Interviews through the use of the tag 773. In each case, the 773 is automatically generated from the 245 data and the NOTIS record number of the higher level record.

In the second example for a serial, a horizontal relationship occurs between a 780 and 785 and the 245 of the serial record (Figure 2). If there is a bibliographic record containing a 245 for ALA
If you type REL from this bibliographic record screen, you then view another Related Records Index for ALA Bulletin (Figure 6).

Figure 6 displays the staff side bibliographic record for the 245 ALA Bulletin containing a 780 for the 11 American libraries and two 785s for 11 Public libraries and 11 Bulletin of the American Library Association.

Figure 8 (ADE1943) is of the 245 Public libraries with the corresponding 780 11 ALA bulletin.

In the new NOTIS functionality, it is the Related Records Index that allows you to land on any record in a group and see the corresponding relationships.

The Online Link Command

Links are generated in Release 5.2 through commands in staff functions. The link commands automatically copy the information from the designated field of the link-from record to the link-to record without rekeying. Similarly, the subfield **w** is automatically created. Successfully completing the link will cause the system to post linking information to the new Related Records Index. NOTIS will provide a batch job that generates the Related Records Index file for those sites who may have defined the links previously in the subfield **w**.

Impact on the OPAC

You will be able to retrieve records in the OPAC in the usual way—author, title, subject, call number, and keyword. If you want to view a record that has links to or from it, you can use the REL command in the footer prompts. Issuing the REL command will cause the system to:

1. Look up related records in the link index
2. Trace links for all linking **w** fields in the record

The system will collect all the related records together, sort by date, and output a list of related records. In OPAC, the direction of the links is transparent to the end user.

You can choose to display any record on the list.

Records are formatted in the usual OPAC display format. You can issue the REL command to return to the last list of related citations at any point. You can use normal OPAC commands to navigate through the list.

When you choose a record, the system must check the link index again. The selected record may have further citations. If so, you can issue the REL command again to see more related records.

The OPAC Related Record Index display is modeled after the knowledge index. However, note that the titles are not arranged chronologically in this display. The date of publication comes first.

The figures provided below illustrate the new linking functionality. In Figure 3 there is the OPAC Long View display for the 245 ALA Bulletin. Note the REL command in the footer prompts.

If you type REL at the command line and press ENTER, you are taken to the Related Records Index for ALA Bulletin (Figure 4).
Answering Questions about QuikReports

Work on the next release of QuikReports is underway. An analyst is working on QuikReports now to decide what needs to go into the next release.

To make this decision, the analyst is looking at comments and ideas that came out of a QuikReports focus group, problems reported on the Problem Tracking System, and talking with customers who are already in production with QuikReports. Programming for the next release of QuikReports is scheduled to begin in December.

Customer Support Services put together the following questions and answers from the Problem Tracking System.

Q: Are percent being totaled on QuikReports ACQ04, the Ten Funds with Largest Balances Report? Percent columns also appear on ACQ05, the Ten Funds with Smallest Balances Report, and on ACQ010, the Allocation, Encumbrances, and Expenditures Report.

A: The number that appears under the Expend Allocate Percent column on these reports is calculated by dividing the total expenditures by the total allocation. The number that appears under the Exp-Enc Allocate Percent columns is calculated by adding the total expenditures to the total encumbrances and dividing that amount by the total allocation.

Q: Can QuikReports CAT09, the Inventory List Report, be run by location for very large collections?

A: No, only processing units can be specified on the LSYS screen to generate smaller reports.

Q: QuikReports ACQ04, the Ten Funds with Largest Balances Report, lists funds and amounts that are identical to those found on ACQ006, the Ten Funds with Smallest Balances Report. If only ten (or less than ten) fund records exist which meet the report criteria, the reports will show identical funds and amounts.

Q: Which balance, the expendable balance or the available balance, is being used to generate QuikReports ACQ04, the Ten Funds with Largest Balances Report, and ACQ006, the Ten Funds with Smallest Balances Report?

A: The available balance is used to generate these two reports.

Q: Where can the "D" that is specified in QuikReports CAT04 be found on the bib record?

A: The "D" is found in the second position in the STAT fixed field immediately to the right of the R/DT fixed field.

Q: Where can information be found about the various subformats on QuikReports CAT04, the Copies Held Report?

A: The subformat headings are derived from the 008 fields for each type of record format. The USMARC Format for Bibliographic Data contains information on these fields.

Q: How does the "h" that is necessary for QuikReports CAT01, the Cataloged Titles Report, become part of the copy holdings record?

A: The catalog status code of "h" is entered manually on the copy holdings record. See the NOTIS User's Guide for Cataloging and Authorities for details. GTO parameters or batch load parameters might also set this code to "h."

Q: What is being counted on QuikReports CIR01, the Most Popular Titles Recalled Report?

A: This report counts, by location, the total number of recalls that have occurred on item records linked to a particular title.

Q: Why does QuikReports CIR09, the Most Popular Titles Charged Report, include logically deleted items?

A: Items that were charged and meet the criteria for this report are included even if they have since been deleted.

Q: The counts on QuikReports CAT04, the Copies Held Report; CAT05, the Inventory List Report; and CAT09, the Unlinked Item Records Report do not seem to add up.

A: These reports each count different things. CAT04 counts copy statements, CAT05 counts item records, and CAT09 counts unlinked item records.

Q: Are multiple copies included in QuikReports CAT01, the Cataloged Titles Report?

A: Yes. Multiple copies of a cataloged title are included on this report.

Q: Are subscriptions included in QuikReports ACQ06, the Standing Order Vendor List?

A: Yes. This report includes both standing orders and subscriptions.

Q: Are all funds included in QuikReports ACQ01, the Encumbrances/Expenditures Summary?

A: No. Only funds which have had expenditures against them are included in this report.

Q: Are all funds included in QuikReports ACQ10, the Allocations, Encumbrances and Expenditures Reports?

A: No. Only funds which have expenditures against them are included in this report.

Q: Which dates are used to calculate the order fill-time on QuikReports ACQ09, the Vendor Order Analysis Report?

A: The order create date and the order scope modification date are used to calculate the order fill-time on this report.

Q: Why do Amend Q80, Q50, or Q10 occur when a selection is made in the LSYS QuikReports menu?

A: CICS must be recycled after running LQR0005C to seed the LCRFILE and QRRFILE.

Q: What do the column headings (N, SUM, MEAN, and STD) in the second part of QuikReports CIR07 mean? The documentation does not explain what these columns are in relation to the patron charge report.

A: N= Number of patron records counted; SUM= the total number of current charges for all patrons in the same category (among those patron records that were counted); MEAN= the statistical mean (as in the mean, median, and mode used in statistical analysis); and STD = the standard deviation. These are the values used to calculate the statistics for this report.

Q: Can QuikReports be used to produce fund management reports across multiple reporting years (i.e., contract fiscal years May through April, versus government fiscal years October through September)?

A: Yes. Multiple copies of a cataloged title are included on this report.
A: Yes. Reports will be generated based on the date selected on each report’s SYSIN screen and the active fiscal year. A date within the active fiscal year is used to produce reports for ACQ004, ACQ005, ACQ011, ACQ012, ACQ013, and ACQ022.

Q: When the manual talks about submitting the QuickReports online, does it actually submit the JCL?

A: No. It only sets up the indicators for the reports desired. The JCL for the batch job must actually be submitted to the operating system.

Q: For VSE QuickReports, the LQR100JIC runs to completion with condition code 0 but no report is produced.

A: Using the SYSIN parameter on the first parm in the EXIC PROC=sas does not read in the file SASCARDS. This is a problem that has been reported to SAS. In the meantime we are working on alternate JCL to bypass the SYSIN statement as a work around. This JCL will be released as soon as it goes through the quality assurance process.

Q: The message log for QuickReports isn’t printing a message when the system skipped a field because of missing data.

A: Messages do not print in the message log for missing data.

Q: QuickReports ‘Technical and User Documentation’ chapter on Resolving Missing Data states the Authorities Lacking Cross References Report (CAT008) reads the order file.

A: CAT008 for QuickReports reads the authority file.

Q: QuickReports abended in the last step, stating that the “CONFIG” file was missing.

A: The CONFIG DD statement is part of the SAS proc that is provided with the SAS product (not a part of NOTIS LMS). The proc has the DD statement NULJSLDE out. It must point to a legitimate configuration file.

Q: Can a list of all unpaid bills/lines be produced?

A: There is no job supplied with LMS which will do this. However, the QuickReports jobs CIR002 (patron fines owed report), CIR003 (lost items report -with amount owed), and CIR004 (missing items report -with amount owed) could be used.

Q: Is SAS ASSIST needed to run QuickReports?

A: SAS ASSIST is an online aid to writing SAS reports, NOT needed for QuickReports. QuickReports uses only base SAS. For MVS sites, SAS version 6.07 or higher is required. For VSE sites, SAS version 6.08 or higher is required. Jill Oxtor at SAS in Irvine, California reports the VSE sites will also need SAS STAT for reports.

Q: What job do you run to create circulation statistics?

A: Run the Daily Operations Report, L6610JC, which provides circulation statistics for each service unit. QuickReports will produce many circulation summary reports as well, for example for patron data, number of overdue, lost items, blocked patrons, bill and fine summaries, holds and recalls, and so on (see the Technical Reference Manual).

Management Changes at NOTIS

As of November 8, Stacy Kowalczyzk will be managing the Customer Support Services department. Carole Norris will be managing the Professional Services department. Stacy has been a manager in Systems Development since 1989. Carole has been the manager of Customer Support Services since 1991.

NOTIS Consultant Publishes a Book about VSE

Frank Graubart-Cervone, a technical consultant at NOTIS, recently published a book entitled, VSE/ESA JCL Utilities, POWER, and VSAM.

This book is a comprehensive guide to the VSE operating system for application programmers and computer operators. It details VSE/ESA topics, including utility programs and console operations, and discusses POWER and VSAM in relation to VSE/ESA.

In discussing his book, Frank said, "What is exciting about this book is that it is written for people of all skill levels and enables them to exploit all of the new features of the operation system, such as 31 bit addressing and virtual disks... Works of this nature demonstrate NOTIS' continuing commitment to our current customers as we all move into a distributed processing environment."

Frank has been involved with VSE for more than 10 years as both an application and a systems programmer. As a technical consultant at NOTIS, some of Frank’s responsibilities include installing, maintaining, and monitoring system software. He has published articles in Technical Support Magazine and Enterprise Systems Journal. In addition, Frank is working on a second book about AIX/6000.

VSE/ESA JCL is a part of series published by McGraw-Hill, Inc. to provide "mini- and mainframe computing professionals with practical and timely concepts, solutions, and applications."

Introducing a New Member to Customer Support Services

Swati Trivedi is the most recent staff member of Customer Support Services. She joins NOTIS as a Systems Engineer. At this point, she is supporting WinGopher and ProPAC. Swati has over 8 years of experience in information systems as well as customer support from IBM and NBI Corporations.

At the IBM development lab, Swati worked with VTAM/NCP systems testing, where she helped develop performance testing of the VTAM 3.4 release.

Swati received her bachelor’s degree in computer science from Bradley University. Outside of work, Swati enjoys reading, especially mystery novels, and playing tennis, when weather permits.
NOTIS Special Interest Groups

1. Acquisitions
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   Fax: (615) 343-8888

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