

Foreward

This report of the Seventh Annual Meeting of the Innovative Users Group contains summaries of forty-nine presentations given by users of the Innopac system. Summaries of meeting sessions led by Innovative Interfaces, Inc. are not included in this volume. The IUG conference notebook contained many of the handouts distributed at the meeting sessions and additional handouts were included with the printed version of this report. Whenever noted by the presenters, supplementary web site addresses have been included. Use of this volume, the supplementary web sites and the conference notebook will provide a complete set of reports and handouts.

Many thanks go to the forty-nine individuals who contributed summaries to this report. Their names and institutional affiliations are listed at the end of each report. Many thanks go as well to Celeste Feather, Tracey Thomas and Susan Hooker for their help and guidance.

Jane Walsh, Editor
Georgetown University Law Library
August 6th, 1999

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Backing Up Your System: The Ultimate Disaster Prevention

Presenter: Lynne D. Lysiak, Appalachian State University

Geared towards the beginner, this session explored backing up your III system: why it is needed and how it is done. Lysiak described different types of system backup, scheduling options, hardware/software needs, supplies, and tape storage options. Based in part on responses to her recent Innopac-L survey on system backup, comparisons and contrasts were made between what III recommends and what sites are actually doing. The handout includes the record number in Innopac's Release 12 Manual to "go to" for instructions on each topic.

Reasons for Backing Up Your System:

- * Hardware failures; external events
- Routine and regular data protection
- Insurance against disk crashes (not common, but does happen sometimes)
- Protection from unforeseen events (catastrophes do happen!)
- * Hardware installation problems
- * Software installation problems-loading new releases

What Does Backup Back up?

- * Most of your data: bibliographic and patron information, database, help screens, all of your records
 - * Some Operating System configurations
 - * WebPAC homepage residing on the III server
 - * Not Executables-no III setup files
 - * Not MARC load files
 - * Not review files-anything done in "create lists" can be re-created (save your search strategy) and some files can get too large
- III is reviewing the policy of excluding "create lists" and "load files" from the backup. If these are included, more data is included, takes longer to backup and verify, and might need larger/more tapes. However, your site can negotiate with III to include some of this.

Frequency/Scheduling of Backups

- * Two types of backups
 - Incremental-backs up transactions/changes to database since the last full backup
 - Full-backs up all data since last backup (incremental or full)
 - * III has been recommending 1 per day (incremental) for 6 days and 1 full backup per week.
- Recently revised, III now recommends that full backups be done on a daily basis if at all possible
- * Factors affecting who performs backups:
- Size of library staff and job responsibilities-the survey revealed that system backups are being done by everyone from janitors to deans

Location of the server-in-library or in another department or building
Work schedules-who comes in first every day

Institutional relationships-having good working relationships with computer services staff can be very helpful.

* Factors affecting when backup is performed:

Open hours of the library

Work schedules of those performing backup

Size of database and verification time involved-how long does it take to backup and verify your collection? (800,000 records takes about 1.25 hrs. to backup and another 1.25 hrs. to verify)

Convenience of patrons-record access can be locked temporarily because control of files has not been relinquished by the system

Backup Cycle

* Every permutation of backup cycle is being used across III sites. (7-8% of survey respondents are doing full backups every day-maximum data protection)

* III recommends that full backups be done on a daily basis

* III recommends keeping on hand 1 set of daily tapes and 2 sets of full tapes (never re-use a tape until you have a new full backup tape in hand)

Logging

If the system needs to be restored, you need to know what is on your tape(s). An entry for every backup should include:

* Date/Time/Type of backup

* Tape # (numbers and numbering schemes differ at each institution)

* Number of records that were processed

* Whether or not the bib temp file was cleared (only on full backups)

* Whether or not full backups were verified

Backup Function/Types

* What happens at "Setting Up System Files for Backup"-some OS configuration files are being copied over into the area that will be backed up. Background programs and control programs are being stopped

* In "Unattended Backup," make sure that your system is displaying the correct time

* Two most frequently reported problems with backup:

Not verifying backup (next one will not run)

Not initializing next tape (this one didn't run-initializing prevents overwriting)

Use a check sheet to avoid these problems.

Storage of Data

* Labeling-include full or incremental, day/# in sequence (trainers will have recommendations and look at local practices), set identifier (avoid cryptic things)

* Locations-The purpose is to protect your data. III recommends storing tapes off-site, not next

to your machine. Users seem to be more concerned with full backup tape storage than with incrementals, but should be equally concerned.

* Conditions-dry, dust free, cool, low humidity-not the dashboard of your car or at your house. Of the 2 affordable types of safes, burglary and fire, neither is rated for temperatures low enough to prevent melting mylar. Most fire safes only buy a little time.

Tapes and Drives

* Maintenance of drives-III recommends cleaning tape drives every 20-25 hrs. of use and to throw away the cleaning tape every 25 uses. Sites vary in practice (5% of sites are cleaning once a week). Pay attention to anomalies-figure out the cause to avoid future problems.

* Tape Life-III recommends rotating tapes out every 1-2 years. Most sites rotate a new tape in every 6 months

Testing and Restoring

Every time you verify, you are testing your drive. This compares the data written on a drive.

Websites

Real Backup Lessons and War Stories can be viewed at:

<http://www.library.appstate.edu/iug/warstories.html>

This presentation can be viewed at: <http://www.library.appstate.edu/iug/backing>

Note: Archiving order records, mentioned in the session cover sheet, was not discussed in this session. The audience asked that the presenter add an addendum to the presentation website.

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Tools and Strategies for Circulation Profiling-

Presenter: Gillian Ellern, Western Carolina University

Circulation profiling is a complex process, with several associated worksheets to complete. There are many ramifications for system operations and implementation to consider. Visualizing loan rules can make the process of circulation profiling easier. This presentation gave several graphic examples of "diagrammed" loan rules, as well as tips for creating branch and location codes and organizing Innopac tables associated with circulating profiling.

Begin by looking at your institution's circulation policy patterns:

- Create the most common as defaults, then tackle the exceptions to the general rules.
- Review policies.
- Review notices required and their cycles.

Review your institution's locations:

- Profile only categories with items.
- Disregard or throw out unused or no longer used categories.
- For locations containing several types of items (governed by different loan rules), differentiate locations in the system dependent on loan rule variations. (For example, oversized books which are shelved with regular-sized: give a different 5 letter location code in the system for oversized materials, together with a loan rule that shows the same location as regular-sized materials to the patron in the OPAC display).

Setting up the Innovative system is a good time to review patron types.

- Use the same process you used for locations.
- Look at combining or separating patron types.

Use a visualization of your loan rules as a tool. Set up a diagram (like diagramming a sentence) of each of your loan rules on a separate piece of paper.

- Remember that your loan period has a single unit of either days or hours (not both), as you sketch the lending cycle.
- Mark out the loan period :
(number of units/ days or hours) | the grace period (number of units) | notice 1 (number of units) | notice 2 (number of units) |etc... | bill ((number of units).
- Grace periods can be set to a value of 0.
- Choose your default patron type (for example, students in an academic institution) and map your loan rule diagrams.
- Then diagram other patron type rules (for example, faculty).

Remember the KISS ("Keep it simple...") rule.

- Keep to a minimum number of overdue notices (two are ideal), as you need to set up and enter

unique text for each notice on the system.

-- Innovative allows a maximum of five overdue notices, then you have a bill as the sixth (or your last) overdue notice.

-- To avoid sending a bill, you can specify "no text" for your last bill notice.

-- If you need to make changes, you can add new loan rules (more on this later), but you don't want to modify an existing loan rule that's been used to circulate materials.

-- Loan rules for items circulated work as they were defined at the time that the item is checked out. Changes to rules won't have any effect on items already checked out.

Three corollary things to remember:

1) Don't CHANGE your loan rules once you implement them;

2) Always add a NEW rule if your loan policy changes;

3) Modify your RULE SELECTION TABLE, not your loan rule.

Take time and think out your scheme of location and branch codes. They impact everything that you do later with the system in terms of scoping, search limiting, circulation tables, and statistics.

-- Location/ branch codes are fixed fields which need to be listed in an Innovative table. They are used in bib, item, order, and checkin records.

-- Both bib and item locations are in the same table. An item can have multiple locations (that is, multiple branch codes in the same record).

-- Location/ branch codes define the OPAC label that the patron sees. The amount of characters displayed is limited.

-- Reserve locations are different in that the system puts the original item location in a separate spot and holds it to put it back when the item goes off of reserve.

Step back and look at your policies. Consider changing them.

-- Profiling is the best time to change policies (for example, from a mixed loan period of hours and days, which Innovative can't support).

-- "Do it now!" Your profiling period is the time to update your circulation policies.

-- You can always blame the computer system... people understand!

In designing specific schemes for location / branch codes, there are three key elements to remember:

1) Hierarchical

2) Mnemonic

3) Common letters/ characters

-- Designate a unique first letter for each branch.

-- You can use a unique letter or character at the end of a location code for a common attribute (for example "K" for serials).

Using these three elements is key to successfully applying Innovative's Create Lists features for reporting on materials and activities. "Create Lists is your friend!"

Several examples from WNCLN were presented in this session.

Organizing Circulation Tables:

- Create a scheme to enforce consistency.
- Plan for future growth.

Divide your loan rule table into segments for each branch; put in place holder descriptive entries with each branch name to organize.

- Group rules by library, location, patron category.

Leave gaps to give you space to add more rules within each category.

- List defaults first.

Some tips and examples: WNCLN left the first 50 rules as network-wide rules. Then they reserved blocks of rule numbers for their branches' use. (Because loan rules are ordered by number, if you insert a new line number, the system renumbers all of the rules following the insertion and these rules get out of synch.) Use the placeholder rules which you've padded your tables with to make rule modifications. Use jump to a line for quick scrolling.

See this URL for presentation:

<http://www.wcu.edu/library/about/internal/presentations/iii/circprofiling99/>

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Giving the Customers What They Want: a Third Generation Web Catalogue

Presenter: Carolyn Jones, University of Queensland
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Introduction of the session led into the description of the major version of the Web catalogue at Queensland university and the decision/ processes that helped the library move from its first version in 1996 to its third iteration now available at <http://www.library.uq.edu.au>

The session was in essence, an outline of a Web Catalogue in an academic environment from generic beginnings through a library designed version to a customer designed version showing the various services that can be provided through the catalogues.

The issues facing the library in 1996 were:-

1. webpac from home and office
2. confidentiality of student records
3. lists not buttons
4. no facility for ordering items
5. limiting and exporting were different
6. it was not a major service promotion
7. hypertext links were new for electronic journals and course notes

Carolyn provided a review of the mainmenu and opac menu areas of the first web catalogue and discussed the process for placement of buttons and links to help screens and information. this process developed through to a position where the library needed to clarify:- 1. real offerings for its users 2. the benefits and use of phrases versus one word labels (with associated explanations) 3. help areas for various pages 4. level and type of promotion 5. the linking to and from the library home page.

These were small changes but an essential part of the growth of a full service offering. The changes being made the second generation had more functionality, with a clearer idea of the staff "ownership" of various pages. Although there was a clear link to the Catalogue from the ,library home page there was no help at the point where the user needed it most - during the searching.

By May 1997 the library was looking at structure and context and moving to a "no frames" policy. They had decided what they needed to do:- not use large or animated gifs because of time delay and frustration levels survey existing sites and took a user perspective to use a menu bar Colours to be in line with the new refurbishment of the library Ask the customers.

Feedback and consultation were elements in all the developments but this was more obvious with the use of a consultant and several varieties of focus group. The five groups chosen were :- Internet inexperienced (male group) Internet inexperienced (female group) Internet inexperienced staff and postgraduates more experienced staff and postgraduates more experienced undergraduates (mixed).

The response was clear, the users wanted things on one page, not too much scrolling The menu options should be a set place They wanted the database called a catalogue because that's what it is.

In-context help was developed with the screen being divided into specific elements based on use patterns, the main focus client group for this design was the lowest skills level, with shortcuts for more experienced users. The difficulty was in getting the categories right and deciding on priorities for screen placement.

INTEGRATION -

This involved taking over the reading lists for the Faculty, using Webspirs, coming to terms with University guidelines especially in terms of links on every page, placement of the catalogue link on the library home page, using featured lists, providing a quick search option. The library suggestion box is on every page and is used as an early warning device. The header is used for linking to the home page areas, the footer for web cat links. Catalogue help is based on web comments. The integration was successful because of the speed of downloading pages, use of small and repeatable gifs, the use of menu bars to bypass the BACK button, using top and bottom logs for the menu bars.

Questions.

1. The Dublin core symbol is on the pages - how far is the Dublin core integrated into the sites?

The universities website is using metadata and the library provides metadata for the pages it has control over. There is no metadata for bib records, looking towards and interface that searches catalogues databases and websites.

2. DSTC site address - <http://flare.dstc.edu.au>

The DSTC is a joint venture supported by the Australian Government's Cooperative Research Centres Program and over 30 participating organisations developing the technological infrastructure for tomorrow's global distributed systems.

3. Bibliographic records for reading lists and links between the bib record and the list.

4. Audience was interested in library control of and cataloguing course notes to ensure access.

5. User influence? Yes important but advice would be to put in a first version and get feedback

6. Challenge of loading files into INNOPAC. Most pages are on the library web server. The staff in the library belong to a web writer group and templates and procedures facilitate the construction of web pages

7. Editing - work is done and then input

8. In context help - top and bottom logo

9. New books lists construction of featured lists using cat date, and produced in title order - wwwoptions points to the review file numbers

10. metadata issues see <http://metadata.net/>

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How'd They Do That to the 'Pac? Demystifying WebPac Redesign

Program Coordinator / Presenter: Krista Graham, Electronic Services Coordinator / Reference Librarian, Central Michigan University, Park Library. Mt. Pleasant, MI 48859

Ms. Graham has posted her presentation on the Web at the following URL:
<http://www.lib.cmich.edu/staff/kristagraham/IUG/>

She developed this session to present basic information about WebPac redesign and summarize her experiences in customizing the out-of-the-box WebPac.

Examples of redesigned WebPacs:

Centra II: Central Michigan University Libraries: <http://catalog.lib.cmich.edu/>
Jenkins Law Library (Philadelphia, Pa.) Automated Catalog: <http://jac.jenkinslaw.org/>
Alameda County (Ca.) Library Children's Catalog:
<http://alam1.lib.co.alameda.ca.us/search~b1o1c1i1a1>

The 5 W's of Redesign:

- Why? There are differences between the character-based INNOPAC and the WebPac. Redesigning the WebPac allows you to take advantage of new WebPac features and possibly develop alternatives for character-based features missing in the WebPac.

If you already have the WebPac up and running you may want to redesign to incorporate new WebPac features or to correct problems. If you are customizing your first WebPac or are a new III site you will want to look into whether to offer the character-based OPAC, the WebPac, or both.

In any case, it is important to prepare patrons for whatever changes you decide to make.

- When? If you are a new III site, do you want to bring up the WebPac along with the other modules of the INNOPAC, or on its own? Academic libraries often prefer to bring up their WebPacs at the beginning of the semester or the school year. Training for the new OPAC can then be incorporated into the normal bibliographic instruction schedule.

At Central Michigan they transferred from a NOTIS system to INNOPAC. For a while they ran both systems concurrently. They used INNOPAC for acquisitions, serials and cataloging, but continued to use the NOTIS catalog for public access until they premiered their WebPac before the beginning of the fall term.

- Where? Where does the authority for design decisions reside? It is important to find out whether the library or institution has design guidelines that must be followed, and to follow them.
- Who? Who will be responsible for the WebPac redesign? In some institutions one person is responsible, in others a committee of library (and sometimes computing) staff, and in still others a professional consultant is hired. It is important to determine the most appropriate avenue for your institution. In any case, the library director and patrons need to be regularly consulted.
- What? To determine which features to incorporate into your WebPac, it is important to look at the WebPacs of other libraries. The University of Saskatchewan has a Web page with links to other INNOPAC sites (<http://library.usask.ca/hywebcat/vendors/1.html>).

At Central Michigan, Ms. Graham worked with a committee of 6-8 people. She designed WebPac pages using a graphics program rather than HTML (so it was not necessary to code the design until it had been finalized). She then took these designs to the committee and to other library staff for their input. This was much more efficient than having the committee do the actual design.

- How? Required skills for redesign: knowledge of HTML, WebPAC wwwoptions, which WebPac features are controlled (and to what extent) by the wwwoptions and which are controlled elsewhere, and how to transfer files and graphics using INNOPAC's FTS feature. The accompanying handout gives step-by-step instructions for many of these skills.

Redesign in Practice:

The following screens can be modified directly: main menu and main search screens (these can be separate or combined on one screen); the search entry screens; the help screens (optional); and library information screens. Search results and other screens cannot be directly modified, but some features of these screens such as the background color or heading can be changed using the wwwoptions.

Search screens can be edited to change examples and to add links to other kind of searches. Help screens can be added to explain Boolean searching and other search considerations.

The INNOPAC full-screen editor is clumsy, so it is better to bring a screen up on your browser, save the screen as a file and then bring the file up in your favorite Web screen editor. You can then transfer the file back into INNOPAC using FTS. As soon as the file is transferred, it is visible to patrons, so be careful to only transfer screens you are ready to display.

WWWOPTIONS: The wwwoptions control the display and behavior of the Web server. These options are listed and described in III's Web OPAC page (<http://demo.iii.com/wm/webinfo/screens/webpac.html>). You need a user name and password to

get to this site; if you do not have them contact III.

To edit the wwwoptions file you must use the INNOPAC full-screen editor. After making changes, you must restart the WWW server for the changes to take effect. Wwwwoptions control the background color (or image) of pages and links, standard headers and footers, how search results display and in how many frames. They can also specify a review file that is to display as a Featured List (many libraries create lists of recent acquisitions), and how records may be exported by the patron.

Buttons can be customized using a graphics program, but the filename of each button must remain the same (or the filename in the wwwoptions must be changed to match the new name). Transferring the new button into the INNOPAC using FTS is similar to transferring HTML files.

Ms. Graham's favorite wwwoptions include CLEAR PRIVATE INFO, so the patron can clear their circulation record from the browser cache after viewing; KEYWORD_COLOR, to set a color for keyword search terms to display in bib records; LOC-, to create a link to more information about a location or collection; and RECORDFRAME, to set the number and size of frames for bib/item/checkin record screens.

Problems Solved:

- Both item and order record information displaying: At Central Michigan they removed the SHOWOREC line from the wwwoptions and the problem disappeared.
- Having to scroll to see the LIB HAS statement: They set the wwwoption HOLDINGS_POS so only the author, title and imprint displayed above the holdings statement.
- Suggestion Box and Books to Acquire forms: They changed the instructions on these screens so that users were no longer prompted to press "Return" after entering their name. They did this because the Innovative-supplied instructions are inaccurate for the web version of the catalog.

Problems Not Yet Solved:

- Buttons cannot be suppressed entirely. She tried commenting out a button filename in the wwwoptions with no success, and ended up rewording the text of a button to make it less confusing for patrons.
- 'Latest Received' link in checkin display is confusing, but there is no way to change the wording of the link.

Discussion: Right now INNOPAC can only have horizontal, not vertical frames (Rev. M may address this). In Rev. O it may be possible to more extensively change the patron self-identification prompts in the holds and other WebPac forms. One limitation of the wwwoption LOC_ is that it only creates links for the LOCATION field in the item record, not bib or checkin records.

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Create Review Lists and Statistical Reports: An Introduction for New Users

Presenter: Carole Kiehl, Old Dominion University

This session provided information on creating review lists and statistical reports. Carole Kiehl noted that lists and reports are the two main tools for statistical assessment of a library's collection. Both functions, "Create Lists of Records" and "Create Statistical Reports", can be found in the Management Information subsystem, and can be used separately or together. There is a huge amount of information to be found in Innopac. Examples of the uses of lists and reports include pulling out problem records; generating data for collection development; and gathering financial information. Also, statistical assessment keeps staff from writing manual statistics, and allows for more accurate statistics. But remember that, while lists and reports can be used to find very specific information, not everything is findable.

To create a review list or statistical report, first analyze what it is that you want. Is the information found in bibliographic records? In order records? Next, examine your results. Is there some piece of data that should be excluded or included? And remember to experiment. There is often more than one way to get information; the trick is in finding the best way.

Screen-by-screen steps to create review lists can be found in the handout. Carole noted that in the Management Information subsystem, Old Dominion most often uses "Circulation Statistics," "Create Lists of Records," and "Create Statistical Reports."

At the "Create Lists of Records" menu, note the Maximum Records column. This column indicates the number of records that each file can hold. File creation etiquette includes using the smallest file for your needs (i.e., if you only need to find a few records, don't use a 60,000 record file). When creating a file, the creator should include his/her name or initials and the date of creation. This is especially important at institutions where many different people create files. Someone should be in charge of coordinating files, and listing names and dates allows the coordinator to check with creators before deleting files.

If you find you need more files, they can be purchased from III. Harriet Welsh from III noted that III can build files as large as a library needs.

In addition to creating new review lists, there is the option of copying an existing review list. This option can be used to move a previously-created file with a small results set into a smaller maximum-records file.

When designing a Boolean search, choose the kinds of records that you need (i.e. bibliographic, order, checkin, item). The time it takes to search the database can be factor. For example, it

takes longer to search bibliographic records than to search order records. Depending on the size of your database, it can take up to thirty minutes to search bibliographic records. Also, the system slows down when multiple people create lists at the same time.

When creating a review list of bibliographic records, select the number of the option that you want (i.e. 04 for Cat Date). Select the Boolean operator (operators and useful hints are described in the handout). Carole most often uses W and H operators. Use H if you're not sure of subfields or if the database is dirty, and use H rather than = for variable fields.

To use "Create Lists of Records" to most effectively zero in on specific information, know your codes. How you create a list can depend on how your institution has set up codes. It helps to develop a relationship with catalogers or with people who design parameters for such things as order and checkin records.

Searching the call number field can be problematic; how it works can depend on a particular library. Call numbers are searched character-by-character as they are stored in the index. Carole suggests first searching and browsing the OPAC in order to see correct formatting. At Old Dominion, call numbers must be padded to the seventh position, with Cutter numbers preceded by a space.

Options for creating review lists change depending on which kind of list you need. For example, to find financial information, create a list using order records to see what orders are still open at the end of the year. For collection development purposes, create a list using item records to find total checkouts by location.

Once a review list has been created, there are various options as to what can be done with it. To sort the file, choose "Sort Review File by Selected Fields." It's smart to choose "Display Review File on Terminal" in order to see how the file ran. If the results don't show the information needed, it can be redone. If the "Print" option is chosen, all of the data in all of the records will print. If "List Some of the Data" is chosen, only selected information from each record will print. If "Export Your Review File" is chosen, the list can be sent to an email account, and then data can be copied and pasted from email into a Word or Excel document. This isn't easy, as columns require lots of clean-up; also, some files can be too large for some email systems to handle.

There is lots of variety in what can be done with statistical reports. Reports can be generated from either a group of records within a certain range of record numbers, or from a group of records previously selected via a Boolean search (i.e. from a review list). Different kinds of records offer different options.

Options found under the "Create Statistical Reports" function are listed in the handout, as are examples of specific reports. There are a variety of fields that can be cross-tabulated. When doing a cross tabulation, decide which data elements are wanted for the horizontal axis and which for the vertical axis. Statistical reports based on call numbers break down numbers of records as

they fall into SCAT table ranges, as SCAT tables have been created by individual libraries. Monthly statistics can be used to produce such things as who cataloged how many titles (based on cataloger initials in the 910 field).

There is a limitation when creating reports based on monthly statistics: remember that you can only get information from the point that you first loaded your Innopac database.

Harriet Welsh from III suggested that people continue to use the text version to create review lists until the Millenium version is up to full functionality. She also noted that it will be easier to download lists to an Excel file using Millenium web reports.

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Setting Up INNOPAC for a Public Library Consortium: What We Like and What We Wish We Had Done Differently

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Jefferson County Library Cooperative has been in existence for about 20 years with the mission to provide library circulation within one county with one card. It consists of 24 independent libraries, including 20 municipal public libraries with a total of 45 locations, 2 high schools, and a special library. The Cooperative migrated from an old CLSI system to Geac's libs+ in April, 1993, then to III in November, 1996. The bibliographic database consisted of Autographics, Brodart, and OCLC MARC records, and included many duplicates. All item records were non-MARC and were converted by III. Data consisted of 555,632 bibliographic; 122,124 authority; 1,716,505 item and 284,737 patron records. Migration to III provided an opportunity to review policies and procedures, which they recommend doing.

A migration committee was formed and met weekly. A subcommittee, mostly from the Birmingham PL Catalog Department, did most of the work. This group met almost daily. Preparatory work included studying and discussing III manuals, sending questions to the III Implementation Team, contacting other Geac/CLSI libraries that had migrated to III, attending IUG's New Users' Preconference, participating in the INNOPAC listserv, examining other III opacs via the Internet, and having a III Implementation Consultant visit.

Material location surveys and circulation surveys were sent to all 40 locations to record how things were done. Follow-up visits were made to each location.

As a result of their migration experience, they recommend sending files via ftp rather than tape, to III. Also, they recommend retaining the former system as long as possible as it provides valuable information for data clean up. Item records were particularly problematic, and that information was divided into separate subfields in an attempt to migrate as much as possible to the III system.

III is code and table driven within each type of record and module. They had a difficult time understanding how this worked together. Figuring this out, and accommodating the codes and tables to best work for their consortium and their particular circumstances provided the substance of this presentation.

Location codes are used for circulation, statistics and opac display. While the default limit in III is 900, the Cooperative has 1684 total. Each of their 5 letter item location codes has three parts, representing library or department, audience, and format. Bib location codes, used to limit opac searches by "Where item is located", are 4 letters.

One caveat was to avoid feeling the pressure to give a value to every field during the profiling period. A need can arise later, and it's better to have a vacant field for later, unforeseen, use.

BCODES in the bibliographic records were difficult to understand as they are different from the MARC record. BCODE values can come from a MARC field, but changing the BCODE field does not change the MARC field. BCODE1 is used for bib level. BCODE2 is material type, used to limit by form in the opac, and BCODE3 is used to suppress the bibliographic record in the opac, and to gather lists for special projects.

In the item records, there are ICODES 1 and 2. When the Cooperative first came up, they had over 100 ICODE1s, partly due to a misunderstanding about how the scat table worked. ICODE2 is used mainly for gifts and special projects. System limits are 800 ICODE1s and 32 ICODE2s. IMESSAGE in the item record is used for circulation purposes and contains text such as "check for disk," "on the fly." etc. It is used mostly for multipart materials. The system allows 32 IMESSAGES.

Call numbers are placed in the item records for the Cooperative. A 995 field in the item record is used for add date for when the item was added. A 999 field, indicating specific catalogers, is used for cataloging statistics. OPACMSG, having 32 values, displays in the item area of the opac display.

Fields related to circulation are found in both item and patron records. ITYPES were migrated from the Geac system. PTYPE in the patron record is used to determine borrowing privileges. The III manuals reflect university examples which have many PTYPES, but the Cooperative only has 7. The PMESSAGE works during checkout, renewals and holds. MBLOCK is a manual patron block.

Loan rules are governed by PTYPE in the patron record, ITYPE in the item record, and the location code. The Cooperative has about 25 loan rules. Given the opportunity, they would reconstruct their location codes to have the audience level at the end, rather than the middle, of the location code to facilitate using the asterisk truncation symbol in the loan rules. The loan rule determiner table reads from bottom to top, from specific up to the more general.

Checked-out items in the opac display the date due in the status column, which can be set to display under opac options.

Fields used to get circulation statistics include ICODES, ITYPE and location code from the item record, and PCODES and PTYPE from the patron record as well as the call number scat table. In order for the call numbers to be properly assessed by the scat table, it's very important to keep the call number entry in the item record standardized. There is one scat table with all classifications in it for the Cooperative.

Indexing for the Cooperative mostly followed III recommendations. Genre from the 655 field is

particularly important in public libraries and they have been adding 655s to fiction for the last five years. Both subject keyword and rotated subject headings indexes were purchased. The rotated index is necessary for global changes if authority control is purchased. Two call number indexes were purchased, LC and character by character. The character by character index does not work well for Dewey call numbers.

Other adaptations included a radical deletion of bibliographic records, and a concomitant dramatic increase in on the fly records in the first year of operations, addition of 1700 serial records via an Ebsco load, and a reauthorized database using LTI. Menu changes were also done.

The product Coordinate Location Codes (link maint) is two programs purchased together. One allows for rearrangement of item records into alphabetical order by location. The second allows updating location holdings within the bibliographic record. Holdings of each library display first in the opac. This is a particularly useful program for a consortium.

Implementation for the consortium included creating opac and circulation manuals that were distributed to each location. "Train the trainer" workshops were conducted for representatives of each library. In the first month of operations, a help desk was operated and answers to questions were distributed to the entire cooperative. In addition, general meetings were held to provide information and outlets for concerns, problems and frustrations attendant to the migration.

The importance of evaluating testpac cannot be underestimated. A diverse core group of voluntary testers was assembled to examine the loading and indexing of MARC fields, the loading and indexing of call numbers, location mapping and item to bibliographic linkages. Several changes were implemented as a result of this collaborative effort.

The adaptations discussed in this presentation on system codes, statistics, indexing, miscellaneous details and testing tailored the III system to the unique needs of the Jefferson County Library Cooperative and its constituent members.

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Designing Training For Core Competencies For Library Staff

Presenters: Laura Gale Green and Kathleen Schweitzerberger, University of Missouri-Kansas City

The presenters were concerned about how to bring everyone at their institution up to speed on III, since not everyone had received the III training. UMKC has a complex system which staff are expected to work with daily, as well as to interpret for the user. The MERLIN Library Catalog was introduced to the public in 1996, containing the holdings for the four University of Missouri campuses. St. Louis University joined in 1997. In January 1999, stage one of the state-wide MOBIUS Library Catalog was brought up; this will eventually include an additional 43 academic catalogs. In this consortia environment, they are not able to use SCAT tables, because of the differing call numbers; this information is stored in the item number. Additionally, bibliographic locations are restricted to building level, not the internal location. They have three million bibliographic records, six million item records, 1.2 million authority records, 221,000 order records, 210,000 checkin records, and 232,000 patron records.

“Core competencies” are defined as “Those III functions and terminology all UMKC library staff need to be familiar with in order to provide good public service and foster better communication between the various functional staff divisions.” One author (Becker) has stated that “Any competency involves knowledge, understanding, skill, value, attitude, and interest.” Core competencies demonstrate and reinforce the overall interconnectedness of the different functional units: all modules work together (therefore, an “integrated” system); background processes have an effect on all system users; and the ultimate goal is to deliver correct information to users in an easy, efficient and organized manner. Therefore, core competencies are needed for three reasons: To provide a common knowledge base for library staff; to provide a consistent library system training outline for new library staff; and to provide a benchmark for supervisors to evaluate staff.

Training materials and the training environment must consider individual learning styles, in addition to writing space, time enough to explore the material fully, and, most important, provide hands-on training. Reinforcement through repetition and review of concepts must be scheduled. Structured sessions create the learning time and space for those who have learned just enough to get by in their jobs. Additionally, the relationship of concepts to other modules can be discussed, along with profiling issues and how the system was constructed, including compromises during profiling.

Pretesting consists of written surveys and talking with individuals. Training needs should be based on staff needs. New staff have different levels of automation experience, from no experience to experience with another ILS or even III. New staff with experience of another ILS may be able to transfer that knowledge to the innopac. Questions to ask include: What do they know about the system? What do they think they know about the system (but really don't)? Do they see the big picture of how the whole system works? Can they interpret information and data

they aren't directly responsible for? Can they look at a record and describe its life from creation? Is the item loanable? Can they find something in the catalog? Can they log on to the system in character-based catalog or the WebPAC, from home, in either public or staff mode? Do they understand the relationships between different parts of the record? Why is a record suppressed? What parts of an item record impact circulation? What codes are used for creating review files and statistical reports?

Administrative support for a training program is of utmost importance, especially for staff to be excused from their work areas. A teaching buddy is vital, to play training ideas off each other, particularly in the Technical Services-Public Services mix. Specific times for training should be carved out, as well as what staff are expected to be there at scheduled times. The group environment is necessary, as is practice time on their own. Timing for training sessions is important; Acquisitions staff will not appreciate scheduling training at year-end. Allow enough time between sessions for practice, but not enough time that staff grow stale. Clear expectations should be made to all staff; administrative encouragement of staff to attend is essential. Committed supervisors provide support for the "what does this have to do with my job" question, and reinforce concepts as they are learned.

One of the first competencies taught is how to use the III manual, versions 10, 11 and 12 and the INN-Reach manual; these are on each staff member's desktop. Staff is taught how to connect (telnet, Web, offsite logins, and the generic login) and how to use the public and staff modules. III's menu approach provides the concentrated training approach, beginning with the OPAC and the searches available. As they progress through the screens, they frequently move into management data, and staff can see the information that explains why a search is working the way it is--what the title index is, what is indexed, etc. The various codes controlling circulation, cataloging, etc. are taught from the staff side. Eventually all information is put together by using review files and creating statistical reports. Each III environment will be different, with differing competencies required, such as scoping, INN-Reach, etc.

Sessions are conducted in a hands-on lab environment of 15 workstations and an instructor's workstation, with authorizations changed as necessary during the training. The training program lasts 15 hours, with 1.5 to two hours per week; homework is assigned depending on the session and what is happening in the library. Each session has props, consisting of goals/expectations for the session; aids with the menu structure with adequate space for making notes; a glossary of terms used; a checklist of concepts/commands/functions covered in the session; and a survey for feedback.

The training structure is arranged in part on a "need to know" basis, and then built on for the jobs of attendees. The basic skills for each function are taught first, expanded to include skills relating to work within functional modules, and finally how the modules relate to the whole. The checklist for the participants in each session is a verification of the skills achieved as well as a brief reference tool. For the trainer, this same checklist provides a systematic, consistent approach to staff training, and ensures that all sessions cover the same topics. For supervisors, the checklist is a clear list of expectations, and provides a framework of training, evaluation, and goal setting.

The posttest of the competencies acquired are individualized to the extent of who is in the group, so that staff can feel they are learning something related to their job, but common to the system. Public and Technical Services are grouped together to complete a project which will cross both their jobs, and involves creating a review file and statistical reports. Online situational questions,

based on occurrences in the library, are given by the trainers, looking at a record and asking for an explanation of it and how it relates to the whole catalog.

Training sessions beyond basic training should include refresher courses, perhaps every two years. Topics for these sessions can include the basic skills that staff seem to be forgetting or that need reinforcement; suggestions can come from supervisors or staff. III enhancements or new products are additional topics which can be added. As library staff know more about the library system, they can explore and use it to its potential. The ultimate goal is that library clients have better trained staff who can more effectively meet their basic information needs.

QUESTION: Does an expert in a module do the training for that module?

ANSWER: No; that expert can get too “into” a module, and lose the relational functionality, or the “big picture.”

QUESTION: How much of the training is III competency and how much is basic library competency? ANSWER: Largely III, but the two are interrelated.

QUESTION: Is this training for student assistants as well? ANSWER: Not at this time. Forty hours per week give more opportunities for training.

QUESTION: Will this training work in a small-staffed library, with some away at training and some at the desk? ANSWER: Don’t know; hasn’t been done in a small library yet, but the question has come up with libraries joining MOBIUS.

QUESTION: Will slides be posted to the URL? ANSWER: No; presenters “are being proprietary.”

QUESTION: How many hours are involved in the training? ANSWER: Six to eight sessions of 1.5-2 hours per week, and individual time.

QUESTION: How often does the training cycle, and how large are the classes? ANSWER: The cycle is not yet established. The next group to be trained will be existing staff who will become additional trainers; not all existing staff have been trained yet. Each session lasts two months.

QUESTION: What are you doing about evening and weekend staff? ANSWER: May and August inter-sessions have a “pretty much complete” overlap; a new supervisor will be spending May and August getting to know the bulk of the system. When they work on more cycles, this will be a target time, and the course will be in a condensed version.

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Keeping Track with Innopac

Presenter: Linda Chen, Mercer University

Linda Chen shared information on how she performs regular systematic record-keeping on different modules. The presentation had two goals: to show how she organizes logs to keep records, and to show specific examples. The following is a checklist that she uses to track activities:

INNOPAC Regular Activities Check List

M
T
W
T
F

File information

Backup

Check system messages

Suggestion/additional item

Posting

Purchase orders

Claim reports

Information can be found under Management Information --> Information About the System --> File Information. Under System Status, you can find a list of record types, how many records by type have been used, and how many records by type are allowed. Keep an eye on this to verify that the library isn't running low on allowable records. If the library is running low, clean up records or order more from III (ordering can take 4 to 6 weeks). System Status also shows, by record type, the last record number used. If you create lists on a regular basis, keep a printout of a previous System Status screen and search only current records. It's quicker, as searching the whole database is time consuming and unnecessary when creating some lists.

If the number of free blocks in your database, index, or keyword file is less than 1,000, or if the number of free blocks in your keyword index is less than 50, call III to expand it. Check the transaction file when people complain that the system is slow; if the number of 'not processed' records keeps accumulating, call III for help. If there are system messages, view and/or print them and then clear the file.

Catalog Database Status should be reviewed to see if there are patron suggestions or requests for acquisition of items. It also shows if there are heading changes to report.

Viewing Circulation Status gives the circulation department some idea of how many notices there are before they print them out.

Acquisitions/Serials Status alerts staff when there are encumbrances to post, and when purchase orders and claims need to be printed. It also helps prevent printing duplicate purchase orders.

An example of Mercer's Backup Log is in the handout. The time of the last full backup and last daily backup can be found under File Information.

When solving problems with hardware and software, Linda uses a Problem Log to track calls, for example:

Problem Log	
Track #	Date
	Subject Description
	Contact Status
	Issued
	Person

Check the log to see if the problem has been solved, and follow up with III when necessary.

An Equipment Shipping Log is used to track III equipment and includes serial numbers, received dates and shipped dates. An example is in the handout.

Mercer's posting is done centrally, and an example of their modified Posting Log is in the handout. The III user manual suggests keeping logs tracking the Encumbrance Register, Invoice Register, and Posting Register. The manual emphasizes that encumbrance and voucher numbers should be in sequence. The Posting Log serves as an index for finding information in the more detailed registers.

In performing database maintenance, Linda creates lists of records based on item status. Item status code T (for In Transit) should change to Available status when the item arrives at the receiving location. Item status code P (for In Process) should change when processing is completed. Regularly create lists on T and P codes to see if items have either status longer than a month, search the shelves to ensure that the items are indeed available, and change status codes to Available.

Linda also creates lists for catalog cleanup. When on-the-fly items are checked in, they should be sent to the cataloging department for full cataloging. But sometimes items slip through the cracks, so create a list to find on-the-fly records, pull the items from shelves, and bring them up to full cataloging.

If a bibliographic record has been suppressed for some reason, but then an item record is attached, the record should be unsuppressed. Create a list to find these bibliographic records in order to unsuppress them.

Vendors often mistake claim notices for purchase orders, so Linda found a different way to follow

up on acquisitions. She creates a list of order records instead of using the III claim function. This list can then be sent to the vendor, requesting a status report.

Mercer prints a Periodicals Holding List once a year. (They don't have a periodicals index.) They customized SCODE1 to read "Union List." Once the list is created, it can be sorted by title and then some of the information can be listed for printing.

The presentation ended with some final suggestions:

Prepare logs or check lists.

Maintain a file of report request forms.

Write procedures.

The Mercer University Main Library Technical Services & Processing Center's Automation Policies & Procedures can be found at:

Cdsearch.mercer.edu/mainlib/tech_services/iii_procedures/table_contact.html

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Authority Control: What You Need to Know to Do It Yourself

Presenters: Barbara Kriigel and Beth Taylor of the University of Michigan.

The session covered the practices successfully used at U. Mich and at Mercer University to keep up with authority control using automated authority control processing, weekly lists, and III reports. The slides for the presentation are available online at <http://www.umd.umich.edu/lib/iug> in PowerPoint and PDF. The presentation closely follows the slide set, so my notes are in support of those slides.

In both sites authority control is done to provide cross-references or scope notes. If there is no cross reference in an authority record, no authority record is added to the database. The reasoning behind this is that only authority records that add references are useful to the database. They are not added solely to establish the form of a name or subject.

The first portion of this session discussed Using III Authority Reports. Decisions must be made on how often to print or view the reports, which should be based on how many records are added weekly, how much staff you have, and how much time you can give to authority control. UMD reviews weekly, Mercer daily. The library must also decide on whether to exclude cat date, which keeps out brief records and bib records. If a full record is always downloaded, then you do not want to exclude the cat date. Then the library must decide what limiting they want for the report, and which fields to include in duplicate checking. The options for dupe checking are set in systems maintenance.

Authority Reports check headings whenever a record is downloaded, a title is changed, a heading is added, deleted or modified, or the record is suppressed or unsuppressed from view in BCODE3. In other words any heading change will result in rechecking the entire record.

Various options for reports were then discussed, including generating headings reports, excluding based on cat date, and other limiting criteria. In generating the report there are various types of reports one can use, or one can view all the types in one report. The cat date as previously discussed can limit brief records and bib records, and the system can be set not to ask this question, and report will automatically exclude. Other limitations include Function, e.g. download, edit, etc. and Location in bib record, which can be used by consortia to exclude other libraries' records. Examples are given in the slides of how a record appears, and how to view the 008 field, so I will not further describe them.

UMD reports run about 1/3 authors, and 2/3 subjects. First time author reports should be reviewed in the OPAC for name to see if there are cross references, or other forms of the name. One has to be careful that the heading is a legitimate entry, it may be a see reference. Some problems may only become apparent by viewing other headings on screen, and using your judgement. If using new name authority from LC, be sure to check the record carefully. Many errors have been reported in LC. Mercer uses the first time author review somewhat differently, only checking the OPAC if a potential problem is noticed. An example is given in the slides, showing a record with the |c missing, potential dupes that were separate people, etc.

For first time subjects, the cross references must be checked, and additional authority may be

needed to support the subject. Examples and reasons are given in the slides. Discussion of subjects included use of subdivisions for the first time, the need to place 180's and 185's in |y as they are not yet indexed, and potential impact of geographic subdivision placement. Some potential danger spots are discussed such as with the "fire" example, e.g. the system does not differentiate between Fire--Companies and Fire companies. More examples illustrate how complex subject authority is, and that most of the headings need to be checked.

OCLC searching and downloading was discussed, and the number of different indexes that may need to be searched to find the correct heading. Interactive and batch downloading are outlined so that the individual can choose which will work best for their situation. Millennium product is supposed to add a great deal of flexibility to the interactive downloading, and remove some of the problems of creating duplicates in other indexes for headings. Mixed tags, and the implications for III authority indexing are discussed, showing how subjects may get filed incorrectly as authors. It is important to check for this, and change the tagging in the authority record to reflect the correct index. Examples are given for checking and correcting. Batch loading does not have this problem, only interactive.

Examples were then given on the various reports that can be run on the headings. First time headings, as discussed, invalid headings, duplicate call numbers and other dupes such as OCLC number, ISSN/ISBN number, and barcode. Blind references are reported only once, and need to be manually deleted if all headings are out of the database. Duplicate authority may or may not be true duplicates; added |t, |l, |k, may be in the record.

Millennium's automatic authority control processing was reviewed, slides give details of features and procedures. Enhancements such as automated updating, and flipping of subdivisions were illustrated. The new product will also show near matches and busy matches. It will also create a review file of multiple options that the cataloger must review, if the 400's are not unique. There is also the ability to do cross-thesaurus matching. III needs to enable this feature.

The next presentation was on Using LC Subject Headings Weekly Lists to assist in authority control. LC Weekly subject heading lists are online at <http://lcweb.loc.gov/catdir/cpsd/wls.html> and LC is good about responding to questions. We were cautioned that there is a 2-3 week lag in OCLC, and that some changes never make it into LC. Other cautions, content, and uses are well outlined in the slides, so I will not duplicate them here.

The final portion of the presentation was on using III reports to enhance your database. Topics covered included using CSB's to keep up to date on headings, analyzing subject searches to see if additional cross references are needed, collection development, help screen development, and bibliographic instruction development. Again, the slides give excellent detail on what reports can be run, how to view them, and what the results can indicate.

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Millennium (JAVA) Circulation: A Beta Experience

Presenters: Kriss Ostrom, Michigan State University; Mary Dolven, Diablo Valley College; Richard Griffin, Oregon State University

This session focused on the experiences of 3 sites which were involved in the beta testing of the new Millennium Circulation module. Kriss Ostrom, the coordinator, stressed the importance of viewing the current version of the module (on display on the Demo Room throughout the IUG meetings) as much of what would be discussed in this presentation has already changed * as a result of the beta testing.

Kriss began by outlining her reasons for volunteering to be a beta test site for this product. Michigan State was moving to III from another system and they did not want to implement the text-based Circulation system knowing it would be replaced soon by the new Java-based version. This was in fact Kriss' third system migration. In the Circulation area, Michigan State relies heavily on student employees and she felt they would *take' to the graphical user interface better than to a *new' text-based interface. Finally, Kriss knew that being a beta test site would also give them an opportunity to influence the final product.

Another unique feature of the Michigan State setup is that they have 2 identical computer systems which enabled them to set up a test machine without having any impact on their production machine. So they began with the new III system in test mode only. Training was provided for the whole system, with the new graphical user interface being used for those components which were ready at that point. Michigan State staff and III staff worked closely together on fine tuning the interface and the components provided. Requests for changes/additions were often met overnight.

They went *live' in August using MillCIRC for checkins only to begin with. The system crashed a lot in the beginning and they've had difficulty in getting some staff to use it as a result, but by January they were using it for everything. Kriss reports that the client is now stable, although staff still keep a character-based session open just in case. They use screen captures when things go wrong to help III with troubleshooting.

Comments on MillCIRC itself: III's objectives are to provide ALL the capabilities of the character based system plus some new features; goals are to provide equivalent speed, simplify the processes (fewer keystrokes & screens), and to provide a keyboard shortcut for every mouse click (i.e. staff don't have to use the mouse). III has concentrated first on the things needed for dealing with patrons * other parts of the Circulation system will be added over time.

Cool things (as reported by Kriss): training is a snap (student employees love it); cryptic codes and field tags are available through drop-down menus * all codes AND their labels are available; item records are very clear and easy to read * can even show them to patrons and they understand what they see on the screen! It works with either Netscape or Internet Explorer; big monitors are not necessary but a system with lots of memory and a relatively high end processor is

necessary. Kriss recommends that ALL CIRC staff get new equipment so they can learn the system *behind the scenes', not just on the front desk -- this makes for a less stressful introduction.

When should you move to MillCIRC?? Kriss recommends *a little later rather than sooner'. It's not quite ready for prime time; those moving early should recognize that they will be on the cutting edge. The new version (which was to be available by the end of April) will address many of the outstanding issues remaining for Michigan State. More development will be done before it goes into full general release on June 1. After that point changes will be implemented at regular intervals (as is done with the current products).

Mary Dolven reported on their experience as a current III site moving from the text-based system to using the new graphical user interface in a beta version. She noted that staff who were used to the text-based system found it harder to make the transition than the student employees. Being part of a 3 college consortium located in the Bay area (i.e. close to III's head office) made it relatively easy to be a beta site as III staff could be onsite quickly when needed. Positive features of the new interface: is platform independent (so runs on anything); has more functions built in; everything you need is on ONE screen. They began implementation in August and were using MillCIRC as their primary interface by October. Problems with screens freezing were found to be primarily due to users' unfamiliarity with using a graphical user interface. Windows training is therefore recommended for staff who are not familiar with it.

Richard Griffin focused his remarks on what you should think about before volunteering to be a beta test site. Users need to be able and willing to launch in to using the product with little (or no) training as training will likely not be fully developed as yet. The local person responsible for coordinating the implementation should have a fairly high level of computer knowledge/familiarity as many issues will emerge which are computer related. For example, the beta version required that a piece of software be installed on all PCs and the installation of it required a relatively high level of knowledge. [NOTE: This has now*evolved' to an automatic installation process.] Having the opportunity to influence the final product is a big selling feature * if you find things you don't like they get fixed right away rather than having to go through the enhancement process. Richard noted that they will be the first site to use MillCIRC with INNReach. He also strongly recommended Windows training for staff who are unfamiliar with that type of interface.

Chick Markley from III fielded many questions about the new product. He noted that the current version does not work on MACs because the required plugin has not yet been developed. The minimum recommended PC for Millennium CIRC is a Pentium II 266 MHz with 64 MB of RAM. He noted that Java is getting better with time and will probably required less RAM as time goes on. III will be offering options other than the current PC-based browsers in the future, but for now Netscape or Internet Explorer are recommended. Because they are currently using a version of Java which is not integrated into these browsers, a small plugin (provided by SUN Microsystems) must also be installed on each PC. Slowness noticed when the system starts is due to the application being loaded; once loaded Millennium CIRC is as fast as the text-based system. Chick noted that they expect to have Millennium CIRC into general release by June 1 * at that point, future developments/changes will be scheduled as are changes to existing modules.

Chick also commented briefly on the beta development process, encouraging sites to consider

getting involved. III beta tests things all the time * there are many opportunities to get involved, but it's not for the *faint of heart! Chick noted that the development team is constantly amazed at how *you all use the system' and what the different combinations of codes produce. They value working with *real' users who are flexible, pay attention to what they've been doing (so they can report it precisely) and who are willing to work with the development team to produce a better product. The III system itself includes over 1.5 million lines of server code * it provides a rich, functional setting for users to fine tune for their specific needs. Millennium CIRC is the same product behind the scenes * only the interface is different, but it IS different. He suggested that sites not move just because it's there * move because you want the added functionality of the new interface. He concluded by noting that this is the way things are going, but you don't have to go there now!

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Tips on Profiling III for Multi-Library Environment

Presenter: Gillian D. Ellern, Western Carolina University

This presentation gave covered 3 major topics: 1) 8 or 9 specific tips to keep in mind when coordinating the profiling for multiple sites, 2) gave some ideas on how to keep everyone informed, 3) Gave some specific recommendations for coding for branch codes, completing profiling tables, and batchloading records.

First, Jill talked about her consortium to give some background. Next, she covered a list of Do's and Don'ts. These tips were things she wished someone had told her before profiling. These covered a broad range of topics from "Do ask a lot of questions" to Don't neglect your spouse, your family, friends or yourself". Then, she talked about how WNCLN made sure communication lines were created and maintained. This included meetings, committees, email, listserv, teleconference, and phone conference calls. She showed examples of the kind of information that needed shared and how communications with III was documented so all could participate. Lastly, she covered three multi-library coding considerations. These included the creation of branch codes in order to make them useful for scoping, limiting, circulation and statistics, how to arrange your profiling tables by using placeholders and specific starting locations for each library, and some basics about batchloading MARC records into the Innopac systems.

Gillian Ellern

Seamless Success Story: Integration of Dowling College's Web Page with WebPac and Web Access Management

Presenters: Francie Davis, Katherine Ryner & Priscilla Powers, Dowling College
Ted Fons, Innovative Interfaces

Francie Davis discussed the process for getting started on WebPac design and integration with library web pages and III Web Access Management software. She recommended establishing a committee with representation from all areas of campus to accomplish several objectives: Prepare a mission statement, decide on the perspective of the page, define operating principles (updating, style, etc.), identify the target audience, type of links (buttons, toolbar, etc.), and "look" of the pages for consistency.

Design principles included: Best use of the "million dollar" screen to catch interest; maximum of seven buttons per page; consistency between pages, identifiable links/buttons embedded in meaningful text, with a change of color on visited links; fast load time; logical navigation ; and recognition of the three click rule - no more than three clicks to get to information.

Dowling College was aiming for seamless interface for the Web, catalog, and electronic databases. They emphasized simplicity with readable text less than one screen width, clear contrast between text and background, readable font, text alternatives for graphics and a uniform look on each page with an identifiable banner, headers and footers, consistent alignment and layout. Another important feature was accessibility for those with disabilities. This required appropriate punctuation, cascading stylesheets instead of tables, attention to color choice, consistent layout with text with the graphics, drop-down boxes, only one link per line, large buttons and vertical links. Good sites to visit for pointers on accessibility are:

<http://www.webable.com>

<http://www.bu.edu/library/instruction/access2.html>.

Guidelines are needed to deal with ongoing issues. A Web Board or some group or individual will need to be identified for ongoing evaluation and development, to maintain links, establish access to databases and let users know who does and does not have access. The name/email of the person responsible for a page and the date of page revisions should be given to lend credibility to the information. Avoid redundancy by having only one link to the same item on the same page.

Graphics should load quickly. Smaller file sizes with quicker load time can be achieved by using fewer colors and saving graphics in the appropriate file type: gif for solid colors, text, line art; jpg for photographs and graduated colors. Although 256 colors are available you don't need to use them all. Available colors can be found at <http://www.lynda.com/hexv.html>. Try to stay within the following guidelines: No graphic larger than 72 dpi/inch, no graphic greater than 10K and no text file greater than 30K.

Since there are many user platforms the page must work on all. Test the site with as many browsers and versions as possible and avoid browser specific options. The site <http://www.cast.org/bobby> will check your site with the various browsers and versions and test

for accessibility for persons with disabilities. Since computer modem speeds vary also remember to include text alternatives for all images. Spell check before putting the page out for the world to view!

Priscilla Powers discussed implementation. She recommended a site map to help the user visualize how the library and college pages were integrated. Functions available in the WebPac are controlled in a variety of files: WWW html screen files, wwwoptions and Web Access Management (if you have purchased this feature for user authentication). To edit WWW html files you need to understand html.

She had problems transferring files from one server to another using IFTS and began to use Dreamweaver to create files and then pasted the information into the WebPac. Images were stored on the college server and linked to the WebPac server. The wwwoptions file was used to set the same color, font, and background for the pages. It is necessary to restart the web server everytime changes are made to the wwwoptions file.

Web Access Management (WAM) is used to calculate use statistics and to authenticate users. This product has a Forward Table that must be edited. This involves creating a 3-13 character "token" or name describing the service, URL for the resource, port number, service level, verification (yes, no), patron types (who can use), and a name for the service which will show up in the statistics.

Setting all this up requires communication among reference librarians, cataloging, Information Technology on campus and III.

Remember to test all links, view in different browsers, test if remote users can access via WAM, give instructions to users on how to configure their browsers to proxy. Dowling College librarians developed a troubleshooting sheet that asked for Internet Service Provider, browser and version, correct entry of authentication information, current record, clear cache. If all else fails the user is asked to bring or send the exact error message for further analysis.

Francie Davis then emphasized the need to publicize the site - make it the homepage in the library, use it in teaching, show it off at faculty meetings and at regional meetings.

The complete presentation is posted at <http://library.dowling.edu> under presentations/IUG April 1999.

Janet Chisman
Washington State University Libraries
Pullman, WA

MARC MeSH in the Innopac

Presenter: Stuart Spore, Frederick L. Ehrman Medical Library, NYU

The presenter started by thanking the people who developed the process of doing MeSH authority control at his library: Robert McDonald, Norm Medeiros, and Beverley English-Baptiste.

Basic background about the National Library of Medicine's Medical Subject Headings was presented.

The benefits of subject authority records in the OPAC are that they provide cross-references, they provide assistance to catalogers (notes on usage, etc.), and they contribute to consistent indexing.

An example of a MARC MeSH authority record was shown. There was some debate as to how a MARC authority record indicates which thesaurus the term is from. (Some thought the control number would indicate MeSH; a later presentation revealed that byte 11 of the 008 field specifies the thesaurus.) Amy Bohmann of III said that the authority record loader and the mapping to appropriate III field tags would distinguish between LC and MeSH authority records in the III system.

The problems with obtaining MARC MeSH authority records were discussed. OCLC and RILIN do not provide MeSH authorities. NLM provides the file of 484,000 records via ftp, but this file is not a searchable database. Reconvertors (e.g., LTI, Marcive) also provide MARC MeSH on a project basis. The Health Sciences OCLC Users' Group is urging OCLC to offer MeSH authority records, but so far there has been no action.

So, medical libraries are MARC MeSH orphans. Possible solutions include relying on a commercial vendor, hand-keying authority records, or living without them.

The New York University Frederick L. Ehrman Medical Library from 1990 until 1998 hand-keyed stripped-down non-MARC versions of what they considered to be the most essential MeSH authority records. There was no maintenance of these hand-keyed records. They pinned their hopes on a future reauthorization project.

In 1997 testing of the Webpac revealed that non-MARC authority records would not work. This problem has now been solved by III, but at the time this was the impetus for NYU Medical Library to search for a MARC MeSH solution. There was not time to send out the whole databases for reauthorization. They wanted a solution that would easily be integrated into existing workflows, that would make use of III headings reports, and that would show results soon.

The experiment involved loading the MARC MeSH ftp file dump from NLM to a UNIX server (119 MB), and writing Perl scripts to extract the individual authority records. Then they designed a MARC MeSH load system. The III first-time use heading report was parsed to write new bib subject headings to a file. This file was matched against the extracted NLM MeSH authority records, and then the matches were pulled into a file that the III authority loader could use. There are 3 Perl programs, one for each step.

There were 3 weeks of testing. A "fuzzy" matching process was tried and abandoned. The extraction process was slow (0.41 minutes per heading), so only a batch process made sense. (The installation of new hardware recently has speeded up the process.)

Coordinated headings (that is base MeSH headings with subdivisions attached, e.g., Carpal Tunnel syndrome|xcomplications) presented a problem. Coordinated headings authority records typically have no cataloger apparatus or cross-references. If a base heading only or if both a base heading and an associated coordinated heading appear in the catalog, there is no problem, one could load the base heading authority, or both the base and coordinated heading authority record as needed. But when there is *only* a coordinated heading in the catalog, do you load a base heading authority record, even though the heading as such isn't really in the catalog? Or do you load the less useful coordinated heading authority record? NYU Medical Library's decision was to load both the base and coordinated authority records.

This process was implemented in Apr. 1998, and in the first year 3,000 authority records were loaded and all non-MARC authorities in the system were eliminated. Subject headings appearing in the III first-time user report have about a 50% hit rate with MeSH authorities. The categories of failed matches include typos and other errors, incorrect or obsolete MeSH headings, and coordinated headings that match only a base heading (NLM does not bother to create coordinated authority records for geographic or form subdivisions). Failed matches are especially useful for identifying problematic headings for cleanup. In Apr. 1999, the new annual update of MeSH authorities was reloaded.

Drawbacks to this process are that it needs a powerful computer, you must have the staff to write Perl programming, it is a batch system that includes a certain time lag, it is more efficient for big files, and it generates some duplicate authority records for base headings (because of the choice to load both). The advantages include using system reports to contribute to good authority work, getting the NLM updates to MeSH in a timely manner, and it's available, affordable and does the job.

Will it work for others? It depends on your local conditions. NYU Medical Library stands ready to help you try it at your own site. Desirable future developments might be a central MARC MeSH server on the Web that libraries could subscribe to, or an improved NLM MeSH browser, and of course, the inclusion of MeSH authorities in OCLC or RLIN databases.

NLM MeSH site: <http://www.nlm.nih.gov/mesh>

HSOCLCUG site: <http://www.unc.edu/~btysingr/hsoclcug>

NYU MedCAT: <http://medcat.med.nyu.edu>

Question and answer session:

Amy Bohmann did not think that MeSH authorities were available in (or planned for) INN-View.

What does the staff have to actually do? Staff run the first-time use heading report, ftp the report to the server, and then load the results when they come back from the server.

What will NLM do about genre headings (655)? The NLM web site and their technical bulletins

may address that. It was said that NLM plans to create subdivision authority records (|v, |x) but that they do not plan to distribute them. III can support genre authority records, but does not have plans to support subdivision authority records.

NYU Medical Library does not yet have a plan for future updates of MeSH file yet. III suggested reloading the whole new file and then putting the blind references report into a review file for authority record deletion or suppression. Other libraries said they manually update their III systems by looking at the changes NLM has made. However, the III automated authorities program can correct bibs if a new or updated authority record is loaded.

Diana Brooking
University of Washington
Seattle, WA

Instant Gratification! Z39.50 & Windows Cataloging

Presenter: Mary Jane Kelsey / Associate Director for
Technical Services / Yale Law School / Lillian Goldman Library

Presentation and bibliography can be found at:

<http://elsinore.cis.yale.edu/lawweb/tech.htm>

<<http://elsinore.cis.yale.edu/lawweb/tech.htm>> OR

<http://elsinore.cis.yale.edu/lawweb/z39/index.htm>

<<http://elsinore.cis.yale.edu/lawweb/z39/index.htm>>

Ms. Kelsey's presentation was in two parts: 1) a brief overview of the Z39.50 standard and its history, and 2) the Z39.50 engine in partnership with Innovative Interfaces' Catalogers Workstation for Windows software.

Z39.50 is an international standard for communication that describes an information retrieval protocol. It consists of a client or origin machine that searches a server or target database, displaying the search results in the display of the origin machine, i.e., INNOPAC servers using Z39.50 to search other servers or databases will search and display using III searching and display methods. Z39.50 users are reminded that it does not standardize the user interface, does not compensate for local practices, or rank search results for relevancy.

Ms. Kelsey reviewed the Bib-1 attributes: use, relation, position within fields, structure, truncation, and completeness. Each search index has a precise combination of attribute values and these must be set up correctly for the process to work correctly. If not set up correctly, there will be no result or an unexpected result. The set-up for Z39.50 for the server name, database name, and search attributes is done in the character-based version of III.

With version 2.2 and the broadcast feature of Catalogers Workstation, you can choose that more than one server be searched at the same time. In this new version, the cataloger can update holdings to a bibliographic utility with Z39.50.

The Z39.50 standard does not imply standardized implementation but it has the potential to streamline workflow. It can bypass the complexities of getting bibliographic records into your catalog from the utilities and other libraries' catalogs. It also provides the potential for cataloging at the point of order and then overlaying the record later as needed. The III Manual has some generic information for attributes setup.

Kathleen Schweitzerberger
University of Missouri
Kansas City, MO

Lists A to Z: INNOPAC's Best Kept Secret

Presenters: David Rodgers, Serials Librarian, Baylor University & Carol Trinchitella, Head, Serials and Receiving Unit University of North Texas

Web site: http://www.library.unt.edu/tech__services/IUG

Using examples from academic libraries, the presenters demonstrated methods of creating Lists that could be used with Innopac's report generator, or used to generate a New Acquisitions web page. David Rodgers focused on the core concepts needed to create useful Lists. Employing examples from serials and acquisitions, Rogers illustrated how a knowledge of Innopac records could generate almost any statistical report that might be needed. Key to creating effective Lists is a knowledge of record structure and system codes. To illustrate the importance of understanding the record structure, Rogers discussed the differences between the checkin record and the checkin card. If the information needed for the report is contained in the checkin boxes, then the list should be built on the checkin card. However, if you choose the checkin card the review file will quickly fill with every checkin box. If the information can be found in the checkin record, building the list on the checkin record will provide a smaller and more manageable file.

Next, Rogers discussed the fundamentals of creating a search strategy. He stressed the importance of beginning with the record type (patron, bibliographic, item, checkin record, etc.) that matches the type of report you want to generate. After the record type is identified, determine which fields contain data that will retrieve the appropriate records, and create the search strategy. The search strategy ≥ 0 , will retrieve records that contain something in the specified field. The strategy ≤ 0 will retrieve records with nothing in the field. Other strategy options include; equal to, greater than or equal to, greater than, less than, less than or equal to, between, and not equal to. As an example, the search strategy `SCODE2=<initials>` and `CDATE` between `MMDDYYYY` and `MMDDYYYY`, creates a report that shows which serial records were created by a staff member in a given month. In Rogers's library, `SCODE2` is used for staff initials.

Rogers also discussed manipulation of files after they are created. Files can be sorted by any field, reports can be generated, records can be updated or deleted, or a new file can be created that is a subset of the original. In most cases, only portions of each record need to be displayed. Often this data exists in attached records, such as the item or order record. Rogers demonstrated how to select the title from the bibliographic record, a field from the item record, and a field from the order record. Sometimes it is better to sort and extract data based on the Marc field tag rather than the Innopac field tag. Rogers discussed how the "t" tag applies to the 222, 245, and other title fields, and how the "c" tag can apply to an 050, 090, or 099. Using the "t" tag instead of the 245 could result in a file that does not sort and behave as expected.

Carol Trinchitella's portion of the presentation focused on the creation of a web page from a recent acquisitions list and the use of the Lists function to generate a serials holdings list that could be sent to a vendor or compared to a commercial database. By using the strategies presented by Rogers, Trinchitella was able to create a list of ISSN numbers extracted from the bibliographic records in her database. This list was imported to MSACCESS using the Import

Wizard. She was then able to sort and clean up the data, and use it to compare against a list of titles reflecting the contents of a commercial database, or transmit the list to a vendor.

Trinchitella continued her presentation by discussing the steps involved in generating a recent acquisitions web page. Step one is to define what is a "recent acquisition." Does this include gifts? Does this include serials? Does it include all material types? After the definition has been agreed upon by all parties in the institution, step two is to define a goal. Goals should be based on such criteria as: Who is your audience? How often will the list be generated? Will the list be archived? If yes, where and for how long? The third step is to consult with other staff and consolidate efforts. It is important to determine whether this work is being duplicated in different departments and how departmental workflow will affect the final product.

Once the decisions have been reached, the file should be created. The file can then be sorted and saved in a variety of different ways, such as by call number, by title, and by material type. Each sort can be exported to MSWord or MSAccess and turned into a html file by using the find and replace function in these programs to enter the html coding. Trinchitella finishes by creating a hyperlink from the new title to the bibliographic record in Innopac and uploads the file to the web site. This web site can be viewed at <http://www.library.unt.edu/newacqs/default.asp>

Ruth Helwig
Central Michigan University
Mt. Pleasant, MI

The New Kid On The Block: Challenges For The New System Administrator

Presenters: Sue Thompson, California State University San Marcos, Marilyn Hanley, University of Massachusetts & Lynette Jacks, Central Arkansas Library System & Ken Grady, Innovative Interfaces Inc.

Three system administrators from a small academic library, a large academic library and a large public system presented helpful hints for stepping into a new system administrator position.

Sue Thompson suggest that the first thing you do is nothing. Get to know you system, talk to all departments and get a good overview of your system. Listen, listen, listen. Build relationships. Learn your corporate culture. Document your conversations with other departments.

Once you have the lay of the land, inventory your resources. List your hardware, software and licensing, diagram your network. Find out what sources of support you have, e.g., computer center, vendors, staff, books, etc. Who in each department can you find to assist you? Is there a "Mr. Fix-it" or a power user? Get to know your boss and howmuch he/she knows about your system.

Pull it all together with a notebook for projects, inventory, and support documentation. Develop a mission statement and share it with users. You can have a personal mission statement as well as a system mission. Take action: Report your findings, recommend projects, tackle your first project. Your first project should be notable, but very do-able. You want to make a success of this project. Involve colleagues and publicize your project and results.

Marilyn Hawley says get "Back to Basics." The system she took over had been without support for a year. Begin with project management by getting to know your personnel. Inventory each person's skills and talents. Determine what training needs to be taken to fill any gaps. Inventory all hardware and software. This inventory took about two months to complete. Who are the top administrators and those with influence. Meet the people in each department and find out who has an interest in technology. Establish a liaison group with the people above.

Set your priorities:

Campus wide find out who are your partners, e.g., a computer center, computer science faculty, other faculty. If this is a consortium, visit the other sites.

Be intentional and anticipate problems.

Document everything.

Evaluate all projects.

Celebrate your success.

Lynette Jacks talked about replacing someone who was "irreplaceable."

1. Never criticize the one who came before.
2. Constantly retrain the staff.
3. Network with others.

4. Get support from city and county.
5. Teach the community.
6. Learn to say "no."
7. Timelines for projects -- figure out your best estimate and then double it.

Ken Grady -- Innovative Tech Support offered these suggestions for "How to be a Systems Administrator and Have Friend Too.:

1. Know your system, map it out.
2. Keep logs of backups and events.
3. Prepare for the worst.
4. Use CSDirect to track your open calls with Innovative. Keep records of old problems. Knowing what has happened before and help when solving a new problem or a variation of an old problem.
5. Read the FAQs.
6. Trouble shoot before calling Innovative.
7. Know your contract. What does III do for you?
8. Send enhancements to Innovative.

Fran Levin
Rogers Public Library
Rogers, AK

Implementing (or not implementing) Pay for Print Services

Program Coordinator/Presenter: John Culshaw, University of Colorado at Boulder. Presenters: Tom Moothart, Colorado State University Libraries
John Zacrep, Jefferson County (CO) Public Library

Printing volume has increased as libraries have turned to GUI products in public areas. In addition to WebPACs, libraries are subscribing to hundreds of web-based indexes and e-journals. This strains systems hardware budgets as well as library supply budgets. This program presented case studies of 3 Colorado libraries (2 large academic and 1 large public) and details their decisions about whether or not to charge their clients for printing.

Tom Moothart spoke first of Colorado State University's experience. They do charge for print services but encountered some user backlash when the charges were first implemented. Students at CSU pay a technology fee and there was some feeling on their part that the fee should cover these charges. Because printing had been provided free of charge for some years, they had become quite accustomed to not having to pay an extra cost. Tom provided the analogy of "free heroin" to give an idea of how difficult it was for them to have this free service taken away from them.

CSU began to consider charging for printing after a flood in 1997 damaged much of their journal collection and the print was replaced with electronic sources. After noting a \$30,000 increase in the printing charges and an ever increasing amount of staff time devoted to dealing with printing issues they decided to implement print charges. CSU decided to contract out the service and settled on Uniprint, an IKON system. An NT server, printers, and card readers were installed at no charge to the library and the service was staffed by IKON personnel. Patrons used copy cards or their student ID cards to pay for prints.

The biggest problems arose from the fact that they implemented the printing charges over the summer without talking to student groups. Faculty had been consulted but had not passed the word on to students. In hindsight CSU library would have done more advance publicity and would have made it known that the library did not receive a portion of the technology fee. Another issue is that the library is the only department so far to charge for printing so students could go elsewhere on campus and print free of charge. One positive aspect now is that print jobs can be confidential since they don't print to public printers.

John Zacrep of Jefferson County Public Library spoke about their involvement into pay for printing. They operated on the honor system when they first switched to III but many patrons didn't comply. They tried using smartcards but the system they used was not reliable and provided a whole new set of problems. The CSU solution was not an option because they couldn't afford the technology. The solution they arrived at was to install NT servers in each branch with an HP4000 network printer. The printer is behind the circulation desk and patrons must pick up their jobs there. A separator page is printed to identify each print job. Patrons still sometimes don't pick up their jobs but the frequency is far less than it was on the honor system. Jefferson charges \$.20 per page.

John Culshaw of UC Boulder provided a different take on the issue: UC Boulder has decided for the time being not to charge for printing. They feel they need to coordinate with the IT department and do the same in each department in regards to printing. Students have voiced big objections to paying for print jobs and the library found that a very small percentage of patrons were doing a large percentage of the printing. Additionally, moving to laser printers from inkjets actually decreased their paper costs. Without more data they felt they weren't in the position to begin charging. They will continue to analyze costs and plan to reexamine the issue in 18 months.

The floor was opened to questions

CSU was asked if they charged the same for prints as for photocopies:
They charge \$.07 for a photocopy and \$.10 for a laser print.

Jefferson was asked about the impact to Circulation of requiring patrons to pick up & pay for jobs there. There was an impact but they prepared for it and are staffed accordingly. Audience members offered that those in similar environments often saw a rush at the end of the day at closing and had many unclaimed print jobs.

A short discussion followed on strategies to reduce printing. UC Boulder mentioned that they reformat any free disks they receive in the mail and offer them free to students for downloading. An audience member mentioned mounting an ad campaign to heighten patron's consciousness in this area.

CSU was asked if charging for printing in the library simply caused people to go to another department to print, thereby displacing the cost instead of eliminating it. Tom said that they had been an increase in printing in the computer labs but that they hoped to reduce that by providing the free disks for downloading.

UC Boulder mentioned that they had considered giving students a threshold of printing if they can find the technology to handle such a system. They would still need a way of accommodating public patrons.

The program closed with a general survey of the audience to see how many were currently charging for web printing: About 50% of the audience indicated that their institutions had begun charging for web printing. Based on the attendance and enthusiastic participation this is clearly an issue that many libraries are currently struggling with.

Caroline Mann
University of Portland
Portland, OR

Statistical Reports for Acquisitions and Collection Development

Presenters: Harriet Welsh, Training Consultant, Innovative Interfaces, Inc.
Arlene Hanerfeld, Associate University Librarian for Technical & Collection Services, Randall Library, UNC Wilmington

Arlene's portion of the presentation can be found at:
<http://library.uncwil.edu/iug99aah/index.htm>

Good data in;
good data out

- What information is your library required to report on?
- What information would be helpful for collection development?
- Set up appropriate codes
- Use those codes consistently in records

Tools for generating statistics

- System Codes
- Fixed-length codes
- Group call numbers for statistical reports

Fixed-length Codes

- One-character, alpha-numeric, 32 possible values
- Bib record: BCODES1-3 (BIB LVL, MAT TYPE)
- Order record: CODES1-4, ACQ TYPE, FORM, ORD TYPE
- Locations: Bib and order records
- Funds and vendors
- Dates
- Bib record: CAT DATE
- Order record: ODATE, RDATE, CDATE

SCAT Table -- Group Call Numbers for Statistical Reports

- Ranges are inclusive
- Words as call numbers use first 3 letters
- Leave no gaps
- Category number determines order
- Description displays in reports
- Call number range displays
- if no description
- multiple ranges assigned to one category number

How to test the SCAT Table

- Create a review file of 30 or 40 records within the range you want to test
- Sort by call number
- Print list of call numbers
- Use that review file to Create Statistical Report based on Call Numbers
- Compare list to report

More tools...

- Create Lists of Records
- Rapid update
- Create Statistical Reports
- Fixed-length codes
- Call numbers
- Dates
- Bib utility command line macro
- 949 *recs=bo;dflt= ;br= ;fd= ;vd= ;ep= ;c2= ;c3= ;
- Defaults for New Records
- Make sure default codes are correct
- Prompt for fields you want updated
- Multiple defaults for multiple purposes

Millenium

Web Management

Collection Development Report

- Statistics grouped
- by SCAT range
- over a selected time period
- Combines activity from:
 - Cataloging
 - Acquisitions
 - Circulation

Following Harriet's discussion of guidelines for using codes and maintaining statistics, Arlene presented specific examples of reports generated at Randall Library. Since migrating to INNOPAC five years ago, all departmental statistics have been generated using Create Lists and Statistical Reports.

CODE1 of the order record is used for materials types, and a cross tabulation of RDATE and CODE1 is used to generate reports of acquisition statistics. Cataloging staff insert a date in the CDATE field of the order record so cataloging statistics can be compiled with a cross tabulation of CDATE and CODE1. The PCOUNT field in the checkin record is used to compile statistics of materials received on subscriptions. If materials are not received on subscription, and do not have order records, "generic" order records for various material types are maintained, and the volume field of these order records is incremented as materials are added or cataloged. Withdrawal statistics are compiled by using ICODE3 of the item record to indicate volumes that are withdrawn or discarded. Statistical reports can be generated for withdrawals by call number and location. After reports are generated, OCLC numbers can be copied and pasted to CATME for holdings

deletion, and then item records in the list can be deleted from INNOPAC using the “Delete Records of Any Type” feature.

Accreditation reporting requirements usually vary by discipline, but most academic departments request basically the same type of information concerning library holdings: number of books held in their discipline, number of journals, and funds available for purchasing library materials. Faculty involved in accreditation are always grateful for any information the library can provide to help them complete the paperwork that accrediting agencies require. Order CODE4 and checkin CODE4 are used to assign subscriptions to departments, and various statistical and title reports can be generated from lists based on these codes. Departmental fund codes are used for firm orders, and various reports can be compiled for these materials. Item location code reports and SCAT table reports are also useful for subject analysis of the library’s collections.

Collection development reports have been developed to assist with both subscription and firm order purchasing decisions. Print and electronic subscriptions are defined by fund, and order CODE3 defines the format of each subscription, i.e. continuation/standing order, data set, index/abstract, journal/magazine, multi-format, and newspaper. Circulation statistics are used to identify little used materials that may be candidates for storage or withdrawal, and circulation statistics are also used to identify heavily used items. A list of all non-reserve titles that circulated more than 15 times in 4 years was justification to purchase additional copies and titles in heavily used subject areas.

Harriet Welsh
Arlene Hanerfeld

Adapting Acquisitions For a Multi-Library System

Presenters: Sheila Thompson, Jane Keeton of the Birmingham Public Library

In this session the presenters described how their library adapted the Innopac Acquisitions module for purchasing materials for a large public library system. The system includes a central site, with 7 ordering units, 4 regional sites with 3 ordering units each, 15 neighborhood units, and 1 municipal library.

According to the Jane and Sheila, they order over 1.7 million items at a cost of 1.5 million dollar. The 1.7 million items translates to 250 orders placed and 250 items received each week.

Prior to transferring to III, the Birmingham PL used a mainframe system specifically designed for their library system.

When transferring to III the library had several goals:

1. Order all materials electronically
2. Minimum of keystrokes [download bibs]
3. Paperless system
4. Coded order records for retrieving as much information as possible.

The presenters next discussed the requirements for electronic ordering.

Vendor set-up for electronic ordering:

- reply e-mail address [this library set up a separate LAN e-mail account for their order confirmations]
- needed both library and vendor SAN #'s
- via vendor maintenance screen, set up note 2 &3.

NOTE 3 is used for vendors with a single account

NOTES 2 & 3 are used for vendors with multiple account #'s

Selection is done via 5 Selection lists/per month.

The library downloads bibs from BIP+, create orders with copies =0 and loc=none. The orders are suppressed to the OPAC.

Lists are distributed via e-mail.

Sheila went on to explain how Birmingham PL downloaded their records, massaged the data and e-mailed lists of titles to selectors.

Ms. Keeton then went on to explain how they determined where their source records would come from. Birmingham PL looked at OCLC, BT LINK, and BIP+. They found the

following:

- OCLC - charge for each search plus every export. OCLC had the best MARC records.
- BT LINK - this product was used and liked by the selectors prior to conversion to INNOPAC. Not used for source of downloaded bibs because the product loads records after they have been sent to the vendor. You are actually loading the confirmation report. This will process would not work for BPL.
- BIP+ - With this product, Birmingham PL could select a records to be downloaded to a PC, sort the list by using a sort code, check the ISBN #'s, then broadcast a list of 300 to 500 records to a selectors.

Selection lists are sent out via e-mail and received back via e-mail. Once the selection lists are returned, the library places firm orders with vendors. The majority of the orders placed via this process are firm orders. Orders sent to the vendors via e-mail.

Records added from BIP are suppressed in the system. Firm orders are placed with the vendor, cataloged title by title, with the Bibs and order records suppressed in the catalog.

The library does have several standing order plans for monographs via their vendors, including monographic series, popular adult fiction, paperback plans, popular music, etc. For subscription plans, Birmingham PL creates 1 order record.

Receiving – this library uses rapid update to receive materials and create item records. The process is completely paperless.

For standing orders, the library creates an internal note in the order record. – INT NOTE: rec'd 66 copies 38534800 2/8/99.

Drawbacks – the library cannot receive partial shipments. Partial shipments must be handled as a separate step.

Payments of invoices – There are a lot of Pros. 1. The library can pay several invoices at one time. 2.order record is not locked in cataloging. 3. Cataloging is completed by the time the invoice is paid. Posting is a separate step.

This process has created a 'centralized chaos' for the Birmingham PL. From developing their internal procedures, the Birmingham PL has several enhancement recommendations.

Ordering – Password protections

1. Brief view / full view of orders linked to separate passwords.
2. Passwords that are tied to location and fund codes, much the same as for circulation.
3. The ability to download bibs from the Web.
4. Small vendors – e-mail orders. Tag the fields needed to create a list of orders.

Receiving -
restored.

1. RACTION prompt is lost in Rapid Update, would like to see those
2. Cancellation prompt should be available in RAPID UPDATE.
3. Partial receipts – receive large number, would like to be able to receive via RAPID UPDATE.

Paying Invoices

1. 500 line limit prompt for large invoices. Stop the ability to add more entries, or request an override message.

Miscellaneous Requests:

1. All variable fields should be searchable, instead of having to use create lists.
2. Deleting order records should be a simple process. Instead of having to create a list, and then go to a separate function to delete the entire list. The library agrees that warnings should be part of the delete process, and should be tied to a password.
3. Fund transfer report. This would be used to track funds transferred between fund codes.

There was a lively discussion after the speakers finished regarding the enhancement requests /recommendations made by Birmingham Public Library.

Judy Cerqua
State Library of Ohio
Columbus, OH

Dynamic Links: Adding Current WebPac Search Results To Local Web Pages

Presenters: Berry Chamness and Mark Colvson of Bryn Mawr College presented an experimental project to provide access to online resources. The presentation source can be found at <http://www.brynmawr.edu/Library/IUG>. There were no program handouts.

BACKGROUND

In Spring of 1998 Bryn Mawr College purchased the III scoping feature. They had a desire to include web resources in an organized way in the OPAC to achieve access in a way search engines cannot provide and to bring users back to the catalog to find resources. They also had a desire to make their web pages work better for the staff and patrons of the library. They felt that they were splitting the user's attention between the web pages and the catalog. Prior to the project, the web pages had been split between content pages for fee-based and free resources.

Because some resources do not fit neatly into certain subject resource pages, if a link included in several pages changed, maintenance would have to be done on each page containing that link. They wanted a way to eliminate redundancy, especially in a consortial environment. (Bryn Mawr college is part of a Tri-Collete Consortium) Long web pages with hundreds of links containing little information about the site is inefficient. This type of page is really a single index catalog with only one access point. Records in the OPAC can provide multiple access points.

HOW IT WORKS

Each subject resource page includes a hyperlink "Longer list from Tripod. The hyperlink contains a canned search--a string that performs a subject search within the "Computer files/Online Resources" scope. Results are displayed in the browse screen. The scoping function is not necessary to a project like this. You can create a set of subject headings for online resources and use that for your canned search. You could also make use of the 655 genre/form field.

THE PROCESS

The catalog department did not have the resources or personnel to create full MARC cataloging for each website, but they wanted to use specific fields as access points. They needed the help of selectors. Selectors key records into III using the Key New Records feature following instructions for MARC fields prepared by the head of cataloging. They used a subset of LCSH, defined by the head of cataloging, for subject access, to spare the selectors from having to delve fully into LCSH. Each discipline has one subject heading.

They went back and added subject headings to fee-based resources so they would also appear on the page. (Bryn Mawr College looked at using a product called MARC-It and found it very easy to use, but converting and loading the records into Innopac was time consuming. They wanted results quickly and MARC-It would have to be done as a longer process.)

KEYING RECORDS

A uniform title is used for every electronic resource, that is a 245 MARC field "title" (Online) so that in the browse screen the user can tell immediately that it is an electronic resource. They also used a 245 |g [computer file]. If the resource was a serial the used MARC field 222 because their journal title index is generated from the 222 field. A 246 field is used if needed for abbreviated titles or other titles on the site. A 520 summary note is composed by the selector and/or copied and quoted from the website. This field is used to take advantage of keyword indexing. One 650 field is used for each record based upon the subset of LCSH created by the head cataloger and 7-8 authorized subdivisions (i.e., for metasites, the subdivision "Directories"; for organizations, the subdivision "Societies, etc") These subject subdivisions mimic the layout of the original subject resource web pages. They created a template for keying records which included the material type (m) and a special BCODE to allow them to create a list of all keyed records, if in the unlikely event, this experimental project does not meet their expectations.

ADVANTAGES/SOLUTIONS

1. If a URL changes, there is only one place to make the change (instead of multiple web pages which might include the same resource).
2. Library catalog remains the primary finding tool.
3. Web pages can be modified to fit current needs without losing links. Maybe an instructor in a sociology course will want AIDS resources on the Sociology webpage for a semester, and then decides to take it off, the resources will remain in the catalog database for future use.
4. Experimental method of collection development by librarians allowing librarians to choose and select free electronic resources.

UNINTENDED CONSEQUENCES

1. Brief v. extended display. The default is extended display but it doesn't work with the subject headings so they had to go back to brief display. Innovative intends to correct this problem by constructing a URL that forces extended display for only that search.
2. They do not put a location in the LOCATION fixed field. In the telnet version of the OPAC this field is blank, in the WebPac it appears as "NONE"

QUESTIONS AND ANSWERS

Will libraries find time to catalog? Some things deserve more headings than were on the list, so selectors e-mailed the record no. and subject to the catalog department and they reviewed the record. Added entries for corporate body had no authority control.

So far they have 209 titles since October, 1998.

How long will general term assignments be useful, i.e., Art. Once the number of sites grows, it ceases to be useful. Not sure what time frame will be but may need to go back to more specific subject heading.

They continue to maintain subject web pages, but are trying to add to the catalog rather than the webpage. Using pages as subject bibliographies. Subject heading is link to search the catalog for more resources.

Electronic journals : For Lexis/Nexis, they got a list, made a template and had staff key in brief records with no subject heading, just title and series entry and URL. It is possible to convert a list of journal titles from Lexis/Nexis to Excel or Access and mount on the webpage.

Is there a limit to the number of sites you catalog? Will you weed no longer active sites? Selectors are selective, not trying to catalog the internet. We choose sites where there is a clear commitment to archive materials. After a year, it is likely that we will have selectors review the sites that have been cataloged. Lists can be created for use with a link-checking software product.

Innovative representative : Link checking will be in next full release and part of Web Access Management

Lisa Roberts
California State University
Sacramento, CA

Y2K Issues

Coordinator/Presenter:

Karen Weedman (kweedman@manta.colostate.edu), Colorado State University Libraries

What is Y2K? It is caused by using 2 digit dates for computers. 2000 is also a leap year so computers must account for the extra day.

There are lots of problem areas. Computer and network hardware need to be tested. Most vendors are indicating on their web sites if they are Y2K compatible or not and what their plans are. Some also have software patches available that can be used. If a computer is not Y2K compatible after testing, then it might be used in another way in the library. CSU used the TF2000 software to test over 480 computers in their library. Other problem areas include: operating systems, software applications, custom written code, data values and formats, interfaces between computers & applications, and embedded systems. All of these need to be checked out.

It is important to know how application dates are stored and interpreted. Fixed windowing and sliding windowing are important. For example, in MS Access, v.8, any year entered as 00-29 is interpreted as 2000-2029. Any year entered as 30-99 is interpreted as 1930-1999. You need to be aware of the window in your particular application. Also, if years suddenly begin to be entered as 4 characters, you need to be aware that this can expand the field from a two character field to a four character one.

Testing methods include changing input dates and confirming the calculations; changing the computer date and checking calculations through the critical times (do not test on LIVE systems); checking interfaces, data and exports.

There are some special dates that may cause problems. For example, 9/9/99 is often entered when a date is unknown. This could cause problems when this date actually happens. Also, MARC records are going to have a special set of problems. The LCCN began in 1898. In 1998, LC began assigning these numbers starting at a higher number so that numbers would not be reassigned. They will begin using a 4-digit number soon. There are 4 fields in MARC records that currently have 2 digit dates. These represent 1968 and above. LC will not change the format, but sometime before 2068, this will have to be addressed. Beginning on Oct. 1, 1999, GPO will begin using a 4-digit date code. This can create problems if librarians are not aware of the special rules and exceptions.

III policy: will not be changing the format of data that is transmitted. Innovative is in contact with all the vendors with whom they exchange information to ensure that each side knows what to expect. They have 5 interfaces which are based on an agreed upon format between

vendors: MARC records to and from vendors; monographic and serial invoices; acquisition orders; serial claims; and the ILL interface. The local site must confirm Y2K issues are addressed in the following areas: loading patron records; bursar output; payment history file output; and patron API. Each of these areas should be checked out to see if the dates will work.

Exporting selected data from III: MARC output is straightforward; End-Note and Pro-Cite have no dates of concern; Millennium Web reports may need to be looked at in how they interpret dates; any parsing program that is used may need to be changed (for example, EXP DATE: may change to EXPDAT: to include the extra digits); outputs from Create Lists may need to be checked to see how the dates display.

Other III interfaces that need to be looked at: self-checkout (if you use 3M, you should check with them); Z39.50 client and server; Z39.50 interfaces with database vendors to show local holdings; PC-Circ & PC-Patron; barcode readers; telephone notification system. There are embedded systems that can be affected as well. These include: elevators, phone systems, fax machines, HVAC systems, security systems, fire alarms, camcorders, and inventory scanners. The best thing to do is to check the vendors' web sites for the most current Y2K information. If they do not have current information, call the vendor and request it.

Assessment and planning: do an inventory of your equipment, determine its status and test it for compliance. Identify and obtain needed resources and determine your response to the situation. Implement your plan and then monitor its progress by testing and testing. Always have a backup plan.

Several websites devoted to this subject are listed on the handout. Beth Hoffmann at III is the contact person for Y2K issues. Her email is y2k@iii.com or bhoffmann@iii.com.

Denyce Seaman
Baylor University
Waco, TX

Yes We Can! Handling Authority Work In-House on a Shoestring

Presenter: Kay E. Lowell, University of Northern Colorado

Kay discussed ways to keep in house authority work up to date (with a large database and a small staff).

Topics covered:

1. Decision making for authority control work, ongoing authority work, and in-house vs. vendor
2. Developing a plan for in-house authority work
3. Using III's Heading Reports.

Kay assembled a bibliography (included with conference proceedings) of suggested readings in three areas of Authority Control.

1. Background (principles, planning, and basics of authority control)
2. Special Topics (workflow, costs, personnel, and special problems)
3. Tools (for ongoing authority work).

Background information:

Presenter: Kay E. Lowell, Science/Catalog Librarian, University of Northern Colorado

Departmental staff: 1 Catalog Librarian, 3 copy catalogers, and 2 student assistants

System info: appx 465,000 bib records, 250,000 Marcive records to be loaded soon, 170,000 authority records, average 200 "First Time Use" headings per day.

Authority work: Daily headings work done on all new and modified bib records. Changed headings work done monthly. 20-30 minutes of Authority work is done each day.

Presentation Notes:

Decision making for authority control work:

Where to get authority records

Which records to load

How to handle on-going authority work

Where to get authority records:

Key paper authority records into system (not recommended)

Download records for bibliographic utility individually

Vendor supplied records

Which records to load (See Irwin and Younger articles listed in bibliography for more details)

Entire file

All records for bibs in your database

Only authority records containing cross-references

Records for subdivisions

Brief or pseudo authority records

No records

Ongoing Authority Work (more decisions to make)

Pre or post cataloging (see Greever article listed in bibliography for more details)

No match clean-up

In-house vs. vendor

In-house Authority work

Librarian or staff

Cost (estimated cost per year for UNC \$2,500 for in-house vs. \$3,120 for outsourcing work)

Use your staff (teach theory behind authority work, document all local procedures and practices, always be available to answer all questions)

Using III Headings and Authority File:

Working from printout vs. working online (working from printout allows you to work at your own pace, helps you keep track of what has been done, and allows you to clear the reports file on a regular basis. Working online allows you to complete work imme

Get to Headings Reports:

D > Catalog DATABASE maintenance

H > Report HEADING changes

Headings reports used at UNC:

F > Headings used for FIRST Time

I > INVALID headings used

D > DUPLICATE call numbers & other errors

B > BLIND References

R > Duplicate authority RECORDS

A > ALL Reports

Please note that UNC does not have Automatic Authority Processing

Susan DiRenzo

University of Akron

Akron, OH

Strategies For Printing Customized Reports

Presenter: Margaret Lourie, Suffolk University

There were many ideas submitted by Margaret on how to tackle this problem. The main idea is to setup your PC so that it Aprints to file@ and actually does not print. That way you can use your PC to Areprocess@ the data in your own way, by using office programs such as Microsoft Word or Excel. There are many benefits of Aprinting to file@ instead of actually printing:

- No wasted paper
- Experiment without printing
- Condense lengthy print documents
- Mistakes made in report setup do not matter

To setup your PC so that you can Aprint to file@ is located on the web at, <http://www.innopacusers.org/faqs/print>, however, the directions here only discuss PC=s not Macs.

Once you have setup your PC it is important to develop a process by working with a small sample first, and write down what you do. The important thing is to be patient as you try and figure things out. Finally, the above listed website goes into more than just how to setup Aprint to file@ and can find copies of handouts for this session, general tips, and a overview of what was discussed.

Bryan Fearn
Linfield College Northup Library
McMinnville, OR

A Consortium Brings Up A Union Catalog: Issues And Their Resolutions

Presenters: Nora S. Copeland & Joan Beam, Colorado State University, Lois Jones, University of Denver & Helen Reed, University of Northern Colorado

Helen Reed presented a history of the implementation of the Prospector Union Catalog in Colorado. The project began with a joint grant proposal from 16 major academic, public and special libraries in Colorado to the Colorado Technology Grant and Revolving Loan Program. The proposal was funded for \$640,000 in 1997. The libraries involved used either CARL or III for their catalogs. The combination of different types of libraries with different online catalog systems makes this a particularly complex venture. The union catalog is currently a work in progress and can be viewed at <http://prospector.coalliance.org>. Detailed information on Prospector can be found at <http://www.coalliance.org/prospector>.

The goals of the project were to provide access to cataloged resources, accept patron requests across the system and provide document delivery. The main motto soon became: Think globally when acting locally. This required many avenues of communication. The libraries formed cataloging/reference and circulation/document delivery task forces. Further communication was provided via the Prospector web site, publicity via the Alliance newsletter, open forums, site visits and nitty-gritty sessions to discuss details such as codes.

Six sites currently have records loaded. The goal is to have all III libraries online by June and then to add the CARL libraries. Next will be a test of the document delivery system. The hope is to go live in fall 1999. Work to be done includes: Complete site visits to four more III and four CARL libraries, finish the data loads, address policy issues, develop a training program and identify a task force structure for ongoing issues.

Some of the details that have to be considered are field groups, indexes, load order, institution precedence table for records, code mapping and matching, and OPAC screens. The profiling process included collecting documentation for local systems from all III institutions, creating a composite list, and using the most common practices if possible. Prospector indexes include author, title, word, subject, LC, MeSH, children's subject, call # (LC, NLM, Dewey, SuDoc). Matching points are on OCLC number, ISBN, ISSN and/or the first three title words. Indexing comes from the bibliographic record loaded in the catalog.

The consortium began loading with the two largest institutions. Codes requiring mapping and matching were BCODE3, ICODE2 and SCODE4. Individual libraries did not have to change codes, but did have to say what they used and map it. Circulation status codes may have to change.

Lois Jones discussed testing. This process required working together as a group with a division

of duties and reporting to the task forces. Each library contributed 1,000 records to the test database. It was the responsibility of each library to test its own records, two or three indexes, overlay matching, and display. The findings of each were reported to the task forces.

Pre-load Task Force guidelines included matching points. First on the MARC 001 (OCLC number), second on the MARC 020 (ISBN) and MARC 022 (ISSN). If there was no match then the record was considered unique. Each institution was also responsible for cleaning up its own records.

Nora Copeland addressed some of the problems that might arise. For instance, what do you do if there is no 001 or an 001 with a prefix or suffix that causes no match? The cleaning up process included looking for MARC fields with wrong data or no data, mandatory fields, such as the 245 missing. Each library spent a lot of time on this database cleanup with extensive use of the crate lists feature. It was especially important to know the history of the database so possible problems could be identified.

Ongoing considerations included: encoding levels, changing/updating loaders so important data is not stripped, adding/updating codes in local systems. Local practices must be linked to practices of the union catalog. Record defaults must be updated.

Joan Beam discussed some of the problem issues. For serials this was the issue of latest entry vs. successive entry. The Prospector group chose successive entry and encoded latest entry lower. There were also problems with the ISSN/OCLC matches. The other major issue for serials that emerged was the display of the 856 field. Only those in the generic record would display. This brought up the issue of cataloging online resources separately or including this information on the paper record. Consortium members need to decide whether to have separate records for each format or put them all together.

Screen displays also required collaboration. The main principles in Prospector were to make it clear to users which link was to the union catalog and which was to the individual library. The other principle was to try to keep things simple, consistent and refer to local libraries.

Overall, this is a complex project which requires a lot of thought and planning. Be sure to visit the two sites mentioned in the first paragraph to see how Prospector is doing and for more details on the project and the process.

Janet Chisman
Washington State University Libraries
Pullman, WA

INNOPAC Happy Hour: Two Fun Things to do with the 856 field in your WebPac

Presenter:

Thomas G. Tyler, Associate Director for Budget
and Technical Planning
University of Denver

Tyler began his presentation with a brief discussion of the evolution from URLs to PURLs and an introduction to the subfields in the 856 Marc field. He noted that the subfield u contains the actual URL or PURL and that the subfield z contains the text that displays to the public. Several examples were shown of how libraries have chosen to display URLs in their OPAC, including some examples of bibliographic records that contain multiple 856 fields. Realizing the need to check the validity of the Marc 856 hyperlinks in the OPAC, Tyler created the program MarcXGen to convert an Innopac review file into an HTML page that could be used in conjunction with other third-party link-checking software in order to identify bad and broken hyperlinks. MarcXGen is unsupported freeware that can be downloaded from <http://www.du.edu/~ttyler/freeware/marcxgen.zip>. MarcXGen will check all URLs regardless of whether they display in the OPAC. MarcXGen is designed to format the URLs in a format that can be used by a link-checking program. It does not perform the link check itself.

The second portion of the presentation focuses on the second "fun thing to do with the 856 field. At the University of Denver, the government depository staff identified a need to improve their method of tracking and displaying materials being added to the collection. They had chosen not to check in materials through the serials module and had no easy method of displaying holdings. Tyler devised a method of creating an MSAccess database of issues received, coding the bibliographic records with a special 856 MARC field that would act as an hyperlink to the MSAccess database and allowing access to the inventory of government documents through the 856 hyperlink in the OPAC. Further discussion of this process can be found in the handout provided in the conference notebook.

Ruth Helwig
Central Michigan University
Mt. Pleasant, MI

Technobabble Translated

Program Coordinator / Presenter: Peter Murray, Case Western Reserve University

Presenter: Chick Markley, Innovative Interfaces

Web Site: <http://www.cwru.edu/dms/homes/pem/iug1999/technobabble/>

Peter Murray and Chick Markley revealed the meaning of common and not so common computer and networking terms found in the program handout in their humorous and informative manner.

Some of the terms reviewed that were in addition to the handout included:

CHRON - run a process on the III system at a specific time.

PROTOCOL - agreement on how two different systems talk to each other.

JAVA vs JAVA SCRIPT - both are computer languages but are different from each other. Java Script is used with the Netscape browser.

IIIDB - the entire III database

HM7 - III programs

DFILES - III Data files

IFILES = III Index files

KFILES - III Keywords files

A web site devoted to computer technology was mentioned and can be found at the address: <http://www.pcwebopedia.com>

Dan Krupp
Evansville Vanderburgh Public Library
Evansville, IL

A Primer on WebPAC and Electronic Journals: Enhancing Access with INNOPAC

Presenters: Virginia Scheschy, Director of Technical Services, University of Nevada, Reno and Ted Fons, Innovative Interfaces, Inc.

This presentation dealt with the use of the 856 field to provide a link to remote sources in WebPAC, issues in maintaining URLs, and Web Access Management as a means of authentication of remote users.

The 856 field of a bibliographic record can link a user to a full text document by a simple click. This is in addition to a link that can be created from the library's homepage or a featured list. A library should consider cataloging online resources for which it pays and other useful resources even if they are free. Whether or not to cancel paper subscriptions is an individual decision for the library to make on its own. Some considerations must be made in cataloging these on-line resources. Will the library use a single record or separate? Items and bibs? Consistency in the 856 field is important. A review file can be created in the INNOPAC and then linked to the mainmenu of WebPAC for a "Featured List". Lists such as this should be recreated often to add new titles and to maintain accuracy.

Maintaining URLs can be done in many ways. The following suggestions were made by the presenters: use a link checking software (such as Linkbot), create a list and import into an HTML editing program, use a PURL service, coordinate with the Webmaster who may already be maintaining links, and have staff/users report dead links. It was also noted that in Release 2000, INNOPAC will have its own link checker.

Innovative's Web Access Management (WAM) module is used to authenticate patrons through the INNOPAC for remote databases. WAM forwards the request and then verifies by patron type and service level. Each WAM connection uses a user license, but expires after two minutes. In Rev-M of Release 12 the number of remote servers allowed will increase from 50 to 100. Web-based statistical reports are available with the module. WAM has two methods of access: 1) Proxy Server. This service is for remote servers which use JavaScript. This configuration requires the user to setup the browser software for the proxy service, maintains a ten minute timeout, and uses a standard link. 2) Command Link. This method uses cookies which expire at midnight or when the browser is closed, uses a "token" link and is used for Innovative's reference databases. Both methods require maintenance of the Forward Table, a list of servers, their IP addresses, and valid patron types.

Jenny Horton
Holston Associated Libraries, Inc.

III and Banner: Making the Data Work for You

Program Coordinator/Presenter: Barbara Kriigel, University of Michigan-Dearborn

Presenter: Patrick Armatis, University of Michigan-Dearborn

The presenters detailed how Banner (a campus registration and records database) interacts and exchanges information with III. The program began with a brief overview of UM-Dearborn. The campus has an enrollment of about 8,000 students and is primarily a commuter campus. Banner was implemented in 1997 and the library staff participated heavily in the implementation and continue to have much involvement with Banner concerns.

Banner is made up of a number of primary systems (student, alumni/Development, finance, etc) and each primary system is comprised of application modules. The student system, for example, has a recruiting, admissions, registration, etc. modules) Each application module has associated forms or screens for searching and input. Security can be placed on a variety of levels and the campus was very conservative in assigning clearances.

Some of the forms relevant to the library are: holds, registration, identification, comment, degree summary, faculty Information, and email address. Some future areas of interest to the library are the accounts receivable, financial aid and fund raising modules of Banner.

To place holds in Banner, UM staff used to create a III file of patrons who need holds through the create list function and use this list to individually place holds on the students' accounts. A script has been written which now automatically placed the hold in Banner.

UM Library staff have begun to create their own queries in Banner to export patron information to Innovative. In this way they can update the patron file as often as is necessary and control the content and format of the data in the patron record. Staff were trained in Microsoft Access. Other SQL software can also be used in to query Banner. Essentially the process involves locating the data in Banner, creating the Microsoft access query, converting the data into a format usable by III and loading the data in III.

Queries take data scattered across several Banner tables and create a new table with the requested information. Once the table is created, staff must check for duplicate records and troubleshoot to see why they occurred. Once data from one table has been added, the next table is linked and the results checked. Running queries can be time consuming depending on the system usage, hardware, software, etc. and the results may vary since Banner is a real time system.

Tips for creating queries include the following:

- Start with one table at a time
- For complicated tables create a simple query which contains only the data type you desire
- Create one master query that uses the table of PIDMs (unique personal identification numbers) to extract all necessary data
- Use macros to import and export data and run queries

Once the data has been gathered into a file there are several formats available for importing it into III: marc, 80 column punched cards, text file image, and text file image with record labels

The data is imported into III via FTS/FTP. The error log must be checked and corrections made as necessary.

The staff estimate that the entire process (querying, converting, loading and making corrections) takes 30 minutes once the initial learning process is complete with some variations in time due to system usage and amount of data in the load.

The presenters concluded by outlining a procedure to synchronizing holds between Banner and III and to automatically place holds in Banner (details are in the accompanying handout).

The presentation may be viewed at <http://www.umd.umich.edu/lib/iug>

Presenters invited questions to be sent to them via email or voice:

Barbara Kriigel	bkriigel@umich.edu	313-593-5614
Patrick Armatis	parmatis@umich.edu	313-593-5564

Caroline Mann
University of Portland
Portland, OR

Integrating Webpac with the Library's Home Page

Presenter: Paul T. Adalian, Assistant Dean for Information and Instruction,
Kennedy Library Cal Poly, San Luis Obispo, California

[Judy Swanson, Multimedia Specialist at the same school, could not be present at the session]

Paul Adalian demonstrated two approaches to integrating what are frequently a library's two primary Web resources: its home page and Webpac. In the first case, home page resources are linked from the Webpac, and in the second, the Webpac acts as a search engine or index to the resources linked from the home page. The latter allows for better defined searching than that allowed by most search engines.

Links to Cal Poly's home page are continually present in Polycat, the web catalog, through a banner at the top of the screen. This banner, which is not a frame, is common to all pages, and links to the databases and Interlibrary Loan service available via the home page. Search screens include buttons that take the user to appropriate resources outside the library catalog. For example, the subject and keyword search screens include a button labeled "Need to find articles on this topic?" which connect to a page with a list of online indexes and abstract databases. A help button on the title search screen prompts the user to connect to appropriate resources for book reviews, other library catalogs, the campus bookstore's web page, and even Barnes & Noble's site (for the truly desperate). The phrase, "Do you really know the exact title?" encourages the user to try the keyword search page. The author search screen also leads to a search in the Contemporary Authors database. Similar buttons are also available from the various search results screens (index display, short record display).

A database of senior projects is also a part of Cal Poly's web site, and is present on the library's home page, but most students don't seem to find them except through a link from the Polycat main menu.

Many libraries have, by now, created subject guides to selected web resources. Cal Poly catalogs the guides themselves as a whole, rather than each resource individually. URLs in the catalog records point to the subject guides on the home page, allowing the guide to be updated independently, without the need to change the records. Similarly, pages describing Cal Poly's special collections, which may be "hidden" on the web site, have also been cataloged for greater visibility via different types of searching. In an interesting twist on the concept of visibility, images of kits are available through links from their catalog records.

Mr. Adalian also discussed three database applications linking home-page based resources with Polycat information. Cal Poly's home page has a link to a Current Periodicals database, created

using Microsoft Access.

Searches in this database, which is maintained by the library's Current Periodicals department, connect to the full periodicals records using the call number as the link. The library also uses a "My Library" database, allowing individuals to create customized pages of resources, including the library catalog, and "My Reading List", used by faculty to create reading lists from Polycat searches.

Much of the session was given over to audience discussion. A major point of discussion concerned the identity of the Webpac, and to what extent it ought to point to resources beyond the library's holdings. Is bibliographic instruction confused if the idea of the library catalog is expanded to incorporate an ever-widening circle of materials? In response, Mr. Adalian and some audience members asked, why should the catalog be the only resource on the Web that is not linked to other resources? The dominant concept is to provide the library user with a centralized means of finding relevant materials. This approach should also provide the kind of leadership that helps hold off the development of makeshift search engines mounted elsewhere on campus, or at least provide a standard for quality. There was agreement, however, that integrating access to materials from different sources does not lessen the need to teach evaluation, particularly of materials not specifically chosen for a collection.

David Miller
Levin Library, Curry College
Milton, MA

What a Pretty Box: Hardware Management Made Easy

Program Coordinator/ Presenter John Culshaw, University of Colorado at Boulder
Presenter: John Zacrek, Jefferson County Public Library

No additional handouts. Slides from presentation can be viewed at:
<http://spot.colorado.edu/~culshaw/prettybox/index.htm>

Status of technology in the library: Libraries are rapidly losing dumb terminals as well as 386Æs and 486Æs because modules are requiring faster machines (i.e. the millennium serials module requires very high end Pentium machines)

UNIVERSITY OF COLORADO, BOULDER ISSUES (UCB)

One main library and 5 branch libraries, 600+

JEFFERSON COUNTY PUBLIC LIBRARY (JCP) û largest public library system in CO.
Eleven branches, 500+ PCÆs and a CD ROM workstation

How do you go about ordering equipment?

UCB

- ? Spend \$300,000 plus per year on equipment (both new and replacement equipment)
- ? Use one or two KNOWN vendors (i.e. Gateway or Dell) because allows standardization, less risky warranties, bulk purchase agreements.
- ? Avoid fly-by-night operations
- Especially avoid those found in trade magazine (Systems may not be upgradeable, Company may go out of business, Warranty may not hold up)
- ? Be willing to experiment

-Try different things, but be sure you can troubleshoot them

-Buy one or two machines to start and have a staff person use and find out what they can and cannot do with it

JCP

Has an annual budget of \$500,000 for new equipment. Strongly agrees with avoiding fly-by-night operations. Was able to find a local vendor who was willing to support national brands. Recommends buying high end machines because the lower end ones are more difficult to upgrade and may end up costing more than getting a good machine to start with. Continually experiment with new technologies.

QUESTION FROM THE AUDIENCE: Do you rely on reviews from magazine? Or do you go by word of mouth or test a model out? Or both?

A: We read reviews, but donÆt rely on them. Often buy a model and have staff test them out. Reviews are better when considering laptop purchases. Or go

to a vendor and tell them exactly what you want and test out their product.

INSTALLATION ISSUES

UCB

? Use Norton Ghost (see www.ghostsoft.com) û gives snapshot of harddrive saving time when configuring/reconfiguring a system.

? Involve users (see conference handout in binder - Use this form when people are slated for a new machine)

? Security (on public machines)

-Storm windows and I-kiosk work well, but are very memory intensive û now use NT registry

-Scaled down Netscape browser (for more information û e-mail John Culshaw for the URL at culshaw@spot.colorado.edu)

JCP

? Does NOT use ghosting software although it has been considered (has 5 or 6 different ôstandardö machines)

? Does use I-kiosk and Win-U

? Has little staff involvement when machines are replaced

? Security (on public machines)

-Has experimented with hardware (see www.centurion.com)

Creates a hidden partition û anytime a user tries to write on disk, writes are sent to hidden partition (which is fake)-When machine rebooted, hidden partition is cleaned

MAINTENANCE ISSUES

UCB(has an e-mail service line û problems are queued for service û no formal help desk yet).

? Always get a 3-year warranty (Gateway is very good about sending replacement/spare parts)

? Goal is to retire machine at end of 3 years (at end of warranty, machine is put in non-critical function - donÆt put machine in public area where it is critical because it is not cost-effective)

? In house staff machines

-Provide staff with training opportunities on campus [video series called Mastering Computers (9 videos for about \$1000)]

? Cooperate with departmental staff

-Get a department liaison from each area. Liaison will monitor computers in the area and informs computer services of needs. Allow liaison to participate in new staff interviews.

JCP (offers 24 hour help line)

Computer services is responsible for all technology in libraries

Problems arise because public services staff is not technologically oriented.

Resolved by setting up workshops for staff [Very basic training so they can take a look at problem before making the call (i.e. is the machine on, is the cable attached, etc.)]

Uses MS Access database to log calls

INVENTORY ISSUES

UCB û had traditional inventory in place (track to PO# and serial number)

What is now in place?

? In house database using MS Access.

Information about machine is input at time of purchase (Traditional and census information, Can keep more detailed census information)

? Searchable form -Search by PO# or serial # - or other info found in the online entry form

For more info û contact John Culshaw û culshaw@spot.colorado.edu

JCP

Same inventory control -Includes warranty and repair records

REPLACEMENT ISSUES

UCB

What is cost effective? Hardware and software changes occur so rapidly so what do you do?

ôDance of the Machinesö û trickling down effect û sometimes this is cost effective

? Implement replacement cycles.

- 3-5 year life spans.

- Hopefully every 4 years machine can be replaced (goal is 3 years)

- Faculty machines replaced every 2.5 years.

Replacement plan document See <http://spot.colorado.edu/~culshaw/plan.doc>

This form allows department head to know where money comes from.

JCP

Does some trickling down of machines.

Has lots of money to replace machines so ultimate goal is to replace 1/3 of the machines each year, but right now, machines are on a 2 to 2.5 year cycle.

Longer life span right now because of ability to purchase high end machines. For example, millennium circulation module requires a minimum of a Pentium 233/266 MHz with 128 Mb ram so don't buy cheap machines because it won't be cost effective.

QUESTION AND ANSWER SESSION

Q: What about using old machines for thin-client?

A: UCB says that it is not cost effective û you would have to purchase and additional \$200 in equipment, plus \$300 for the license and the staff time required to maintain the machine.

Q: Have you considered leasing machines?

A: UCB has not considered it yet. JCP says there are advantages because little money is needed at start. JCP currently looking into a Gateway offer.

Q: What do you do with old machines?

A: UCB strips out any usable parts and then property management gets them auctioned off.
JCP same as UCB.

Shannon Robalino
Edgewood College
Madison, WI

Using III with Other Applications

Presenter: Kyle Banerjee, Oregon State

The presentation can be found on the web at this address:
<http://ucs.orst.edu/~banerjek/papers/iug1999.html>

The speaker recommended that this session be followed by attendance at Sessions J5 and L4.

The way reports are formatted in Innovative is usually not the way you would like them to look. By running them through other applications such as word processors, spreadsheets, database programs, or other specialized software you have many more formatting options. You can also manipulate the data in more ways such as using the "does not have" condition on a list. To Get started you need general computer knowledge, familiarity with the applications you want to use, access to a programming language (like Visual Basic), and willingness to experiment and learn new tools. Programming experience is not really necessary. Using the macro languages that come with these software packages will allow you to automate the process for reports that must be generated frequently.

To begin, state in plain English what you want the report or list to be like when you are finished. Next decide what information you need from Innovative for your report. Last plot the steps it will take to manipulate the data and get the finished product.

To get information from III to a PC it must be converted to a file. To get the file to your PC you can use Screen Capture, FTS, and Email. You may be able to set up a printer that prints to a file instead of an LPT port. A Telnet program with a scripting language built in will work quickly and reliably to move information back and forth between the two computers. You need a Telnet program with scripting abilities like Passport for Windows (16 bit app) or Reflection for Windows (32 Bit App)

It is possible to send data back to Innovative through Windows or Web interfaces but it is much faster and more reliable to use a Telnet program. You will need a Telnet program with a reasonably sophisticated scripting ability. It needs to know which screen you are on so that you don't mess up the information.

Break the task into small steps and use the programming language or the applications macro language to process the data. Look for patterns in the data such as labels, special characters, and the positions that data occur in. Use these patterns to do a "Find and Replace" in a word processing program. You can also use the cut, copy, and paste functions. Find the field break with the pattern and then replace it with a Tab character. Now you can move it into Excel and

then into a Database program such as Access or Filemaker. (In Release 2000 you will have the option to output a file in delimited format thus saving a step.) To import fixed width data - tell where the data begins and ends. Look for "end of file", "end of record" characters. OCLC should be able to do this with MARC records - you can read in 1 character at a time and look for these.

A macro written in Visual Basic for converting III information can be found at <http://ucs.orst.edu/~banerjek/papers/iidelimiter.html>

Learn to use the Help files to help with command syntax as well as general programming information. If there are examples, see if they apply to your problem. Ask other people who have programming experience for assistance. Keep things simple. Minimize the number of steps. Programming instructions are much more mnemonic than MARC. The larger the list you are processing, the more memory you need or it will take a long time. Printing from Innovative can be a problem (see other sessions) Explaining how to do it is often more complicated than actually doing it.

Sue Hostetler
St. Joseph County Public Library
South Bend, IN

Unthinking INNOPAC, Moving from INNOPAC to INNOPAC or Everything Has to Change, but Stay the Same

Presenters: Liz Neumann, University of Melbourne & Amy Bohman, Innovative Interfaces Inc.

In 1994 the University of Ballarat (Ballarat) decided to withdraw from the Innopac that it shared with the University of Melbourne (Melbourne). Previously associated with the University of Melbourne, Ballarat had attained the status of a full university. The universities felt that they were getting too large to share a catalog. Their consortium encompassed six institutions with 24 different sites. The separation of the two catalogs created two different set of projects: transferring Ballarat's records to their new catalog and removing all remaining Ballarat references and records from the remaining consortium catalog.

Transferring Ballarat's Records

Bibliographic and item records

Innovative worked with Ballarat to copy their records from the old system to their new separate system. Lydia Motyka, from Innovative, discussed the steps that her department followed to complete this project. First it was necessary to determine which records should be transferred. A list was created of all item records that had a Ballarat location. By using the item record versus the bib record to search, they were able to produce a list of all of Ballarat's records, including the bib records with "location = multi." They then copied these records into Ballarat's new system. The original item data (i.e. price, status, cat date) was stored in the 945 field. The process was simplified, because all of Ballarat's location codes all began with the letter "u." Records also had to be entered from a separate DRA system. In this case, DRA items were attached to the Innopac records already transferred. Innovative was able to double check the records once they had been transferred. The bib record number from the Melbourne record was stored in the 907 field. They could simply take that number and look up the original record in the Melbourne system.

Circulation

The circulation systems also needed to be separated. Lists were created of Ballarat's patrons and copied to their system. Because the shared system clearly distinguished between the patrons from each school, this step was easier. Before books could be checked out in the new system, they had to be checked-in on the old system. Ballarat was without automated circulation for one to two days during the conversion.

Acquisitions/Serials

The two schools had separate acquisitions and serials modules, allowing Innovative to simply

move them from one system to the other. The record numbers remained the same before and after the transfer.

One downside to this process was that all activities on the modules had to stop for approximately 10 days.

Removing Ballarat from Melbourne's System

Once, the University of Ballarat had copied the information that it needed from the shared system, the University of Melbourne had to remove all Ballarat references. At first glance it may seem like an easy task - just delete the records. Unfortunately there were complications which did not allow a universal deletion of Ballarat records. The first step taken was to identify exactly what types of Ballarat references were left in the system and what needed to be changed. Contact with III was kept through the planning stages, so that they could provide information and take on projects as needed. Finally, a timeline was developed for the projects identified. Several projects were needed to remove Ballarat references from the Melbourne Innopac. The "location = multi" had to be removed from shared bib records. Some bib records had no item records attached. It was necessary to determine to which school these records belonged. In addition, all Ballarat item and patron records had to be deleted. Patron records were a little more complex, because some of the patrons had checked material out from both libraries. Results for Melbourne have been mixed. They have benefited from the transfer, in that their database is now much cleaner. More codes are now available for their use. In addition, staff and patrons have less material to sort through on the screens. One disadvantage is that they are left with traces of Ballarat that cannot be taken out, such as logins and lines for Ballarat in their database status screen. They are looking toward the future, however, as they can now be able to make customizations to their Innopac, including changing information screens, scoping, and loan rules.

Lessons Learned

1. Make sure that members of a consortium have distinctly separate codes.
2. Document everything.
3. Get training
4. Look at the big picture when deciding what should be transferred to new system.
5. Detangling circulation can be very difficult. Best to have codes, etc. which keep circulation separate in the system.
6. The Innopac coordinators from both schools should be involved.

7. Innovative now has software available for transferring circulation systems. They have also now learned more about moving pieces of Innopacs around. This could be very helpful for those of us who may be planning similar changes in the future.

Jennifer Woods
Thomas Jefferson School of Law
San Diego, CA

Firewalls

Presenters: Katherine Kott, Innovative Interfaces Inc., David Ricks, Innovative Interfaces Inc., Colleen Blakelock, Innovative Interfaces Inc., & Peter Murray, Case Western University

The primary purpose of this session is to provide librarians with information and vocabulary pertaining to network firewalls and how they relate to the INNOPAC. The access control features built into the INNOPAC's software are also outlined. This information should allow librarians to discuss their INNOPAC server's access needs with their organization's network security people. Hopefully, if the librarians and the information technology professionals have a common vocabulary, they can work together to develop a policy that makes sense for the INNOPAC server. One of the handouts for this session also lists a URL for a firewall FAQ on Innovative's site and a record number for the INNOPAC User Manual where additional information may be found.

When people speak of firewalls there's often a visual image of something made out of the bricks in a fireplace. In terms of networks, however, a firewall system can be hardware or software that is set up or programmed to control access between computers or networks. Firewalls work by controlling the flow of data through a computer's ports. When "ports" are discussed with firewalls, one is really talking about a logical communication channel and not necessarily a physical port with wires plugged into it. Computers connected to a network assign each of its services like telnet, FTP, http, etc. to one of these ports. For instance, telnet often runs on port 23. Firewalls in turn are configured to either allow or deny communications to a port based on who or what is sending/receiving the data. If the firewall does deny communications for a particular user, the firewall can either send back a rejection message or act as a black hole (just discard the data and send nothing back to the user). The firewall itself is the best defense against unwanted access to the system, but it cannot provide any protection when a person has already been granted access through the firewall.

In the handouts provided for this session, Innovative has provided a list of services that run on the INNOPAC and the ports that they use. The INNOPAC administrator should determine which products are installed on his or her local machine and which clients need to access them. The firewall will then need to be configured appropriately. In effect, a firewall allows one to implement what is called an access control policy. An access control policy is a plan or set of rules that determine who or what may have access to certain services. This policy should be developed before the firewall is installed and can provide a means of discussing initial issues with the firewall administrator. Also, the policy is useful if used for ongoing maintenance of the firewall and can make the transition smoother if a different firewall administrator is hired.

The INNOPAC itself has a number of built-in security features that can coincide with the use of a firewall.

These features are found within the Network Access Administration menus of the INNOPAC server and are implemented using TCP/IP wrappers software that is native to the Innovative's software. The built in features are:

- A user that tries to connect to the INNOPAC is checked against a set of restrictions and either allowed or denied based on the incoming system's IP address.

- Once a user is allowed to connect to the INNOPAC, Innovative's software has the ability to force the user into a particular login. This allows the INNOPAC administrator to configure the system so that no one ever even sees a login prompt.

- When users are logged into the system, they are presented with the INNOPAC's menu screens rather than a command prompt. Access to functions via the menuing system is passworded and adds another level of security.

- The software code for the INNOPAC is native to the system. Unlike more common software such as Windows, the INNOPAC software is installed at only a few hundred sites. Users interested in breaking security are more likely to be interested in software that is more commonly used and is known to be exploitable.

- Backing up the INNOPAC can also be considered another level of security. If an unwanted user does gain access to the system and manages to make changes or destroy data, the backup can be used to restore the system to its previous state. This, however, will not help in preventing the user from seeing sensitive data.

One client that shouldn't be forgotten when determining firewall restrictions is Innovative itself. For Innovative to provide the best service possible, they need access through one's firewall to the Innovative products. In order to provide software updates and provide general maintenance, Innovative needs both telnet and FTP access to a library's INNOPAC. Innovative has four class-C networks and each of them should be enabled to use those services through the firewall. The addresses of the networks are not listed in the firewall FAQ and Innovative needs to be contacted if you need them.

It is Innovative's policy that firewalls are beyond their support boundaries. They will still support their software on machines that are located behind firewalls, but not the firewall itself. Innovative also makes no guarantees that its products will work with firewalls. This means that Innovative cannot make any recommendations as to which firewall products should be used. In their experience, however, they have had trouble with only a couple of products. The problems were resolved by either enabling additional features of the firewall or by upgrading the firewall software. If the problems cannot be resolved, however, the INNOPAC may need to be

placed outside the institution's firewall.

Glendon Horton
Wright State University
Dayton, OH

INNOPAC's Output Accounting Information to Another Accounting System's Option - Implementation Issues for the Library & Institution

Program Coordinator/Presenter

Thomas G. Tyler, Associate Director for Budget and Technical Planning

University of Denver Library

University of Denver

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At the time the University of Denver accounting functions were being migrated to BANNER, the University of Denver Library decided to try to use the Output Accounting Information to Another Accounting Systems function available on III. As the parent institution did not have the resources to develop an interface at that time, Tom Tyler wrote a preprocessing interface using Power Basic.

Tom realized that all the basic information that needed to be passed to Accounts Payable (AP) was easily extracted from III. He also identified transactions such as prepayments, credit card orders, foreign currency transactions, deposit accounts, credit memos and manual charges for fund allocations, encumbrances, and expenditures that needed to be excluded from the INNOPAC data before being sent to AP.

The interface Tom wrote eliminates those transactions that should not go to AP by looking for keywords in the payment note field. The program also looks for a keyword that sets a flag so that AP is alerted to look for enclosures that need to go with the check.

The interface also creates a printout that lists the vouchers that are to go to AP, along with a list of vouchers that should not go to AP. A copy of this printout is kept in the library. Another paper copy goes as a cover sheet with the paper invoices that are still required by AP. The interface also creates an output file that meets the specifications of the University Computer Center for their interface to the University Accounts Payable and General Ledger System.

The library bookkeeper daily runs the interface program, being careful not to duplicate data already sent. He verifies the total of the invoices by running a tape and checking the printout total against the total on the tape. He processes manually those invoices that cannot be sent electronically, i.e. credit memos. When everything is verified, he runs a program to send the data to the University Computer Center. Overnight, the invoices are processed and checks are cut. The paper invoices are sent to the Accounts Payable office for filing.

Overall, the University of Denver Library is pleased with the elimination of manual voucher preparation, with the rapid processing of payments, and with the elimination of errors from rekeying information by AP. The data from III is easily extracted by following the user's manual. Tom's only caveat is to develop a mechanism so that duplicate data is not sent to AP.

The notes provided by Tom Tyler in the IUG7 notebook are very helpful, and Tom has provided his slides and text at the following URL:

<http://www.du.edu/~ttyler/iug99/iug99acct.htm>

Jo Grippe
University of Arkansas
Fayetteville, Arkansas

Tools for the Electronic Sweatshop: Using the ILL Module

Presenters: Carolyn Jones, University of Queensland & Maria de Jesus Ayala-Schueneman & Bruce Schueneman, Texas A&M University-Kingsville

The main focus of the presentation was how the Interlibrary Loan Module from Innovative Interfaces, Inc. works and what its strengths and weaknesses are according to these institutions.

The group talked about the set up of the module and their respective institutions and how they limit their number of prompts. (These slides are shown in the handout provided in the conference binder.) The group also displayed a sample set of rules and regulations that are shown to the patrons at Texas A&M University-Kingsville. In each case of these institutions the set up included an address for each "branch" because of multiple ILL departments on campus.

The presenters then moved into talking about the typical use of the system. The patron fills out the electronic form and once submitted goes into a pending file within the Innovative system. They showed examples of the typical pending file, the filled file, and an example of what statistics can be generated from the module.

The group showed examples of where to get instructions to set up Z39.50 and how you can limit access to this by patron type. OCLC lists this information on their website for those that are interested.

Next we moved to the area of issues and concerns with the use of this module. The presenters suggest making sure that the time out on your catalog is set to allow enough time for the patron to key in their request without getting bumped out of the system. One other quirk of the module that was mentioned is that a patron can not see an ILL request on their patron record until the librarian (or someone) acts upon the request. Carolyn mentioned that at the University of Queensland they encourage their patrons to use the WebPAC to place their ILL requests. When using the WebPAC the patron must reenter their patron information for each request whereas in the character based catalog once the patron enters his/her patron information it appears on each subsequent request.

The group mentioned that there is the ability to limit the number of requests by each patron; however, when a patron brings something back the system then allows another request to be made (which the presenters are not currently satisfied with). Statistics within the module are fairly good and there is the ability to FTP the filled file to an external program to manipulate the data. All of the data is transferred in the FTP as there was a question/concern about this voiced from the audience.

The presenters also expressed their hopes and suggestions for future enhancements to the Interlibrary Loan Module. First of all they would like to see full ISO compliance. They would also like to see better statistics in the areas of request limits and financials. They would also like to see full interaction with the OCLC ILL subsystem (which is supposedly coming in a future release - no date or time line has been given on this). Many in the room were glad to hear of this future enhancement because right now everything must be keyed in both in the Innopac as well as OCLC which is rather unproductive.

The remainder of the session was spent in a question and answer period. One question was if the Innovative ILL module could replace CLIO to track copyright compliance. The answer to this (from an ILL representative) is to think of the ILL module as a way to replace your paper form. Do not stop running CLIO if that is how you keep track of copyright compliance. Another question regarding ILL management software had to do with whether or not this module completely eliminated the need for paper requests and how this affected workflow. Carolyn from the University of Queensland stated that they did eliminate their paper forms and it did seem to decrease their workflow somewhat. Maria from Texas A&M - Kingsville said that their requests doubled but that it has saved the staff from having to rekey everything.

There were some real concerns expressed by one ILL module user of some key issues with this module. Right now, her staff has to double key everything. They get the request through the ILL system but then they have to key everything in to OCLC. This person also stated that all of the bugs that have existed and continue to exist in this module are of major concern. She contends that this module was not designed the way the other modules were designed in that the field labels are not the same and one is unable to create lists out of this module. There is also a concern that copyright coded information does not appear in the pending file. The virtual records that are created by the module also create major system problems. This person's opinion is that the module is great for patrons but that it could work better on the staff side.

Other questions and concerns voiced had to do with the basic workings of the module. There was a question as to whether or not there was a way to catch duplicate requests. There is not a way to do this currently. There was also a question about whether or not one can sort the pending file. At this time there is no way to sort the pending file either.

There was a question about whether or not either department had to increase their staff in order to handle the volume of requests. The answer to this was no. Related to staffing there was a question regarding training - not only in the ILL department but in other departments (reference, circulation) as well in order to deal with the changes this module brings in instruction. Maria from Texas A&M - Kingsville said that they have offered training to the public services staff and have tried to get them away from the paper form altogether. Some of the staff had not had the training so they still have patrons filling out the paper form. Maria also mentioned that they do not have administrative support to force the use of the online form. (Maria mentioned that this is a key issue to the adoption of an online form such as this.)

A question was asked regarding when a patron requests a journal article whether the presenters had experienced the request disappearing from the patrons record. Indeed the presenters had and this happens when they mark the article as having been received on the ILL module. Many librarians have trained their patrons to know that when the article request disappears from their patron record that means that the article is ready to be picked up.

Overall this was an interesting session. It is good to hear that the module is getting better but it does still need some work in order to be truly useful in all interlibrary loan departments.

Jenny Baker
Wisconsin Lutheran College
Milwaukee, WI

Automating INNOPAC Tasks with OCLC's Passport for Windows

Presenter: Harvey Hahn, Manager, Technical Services Department
Arlington Heights (IL) Memorial Library

The accompanying handout of a Power-Point presentation shows the general topics Mr. Hahn covered:

OCLC's Passport for Windows (PFW) and the OCLC macro language (OML) in relationship to INNOPAC.

Mr. Hahn described how he uses OCLC's Passport for Windows (PFW) to run multiple telnet communication sessions on his desktop.

He also utilizes five Passport for DOS macros for various cataloging and database maintenance tasks that require keystroke repetitions.

Macro Examples

The five macros described are used to

- * generate new materials lists for the library's web site
- * obtain monthly cataloging statistics for each location
- * updating items conditionally from a bibliographic review file
- * updating bibliographic records conditionally from an item review file
- * creating a turnover rate report

New Materials Lists

Harvey played a video that demonstrated creating lists of new books. This activity begins by creating a list of all new books for a particular time period. One can obtain subsets of new books by genre (mysteries, science fiction, etc.), level (adult or juvenile), or format (videos, sound cassettes, etc.). The output from the INNOPAC review file includes field labels so the data can be re-formatted more easily. The list is saved to a FTS file for ftp transfer from INNOPAC to the desktop. A series of macros are used to convert the new book list to HTML coding via a table. There is a manual review by staff to identify and remove duplicate titles.

Monthly Cataloging Statistics

A review file of SCATs (statistical category or call number range) and item locations generates monthly cataloging statistics. The end result is a count by SCAT for each location with the output by SCAT then locations with totals at the end.

Updating Item and Bib Records from Review Files

The macro for updating item information retrieves a record from a bibliographic review file, examines it, and -- if the call number is within a given range -- changes the ITYPE and files the item record.

The macro for updating bibliographic information retrieves a record from an item review file, and -- the first time an item is retrieved from a bib--adds a 690 local subject heading.

Turnover Rates

After getting to checkout statistics (Management Info/Circ Stats/Checkout), the reprot is printed to a FTS file and ftp'd to the pc workstation. The file is imported into Excel (spreadsheet) via the import wizard and then circulation of specific call number ranges (SCAT) is divided by the inventory (collection size) to yield the turnover rate.

How to Write PFW/OML Macros

Start simple and keep at it.

Macros can be created by recording from the keyboard or creating it offline. For both, Harvey recommends describing the activity in words (in English, what is the end result and what data is used), draw the flow of the process (how to get from the data to the end result), and then converting the description and/or drawing into OML commands.

Macros are good for performing actions with or to data, repeating an action, and performing an action only under certain conditions. Examples of each are in the handout.

Special Tips for INNOPAC

Know what data is the last information coming to the screen; the data at the bottom of the INNOPAC screen are not necessarily the last data written to the screen!

There are patterns for some paired command functions like send/receive.

Plan to handle any error conditions that may occur.

How to Learn More

* learn Visual Basic

* look at other macros, including Harvey's:

<<http://www.ahml.lib.il.us/pfw/omlsites.html>>

<<http://www.anet-chi.com/~packrat/ts.html#macros>>

* link up with others who want to know more by joining the PFW mailing list
prf-request@nicamor.acu.edu SUBSCRIBE PFW

A Macro

The handout contains the following copyrighted macro: CheckOCLCinInnovative which searches for OCLC record numbers to delete.

Jeanette Mosey
Austin Community College
Austin, TX

Incorporating WebPac Links into Course-Related Library Instruction

Presenters: Lorrie Knight, Electronic Services Reference Librarian, Bret Parker, Networked Information Services Librarian, & Mary Lang, Head of Technical Services, University of the Pacific.

Their presentations centered around their efforts to enhance course-integrated library instruction by creating web pages containing hyperlinks to WebPac searches.

Lorrie Knight began the session by describing her institution as a small university having about 4,000 students and her library as having 9 librarians and approximately 300,000 volumes. She spoke briefly on the early history of the Internet as a somewhat difficult to use character-based tool which relied on information-organizing initiatives such as gophers. The advent of graphical browsers enhanced the usability of the Internet and provided new opportunities for bibliographic instruction. Her library's commitment to bibliographic instruction led to the adoption of web developments. The web allows more active learning, so bibliographic instruction was developed to maximize value to users through interactive, user-centric web pages. The attempt was to merge the library's web pages with the online catalog in order to help users in their information search activities to make their searches easier and more productive. This was done through internal links to the online catalog (PacifiCat), adding links to bibliographic records in course-related material, and adding links to other online resources.

The result of these efforts can be seen in MentorWeb <<http://www.uop.edu/library/Mentor/mentoropen.htm>>, the library's set of bibliographic instruction web pages used in the freshman orientation to library resources. Active links go beyond telling about resources, they enable immediate connection to the resources. For example, in describing PacifiCat, active links enhance the instruction by immediately bringing the user to the function or result set being described. In describing particular resources owned by the library, active links can present the bibliographic, location, and availability description of resources. And in describing other online resources, active links connect directly to the resources. So in describing a resource such as Britannica Online, descriptions of screens and functionality can be actively demonstrated.

Lorrie Knight wrapped up her part of the presentation by describing several trends she sees developing. In the future web pages will be more interactive. Links between web pages and OPACs will continue to offer potential for user services by providing instructional cohesiveness. These links will present evaluation and promotion of electronic resources. And these types of links will require even more coordination and collaboration between public services, technical services, and systems librarians.

Bret Parker then described some of the details behind the links, using a number of examples. Innovative Interfaces, Inc. documentation refers to these active links as command links in the WebPac. Bret Parker described two types of command links. The first type elicits input from the user. These include links to the author, title, or subject search screens. The second type of command link contains a search string within the body of the link. No user input or knowledge of the type of search is required. In fact, the users might not even be aware of the resources being accessed. An example used showed how a link from an informational web page presented a link to Y2K information in PacifiCat. While the link which the users sees uses the term Y2K, the search string within the body of the link contains the Library of Congress Subject Heading "Year 2000 date conversion (Computer systems)". Thus, this type of command link introduces the ability of an intermediary (a librarian or an instructor) to enhance the results of the search.

The elements of a command link can be seen in Bret Parker's example URL: `<http://webpac/search/x?string+string+logic>`. In this link, the "http://webpac" references the web server where the page resides. The "/search" segment refers to the WebPac function. The "/x" stands for the Innopac index tag to be searched. For example, "t" for title, "d" for subject heading. And the string information is the word or words to be searched. To demonstrate and reinforce the proper syntax of the link, Bret Parker called volunteers to the front of the room. Each was given a piece of paper on which a segment of a command link appeared. The volunteers then lined up to form the correct command link.

Links can be composed by straight typing or by performing the desired search in WebPac and then copying the result's URL and pasting it into the library's web page. And always, links need to be tested.

Applications of command links include course guides, pathfinders, e-mail responses to search questions, faculty notices for newly arrived materials, and bibliographies. Bret Parker stressed the value of usability studies to evaluate web pages containing command links. And finally, he developed a web tutorial on creating these types of tools for fellow librarians and for interested faculty members, which can be viewed at `<http://www.uop.edu/library/linktutor>`.

Mary Lang was the final speaker, addressing issues concerning mission, priorities, policies, guidelines, maintenance and workload. Because so much work is required to produce web pages containing command links, there will be concern over meeting the missions of the university and library. Is this what librarians should be doing with their time and expertise. It was determined on the University of the Pacific campus that developing these types of web pages do indeed support the institutional mission. In fact, the campus administration recognized the library as playing a leading role in using electronic technologies in support of the university's instructional mission. Mary Lang pointed out that there is a need to develop policies for when certain types of pages, course pages for instance, are appropriate and who should be involved in creating the pages. She suggested including faculty in developing these policies. She spoke briefly about who should be responsible for maintaining the access

points, the web links (MARC 856 fields), and the search links. She suggested that catalogers maintain the 856 fields and the page's creator maintain the search links.

A bookmark was distributed which contains the command link format, codes for index searches, and the URL for this presentation.

Dan Pfohl
Fayetteville State University
Fayetteville, NC

A New Way to Do 'Windows': Using Citrix Winframe to Provide Access to Web Resources

Coordinator/Presenter: Ilene Rockman, California State University, Hayward University Library

Presenter: Pat Dixon, California State University, Hayward University Library

Once, when all catalogues were character-based, terminals like 'Wyse' terminals with a simple connection to the library mainframe sufficed for patron access to the library catalogue. The introduction of graphical interface catalogues like the Innopac web OPAC has led libraries to install, for patron access to the catalogue and other electronic resources, PCs running thick or thin clients on their hard disks; but deployment of PCs for public access brings problems. Ilene Rockman and Pat Dixon from Hayward University Library, California State University, shared their solution to those problems.

The challenges that Hayward University Library encountered when PCs (running clients) were used for patron access to the catalogue will be familiar to many: hardware failures; the need to reconfigure machines after repair and an increasing multiplicity of Ghost images as hardware is modified; slow booting; the equipment is expensive to replace. Reference librarians inevitably found themselves called away from appropriate duties to undertake, or attempt, running repairs to PCs.

The presenters described the planning, methodology and implementation they had pursued to achieve an alternative solution to the PC as catalogue workstation, a solution based upon a server running Citrix Winframe with Wyse terminals as the patron workstations for Innopac access. Each user (each workstation) has its environment on the server where applications actually run.

The decision to adopt this strategy was not purely technology-driven. Rather, it met the administrative and public service goals the Library had set: to manage costs effectively; to achieve consistent access to electronic databases with the minimum of human intervention; to maximise learning opportunities; to reduce equipment downtime and the need for technical support; to manage problems associated with PC hardware (tampering, hacking); and to demonstrate service quality and innovation.

Hayward University Library rejected NT workstations because those PC problems would have persisted and because there was anyway (at the time of the implementation in 1998) no Ghost NTSF product. The server-based implementation did incur additional start-up costs: licensing for Citrix Winframe, the purchase of a server and a requirement to finance some consultant support. But it promised economies thereafter (hardware maintenance, staff support) and a better service.

Citrix Winframe was selected to run on the central server because its protocol was at the time the fastest, because it has a proven record as a terminal server and because its pricing is clear. Wyse terminals were selected because they avoid PC problems, requiring no Ghost images and encountering no virus or Y2K issues; they are quick to set-up and fast to boot. 15" Sony monitors were purchased for each, however, at an additional cost of \$200. The project was costed at \$40,000.

With fibre backbone installed in the Library and cat 5 rewiring, the implementation proceeded quickly, requiring about 60 hours staff time plus purchase of one week's consultancy. The Dell Pentium Pro is sized to support 25 Winframe sessions but only 20 licences have been purchased at present. Initially 8, then 10, terminals were served (6 more are scheduled).

The installation has been successful and has been resilient. Patrons have no problem with the lack of a floppy drive and prefer email or printing options for output. Repairs to the terminals have been carried out under warranty, but spares would be useful to maintain continuous full service. The need to reboot from time to time remains, though much less frequent than with PCs. Citrix support for the server software is judged to be good with fixes applied as necessary. Netscape preferences cannot be locked but this has caused no problems. Above all, the reference librarians have attended machine problems much less often.

The solution is of course capable of supporting more than just Innopac - CD-ROMs for example. At present just Netscape, Netterm and Notepad are served to allow access to Innopac, electronic resources and printing.

A consistent, predictable and reliable means of providing patron access to Innopac and electronic resources has been installed at Hayward University Library. Printing capability is achieved with minimum human intervention and mediation. Appropriate deployment of staff is optimised. And a wise use of fiscal resources can be demonstrated. More machines are available for use because there are fewer failures from the reliable terminals and no temptations or dangers from access to hard disks.

The technology, hardware and software appropriate to such a network will develop of course (there was discussion of the requirement for Citrix Metaframe for full multi-media compatibility). However, the methodology, planning and project management outlined by Ilene Rockman and Pat Dixon will prove a valuable model for libraries even as the solution changes.

David Backham
University of Liverpool Library
Liverpool, England

Public Library Forum

Presiding: Karen Perone, Rodman Public Library, OH
Presenters: Nancy Baca, Alameda County Library, CA
Hilary Newman, III Customer Service
Mary Chevreau, III Customer Sales

The makeup of Innovative Interfaces sites is approximately 12.5 % public libraries, with 125 in the United States and 15 outside the U.S. Some new sites that just signed contracts are the CWMARS consortium in New England, composed of 126 libraries; the Suburban Library System in the greater Chicago area, with 75 member libraries; and a group in the St. Louis area. Karen Perone, who was recently elected Chair-Elect of the IUG, asked several questions: whether there is interest in a Public Library unit within the users group like the group for law libraries, and if anyone is willing to present a program at next year's IUG conference. Please contact Karen at kperone@roc.rodman.lib.oh.us if so.

Mary Chevreau, who introduced herself as a former Kitchener Ontario Public Library Board of Trustees member now employed by Innovative Interfaces, spoke about some features offered by Innovative that have great appeal to public libraries. Those are the new children's front end KidsOnline, the Homebound module, the Family Record, Telephone Notification System, and the new Telephone Renewal. She also noted some enhancements from Release 2000 that serve public libraries especially well. These are the ability to place multiple title level holds on a single bib record; holds with not-wanted-before dates; an option for a shorter loan period at checkout; and copy returned soonest instead of "zero" in placing holds.

Hilary Newman described herself as being very dedicated to the special needs of public libraries too, especially the circulation module.

Nancy Baca then introduced the topic for the session: brainstorming ways we can enhance our systems and strengthen our partnership with Innovative. She went on to mention a few herself. Training should not be based on academic models and should be done by people with public library experience; new users need more "hand-holding"; public libraries need Innovative to help establish partnerships with vendors; account managers at Innovative who understand things like our budget cycle and planning; and more multi-branch features in the system.

Following up, a member of the audience said trainer Nathan James is especially good at public library training but is booked months in advance at academic institutions. At this, Hilary and Mary pointed out that the company is trying to recruit trainers with public library backgrounds and referred us to Innovative's web page listing job openings.

Members of the audience had the following ideas for improving the system in public libraries:

- Training
- More levels of circulation statistics
- Report writing (ability to group by branches)
- Reports that are more useable
- Better financial data in circulation
- Reliable purchase alerts (holds don't count toward purchase alerts and are not grouped for branches)
- Ability to limit outstanding holds by date and record number
- Hold block (can be set up at this time by Innovative staff)
- Uniform use of "locations served" throughout the system
- Ability to disable the recall option
- Locally repairable broken holds
- Beta testing in public as well as academic sites
- Collection development statistics by library location

Claire S. McLaughlin
Canton Public Library
Canton, MI

Digging into the WebPac: Enhancing the Useability of the Catalog with Javascript

Presenter: Scott Mellendorf, Saginaw Valley State University & Adrian White, Howard University Law Library

Hand-out of URLS

USING JAVASCRIPT

Philosophy behind the internet is to enable resource sharing. You don't have to be an expert at Javascript to use it (though it does help). You should, however, know HTML. The javascript is included within the HEAD tags of your HTML document. You can find javascripts on the web and copy and paste the code, applying it to your own needs (see hand-out <http://www.svsu.edu/~mel/iughand.html>). It is customary to leave the author's name in the source code when you edit the script to suit your needs.

They enhanced their catalog in 4 ways using javascript:

1. information boxes
2. pop-up windows
3. pull-down menus
4. alert messages.

Information box is used as a public relations tool to promote the library, announce workshops, etc.;

Pop-up window is used for instruction and tutorials;

Pull-down menus are used for navigation;

Alert messages are used for added-value assistance.

We use the white area of the main page (<http://library.svsu.edu/screens/mainmenu.html>) as a message board. On a monthly basis we update it with new happenings at the library. On the right side are the buttons. The information box was added last January. An interactive help guide tutorial is available from the search screen (<http://library.svsu.edu/screens/opacmenu.html>). The tutorial includes hyperlinked terms. When clicked, a pop-up window appears in a different color. This is what Scott refers to as a "site-based pop-up window". What appears in the window can be done in HTML. You can add a "close window" button at the bottom of the pop-up window. You can even add scroll bars, change colors and fonts using html code within the javascript portion. Within the tutorial you can perform a practice search that stays in this window, that is, it does not go to the catalog, but is strictly part of the interactive tutorial.

EREF SERVICE (<http://library.svsu.edu/screens/eref.html>)

This is an example of stacking javascripts at one site. A pop-up window for guidelines is used so the user doesn't have to scroll down. E-mail box on left with guideline box on right. The window

is sized do it doesn't cover up what they are working on. A pull-down menu on the same page gives quick access to where they can go to find answer/resource before submitting the question. An alert box appears when the submit button is clicked to remind the user to clear the form after submitting the question.

OTHER JAVASCRIPTED LIBRARIES

MUSCAT at Gettysburg College: Help index uses pop-up menus throughout the index. Bowdoin College Library has a feature where you roll the mouse over buttons for an explanation of what that button will do. See Scott's webpage (<http://www.svsu.edu/~mel/>) for links to other javascripted library sites.

JAVASCRIPT: YES OR NO?

No's

- can be annoying to user with additional open windows. Many misuses of javascript on the web.
- The use of javascript should be effective
- script code errors - don't get too fancy, you may run into problems
- browser compatibility: scripts will tell you, older scripts are not a problem
- what if javascript is turned off? Put "no script" tag in head of HTML that spells out messages from an information box so it will appear.

Yes's

- screen design reduces scrolling
- increased user interaction
- client side applications, HTML driven, under author's control
- cut and paste reduces learning curve
- slight increase in download time
- benefits user in effective way

Java resources are listed in handout and available on Scott's webpage.

ADRIAN WHITE, Howard University Law Library
Demonstration will be available at <http://www.law.howard.edu/demo/iug>

Adrian presented some things which are in use and currently on the website at Howard University Law Library (<http://www.law.howard.edu/library/>) and some waiting for III upgrades (such as Advanced Searching).

Law Library webpage goal is to make things easier for user. Includes java buttons, pull down menu from main screen to enter quick search query which then displays results in the usual manner. Because people use the same strategy repeatedly, the search strategy is cookied on the hard drive so when the user returns, the strategy is the default.

OPAC Menu (<http://daniel.law.howard.edu/>):

When you move the mouse over a button, a box appears with information about that button. Time delay is set so the box does not pop up immediately, confusing the user.

For staff and patrons accustomed to using the character-based OPAC they use "capturing events" so when a user types in, for instance, "t", the title search screen appears. Some browsers choke on this, so be sure to take advantage of the "no script" tag.

For cataloging staff who want to see how a record looks after it has been cataloged, a tiny window with no menus, no scroll, appears in the right hand corner out of the way of the windows they are working in to provide a quick search. The Menu Bar of the browser is controlled with javascript so the search results appear in a window with no back or forward button.

The patron validation screen to view their circulation record, and the ILL form in III cannot be changed. They have adapted theirs as follows:

Validation

--after "submit" box is clicked an alert box appears if the last 5 digits of the barcode are not filled in the box. This occurs BEFORE the data is sent to the server for validation.

ILL

--toggle buttons instead of text box
--pull-down menus combined with address
--cancel if by a certain date uses javascript to compute one month from the day
--checks to validate fields before sending to server for validation
--cooked for 2 1/2 minutes so user doesn't have to fill out another form completely if they are requesting more than one item

CONCEPT

Dynamic jumpstart is an experiment to take advantage of LCSH and put it into language of patrons. They impose a hierarchical structure on LCSH and made it dynamic. Click on a term and a pulldown menu of heirarchical structure appears. Click on one of these terms and you are linked via a canned search to the LCSH counterpart subject heading. The same interface is used for 655 fields combined with subject search

Lisa Roberts
California State University
Sacramento, CA

Printing Discussion

Program Coordinator/ Peter Murray, Case Western University
Bob Rasmussen, Rasmussen Software & Doug Randall & Karl Yett, Innovative Interfaces Inc.

Karl began by identifying the two biggest sources of misunderstanding about printing: understanding the differences between PC printing and INNOPAC printing; and understanding how the Windows telnet application assists in printing.

Basic PC Printing:

- * user views *screen' document
- * user selects print icon
- * PC composes *printer' document using the information from the Windows Print Driver
- * Windows Print Manager prints *printer' document
- * document prints in the background

Advanced PC Printing

- * user selects the Print function from the File menu
- * Windows displays a printer dialog box
- * user selects options and clicks on OK
- * PC composes *printer' document with user options using information from Windows
- * document prints in the background

Windows Printer Driver

- * composed *Printer' documents contain both document data and printer control information
- * if you have the *right' printer driver you get the right output; if you have the wrong printer driver, you get the wrong output

Basic INNOPAC Printing

- * user selects PRINT
- * INNOPAC begins to send *printer' output, often of information that is not even on the screen
- * INNOPAC builds *printer' output on the fly
- * printing continues (with the option to stop if required)
- * INNOPAC ends *printer' output

INNOPAC Printer Type

- * similar to Windows printer driver
- * administrator can view and set INNOPAC printer type in Printers Admin (A> A> L> P>)

- * most popular printer types are: HP II (provides wide support for many laserjet printers) and generic (doesn't set printer control codes; suitable for simple output such as notices)
- * composed printer document has document data

PC Driver vs INNOPAC Type

- * same function, provides information about printer capability & specific commands to implement
- * TYPE is remote * set on the INNOPAC
- * DRIVER is local to your PC
- * INNOPAC system cannot *ask' Windows about your printer

INNOPAC Printing

1. Local Printing:
 - *printer is attached to PC or terminal, not directly to the INNOPAC
 - *PC Telnet software plays an important role in passing data to printer
2. System Printing:
 - *printer attached directly to INNOPAC or terminal server (or directly to a network)
 - *INNOPAC *asks' telnet program for help in getting print job to the printer
 - *simplest form of printing is SYSTEM printing

Windows Telnet Applications

- * most Windows telnet applications utilize the Windows Print Manager
- * like other Windows applications telnet has access to Windows Print Manager and the Windows printer driver

Printing from the INNOPAC via Telnet

- * INNOPAC sends a stream of screen and printer information
- * INNOPAC relies on telnet to respond to commands * if telnet package does/can not respond appropriately printing does not happen smoothly

Flow of Local Printing (stream of information from INNOPAC system)

- * staff member selects Print
- * INNOPAC displays *Printing report . . .'
- * INNOPAC commands telnet to start printing
- * telnet switches data flow to printer (from screen display)
- * printer prints report
- * INNOPAC commands telnet to stop printing
- * telnet switches flow back to the screen display
- * INNOPAC renders the menu again

NCSA Local Printer Review (NCSA Telnet Printer * different behaviour of Start Print and Stop Print commands)

- * controls how often INNOPAC asks telnet to switch between the screen & the printer
- * once per page instead of once per line
- * solves one line per page problem

Flow of System Printing

- * INNOPAC has direct access to the printer
- * two discrete data streams * one to the screen; one to the printer (only data, no commands)

Part II: Bob Rasmussen

Bob began by contrasting the 'old era' of printing under DOS with Windows printing. One of the main issues with INNOPAC printing is determining 'who's in control' the INNOPAC or the telnet package. He noted that ANZIO provides more options for controlling output. Its Print Wizard can handle different widths and page lengths automatically, and it can use the Windows print functions to produce/display diacritics properly. Bob claims that ANZIO is the only product that can deal with everything that's needed for an INNOPAC system.

Part III: Points Raised in Q/A and General Discussion:

The best place to start when trouble shooting printing problems is the IUG's Printing FAQ found at: <http://innopacusers.org/faqs/print>. If your question isn't answered there, call the Help Desk and/or request help through the IUG list.

One parameter that can be set for any printer is the number of lines per page. It's important to make sure that the printer definition matches the page length for a specific printer.

For HP printers with a JetDirect card * form feeds can be set here.

Can not yet print spine labels on a laser printer because the INNOPAC can't print multiple labels on a page * may come with Millennium Serials.

CIRC receipt printing is currently being investigated.

III recommends using another parallel port on the PC rather than using an AB switch.

III does not endorse a particular telnet package because most sites use their telnet package for a variety of purposes and no single package will meet everyone's needs. Instead III offers their own product * INNOPAC for Windows.

Penny Westmacott
University of Western Ontario Library System
London, Ontario

Creating Bib and Order records using OCLC, BIP and GOBI

Presenter: Mark Dahl, Central Oregon Community College (mdahl@cocc.edu)

This presentation was a comparison of data in bibliographic and order records obtained by using three different sources, a standard bibliographic tool (OCLC), a standard book industry tool (Books in Print), and data provided by a vendor (in this case YBP's GOBI product).

When Dahl arrived at Central Oregon Community College the standard source for loading bibliographic records into the INNOPAC was OCLC, but the OCLC record often lacks essential ordering information, specifically price. Because acquisitions staff were having to use BIP anyway, it was thought that this duplication of effort could be reduced by using the bibliographic data provided by BIP to produce initial brief bib records in the INNOPAC. The Library purchased an additional load table which would allow the library to export brief bibs from the Books in Print Database. Dahl described the workflow of creating bibs and orders using the new load table, in which order data is added only after the bibliographic record is downloaded to a text file and into the INNOPAC.

Dahl showed examples of bibliographic records created using OCLC and BIP and discussed the various fields and usefulness for order creation, and discussed pros and cons of the two products. The main difference between these two sources is the excellent bibliographic information but little or no price and availability information available from OCLC, and the generally solid availability information but sometimes sketchy bibliographic information available from BIP. In addition, loading from BIP has a disadvantage of not allowing acquisitions staff to edit data before it is exported.

At the same time, the library needed to create a large number of orders quickly to spend a one-time fund. It was decided that the fastest way to create the orders would be to use vendor-provided data for selection and creation of bibs and orders. This gave Dahl an opportunity to examine another type of data and work flow for order creation, vendor-provided bibliographic and order data.

After determining what vendor to use, the process allowed faculty selectors to search the GOBI database to select items for possible purchase by the library. Library staff then reviewed the selections, decided what items were appropriate for purchase, and prepared the selections for downloading. Records were transferred into the INNOPAC using the MARC Loader program without invoice (part of the Extended Approval Plan Interface). Both bibs and orders were created in one step using this method. This method was felt to be useful in the circumstances but had the main disadvantage that the composition of the database itself (material supplied by this particular vendor) was a limiting factor.

In conclusion, Dahl suggested that each of the three methods of ordering had advantages and disadvantages. Various audience members contributed their perspectives on the various sources used for creation of bibliographic records for the purpose of ordering library materials. In general it seemed clear that different libraries have a variety of reasons for choosing the source of bibliographic data used during order creation and each library chooses the one that works best for their particular circumstance.

The presenter provided a summary of the presentation in the IUG notebook, distributed a handout detailing the pros and cons of each source for order information, and included a request for questions and comments to be sent to his e-mail address at mdahl@cocc.edu.

Jean Parker
Saint Louis University, Pius XII Memorial Library
Saint Louis, MO

RLIN User's Group Meeting

Presiding: Anne Myers, Head of Technical Services, Boston University Law Library
amyers@bu.edu (617) 353-8877

Present: Lennie Stovel, RLG, Several representatives from Innovative
Attendees who use RLIN

Ms Myers introduced herself and indicated that she would be substituting for Fred Gertler, who as President of the IUG had too many other tasks to cope with on this day. Ms Myers introduced Lennie Stovel of RLG and several III representatives.

Ms Myers asked if the members of the audience (hereinafter: MOAs or MOA) if they were familiar with the RLIN-Innovative listserv? Many MOAs indicated that they were not, and she promised to post information about that listserv to the at-large Innovative listserv; it is, she stated, a listserv for airing and discussing issues relevant to both RLIN and Innovative. Ms Myers indicated that she had sent a message to the at-large Innovative listserv concerning the present meeting and suggesting possible agenda items provided by Fred Gertler; having not heard, she hoped that those issues were an acceptable basis for discussion in the present meeting.

Ms Myers asked those present to identify themselves and their institution and their position in it to the other members, which all did. A sign-up list was passed and returned to Ms Myers during the course of the meeting.

FG's suggested agenda items were:

- 1) data transfer from RLIN to Innovative
- 2) FTPing to RLG
- 3) RLG and ILL processing
- 4) digitalization
- 5) Eureka on the web
- 6) Ariel for document delivery
- 7) Zypher and RLG's GUICAT
- 8) Authority records

and a MOA added

- 9) Millenium serials

The discussion, moderated by Ms Myers, began:

- 1) Data transfers: still an issue and in what ways?

MOA1: had a problem with diacritics in transfer; a new problem; worked before but has suddenly stopped working

MOA2: ASCII code does not exist; is this a one-time glitch?

MOA3: is this "put" or FTP?

MOA1: put to server; has a call into Help at III, and someone is supposed to be working on the problem; it was a sudden problem; problem is in transferring from RLG to Innopac

MOA2: problem came in using a put file

Myers: excited that release 12 has the ability to generate a label file as part of the file transfer process

MOA3: can filename be output in CAPS?

Myers: documentation does not seem to say

MOA4: documentation in general is poor

III rep: on Help Desk; internal procedures show it should be in CAPS; there does seem to have been confusion among Help Desk staff about CAPS or not caps; staff have since realized it must be in CAPS and are now conveying that information to users correctly

Myers: related unhappy experience with asking for help with the problem; at the initial stages of discussing with III staff was told "nobody else" had done this yet; three months later, was surprisingly told that "everybody" was doing it; found the discrepancy disturbing; has concerns that correct information is not going out to users

2) "passing" as a new topic

MOA5: anyone still passing? (show of hands indicated that many were); anyone who is doing so using Windows NT? (it seemed that this member was in need of help exploring a problem with passing on a WNT configuration)

MOA6: on a DEC Alpha if so, that might be the real source of the problem

MOA7: found passing stable with DEC Alpha not with Windows NT

MOA5 (to MOA7): may we contact you for consulting help? (yes)

MOA8: lost ability to use pass with transfer to DEC Alpha

MOA9: anyone uploading authority records to RLIN?

MOA10: no, not possible

3) ILL module as new topic

Myers: introduced topic

Stovel: new program called "ILL Manager"

software to run on a PC; ISO compliant; anticipate September release date;

the mainframe RLIN ILL system also to be made ISO compliant

MOA11: query for advice: should one get the new mainframe ILL system now {if one is new to using ILL) or should one wait?

Stovel: definitely wait for the new PC program, ILL Manager

Myers: there is also an ISO compliant ILL module in the works for Innovative

Stovel: the RLG ILL Manager and the Innovative module will talk to each other

4) Myers: new topic, use of GUICAT

MOAs: we do not use GUICAT (some do, some don't)

MOAS: do not understand issues of Z39.50 and use of GUICAT

Myers: Mary Jane having a session at IUG7 about that topic

MOA12: can you "limit" a search [on RLIN] in a GUICAT search?

MOA (Mary Jane): yes, in the latest release you can; choose "limit" before you begin the search

III rep: GUICAT will have this ability in the new release available after April 29

FredG: is someone here using Z39.50 and GUICAT? is it good?

MOA (Mary Jane): short answer is, "yes"

some issues with searching, including how you set up "attributes" in the parameters for searching
outstanding in overcoming some of the problems staff formerly had with searches

great for cataloging at the time of placing an order; great for gifts

LC database can be hard to reach: there has been a tremendous increase in the use of the LC
database, greater than LC anticipated, but they are supposedly adding servers to accommodate
this; one can get records from many different bibliographic utilities; but does have some "clunky"
aspects

MOA13: you don't get a traditional format RLIN number, e.g. 99-b45

MOA (Mary Jane): no; the [Innovative] bib number will become your RLIN number when you
FTP the file back to RLIN

MOA13: if it pulls holding library information, can you overlay?

MOA (Mary Jane): yes

MOA14: using it used to pull holdings [from the copied record] and it was time-consuming to
delete them

MOA (Mary Jane): no longer so

III rep: in fact, you cannot pull the other library's holdings now

MOA14: there are no clusters [as in RLIN]

MOA15: how do you set it up? priced in our case by Internet charges?

MOA (Mary Jane): consolidated the charges for all the accessed databases

show of hands for those in group using GUICAT = 7 MOAs

5) Lennie Stovel mentioned the new "Authority Record Assistant" from RLG; the explanation she
gave was too fast for me to catch it in clear detail

creates an authority record using the heading from the record you are working with

uses the "gen" [ie, generate] command

pops up an authorities template which the cataloguer uses to create the new authority record

you need to set up [the parameters?]

first to use this new program is the Getty Museum

for NATCO libraries only [ie, those who have the mandate to create official authority records?]

in the past, staff of such libraries had to work with a cut & paste method; this new program will
eliminate that clumsiness

Myers: a plug for RDAG

RDAG = RLIN Database Advisory Group
mostly they have conference calls
they discuss issues relating to the RLIN database
let her (Anne Myers) know if you would like to contribute issues or concerns
example of a change they helped institute: the template prompted for a new
bibliographic record now prompts for the 856 field

6) Myers: new topic: digitalization

Bob Wolven at Columbia spoke with RDAG about this topic

MOA16: his, that is, the MOA16's, library is digitalizing all of the Texas constitutions

MOA17: how many are there??

MOA16: lots!

MOA18: they, that is, MOA18's library, are digitalizing the Pennsylvania state code

MOA19: they, that is, MOA19's library, are digitalizing anonymous Italian paintings

Stovel: [RLG] has guidelines for digitalization

RLG is not performing digitalization itself but it is mounting the products of others

RLG does not provide the facilities to perform digitalization

7) new topic: Millenium serials

MOA18: query about the 856 field and use of delimiter "9" in same; will there be a problem accepting that?

III rep: if you are going to change what sort of fields being passed or put into the PAC or the format of any fields, then tell III before you do so; also need to notify the RLG staff if fields being uploaded differ from your current dataloads profile

Ms Myers asked if there were any further issues members of the audience wished to discuss?
There were none.

David W. Brown
Golden Gate University
San Francisco, CA

Creative Uses of the Inventory Module

Coordinator/Presenter: Karen Perone, Rodman Public Library

Presenter: Mieko Yamaguchi, University of Wales, Bangor

Karen's presentation is available on the web, the address is:

<http://www.rodman.lib.oh.us/iug/inventory/>

The Inventory Module is owned by 243 libraries, although many sites are not making extensive use of it. The product was introduced with Release 8. Minor enhancements have been made to the module since that time. The two presenters talked about creative uses for the Inventory Module and the challenges in using it. Copies of their presentation are attached to the end of this report.

Perone talked about the problems that public libraries may face in using the Inventory Module and some possible workarounds. Because of the way items are compared to the shelflist in INNOPAC, inventories of collections with mixed call numbers, sequential call numbers, multiple volumes, and no call numbers can present problems. These practices can result in inaccurate or confusing inventory printouts that erroneously list some items as misshelved or missing.

The Rodman Public Library video collection uses mixed call numbers. Their videos have been classified using both Cutter and Dewey numbers. Each of the two sections must be scanned separately. Sequential call numbers refer to unclassified materials that are shelved chronologically as they are received, such as CDs. Unfortunately, these call numbers (CD-1, etc.) are read by the Inventory Module as decimal numbers. This causes incorrect "ERR missing" entries to appear on the inventory printout. In this case, ignore the messages on the printout. It is more important to update the inventory date in the item records. For multiple volume/copy items, the physical order on the shelves must match the order in which items are attached to the bib record. Item records may need to be moved into the expected order in the "Summary of Attached Records" to correct this problem. The Rodman Public Library fiction collection does not have call numbers and cannot be inventoried. Perone recommends adding a local call number field to the record to reflect the shelving pattern.

Perone mentioned spot checks that are useful byproducts of the inventory process. As far as shelf order goes, items that have been shelved in the wrong location (Local History rather than Reference, etc.) are reported as errors. Books that have been mislabeled can be identified. The printouts also show items without records in the database. In addition, circulation-related errors are sometimes uncovered in the process. This includes items that have been reshelved, but were never checked-in.

Yamaguchi began by discussing the standard uses of the Inventory Module. Most libraries use the module's "Compare File of Barcodes to Shelflist" option after scanning barcodes with a B321 portable scanner. The Inventory Module and the B321 scanner are two separate products. While

it may be possible to use another type of scanner, keep in mind that the cost of the B321 includes Innovative's software. B321 File Transfer Software is available from Innovative. The scanner may also be used to record circulation transactions or in-house usage.

The inventory function "Transfer File of Barcodes to a Review File" can be used to create a review file of items, when the usual Boolean search strategy won't work. The barcodes can be scanned with the B321 in any order. What can be done with these review files? One could "rapid update" the files to change the locations for a group of items or alter the status of new books that go to special display shelves. A file of scanned barcodes can be used to delete items from the database. The "Create Statistical Reports" function under Management Information can also produce reports on selected items. Problem records can be identified by sorting the review file or by looking at the statistical reports.

Yamaguchi discussed probable causes for "horror stories" that can occur when using the Inventory Module. It is important to understand that the call number of the last item in the file must be greater than the call number of the first item in the file. The first and the last items must also be in the right location. Failure to follow these imperatives could cause you to have to re-scan your entire file. It is also important to have your items in reasonably good shelf order before you scan them. Otherwise, misshelving error messages can be overwhelming on the inventory reports. Be careful to choose the correct menu option on the B321 when sending barcodes to your system. Always have spare batteries for the B321 handy. It is highly advisable to inventory a small section and check the report as soon as possible.

A brief question-and-answer session followed. The position of barcodes on items is important for both the Inventory and Circulation modules (including Self-Checkout). Barcodes that are located inside the covers of books can present problems. Is it necessary to re-barcode the collection, if this is the case? It depends on whether a library can live with the amount of staff time it takes to open and scan every book. It was also pointed out that instead of doing huge inventory projects, libraries may want to do inventory as an ongoing project within their regular workflow.

David Badertscher
Washington and Lee University
Lexington, VA

III Service Issues Forum

Presenter: Jennifer Merrill, Dartmouth College

The Service Issues Forum was begun at the 1996 IUG meeting in Providence, RI. It has been held at each subsequent IUG annual meeting, and provides a forum for users to raise concerns about customer service, and to make suggestions for improvements to service. In addition to approximately 80 users, members of the Innovative staff attended the session and responded to some issues as they were raised. These notes will summarize the topics raised by members at the session, and responses from Innovative staff when given.

1. How long should users wait for a response to a request sent to the help desk?

Innovative response: For emailed requests, Innovative sends a reply which give the tracking number of the call. This reply is not "automatically" generated, but means that a staff member has reviewed the call and entered it in the tracking system. Depending on the total volume of calls currently being handled, further response could be multiple weeks away. If you need a response sooner, please call the help desk and specify your needs.

2. What is the best way to report a problem?

Innovative response: There is no one "best" way. We maybe contacted by CS Direct, email, telephone, and fax. Both email and CS Direct (web form) calls are treated as email to "helpdesk@iii.com". Fax is not the best way to get a quick response if your needs are immediate.

3. Calls get lost prior to being assigned to a staff member. Innovative should be more proactive about saying "we have your call and we are working on it." Status reports are essential in crisis situations.

4. Problems that affect more than one site should be made known to the user's group so that the help desk is not inundated with repeat calls reporting the same problem.

Innovative response: CS Direct will soon include a list of known bugs. However, users should always contact the help desk just in case the problem is a different one from that already reported.

5. Bug fixes should be distributed to users in a more proactive and timely fashion.

6. CS Direct does not offer enough information about the open calls. It is necessary to maintain a separate local file to track calls. The current design is useful only to get contact names.

7. When Innovative staff ask a library to hold on to problem records for diagnosis, this requires a fast response. Some users have been inconvenienced by holding problem records in their systems for a long time only to find that they no longer have as much value for Innovative's troubleshooting.

8. Voice mail presents special problems. If a staff member is away for any time, the voice mail pick-up message should indicate this. On the other side, receiving lengthy voice mail messages in response to a call is frequently not useful because a conversation is needed.

Innovative response: if you haven't heard within 24 hours on an email or voice mail message, please call the help desk and tell them that you're waiting for a reply.

9. Calls should not be closed without asking the site's permission first.

Innovative response: it is our policy to tell you when we are closing calls. If you feel that the call was closed prematurely or in error, it is a simple matter to just ask us to reopen the call.

10. East coast sites are still experiencing problems with the difference in time zones and coverage of the help desk.

11. Innovative staff should not change tables and leave a voice mail message saying that this has been done. Unannounced changes to tables are not acceptable because staff who start work early in the morning may initiate processes that use the changed table before the recipient of the voice mail has even arrived at work.

Innovative response: Current policy is to fix problems as quickly as possible. Innovative is prepared to make a change in this policy but customers need to understand that delays will be incurred while we wait for library staff to tell us what to do and when to do it.

12. Help desk staff need more training in Inn-Reach problems.

13. There is a need for more staff (>1) to cover the help desk during non-office hours.

Innovative response: Innovative is constantly looking for Systems Librarians to work off shifts to expand our applications support to later in the day; but, it takes time to find the right people.

14. Innovative should ask users whether they want to test a change prior to implementing the change or closing the call.

15. Some method to "immediately capture" a sample problem record or result should be implemented so that, even if a call is not urgent, the site doesn't need to hang on to problem samples awaiting attention.

16. The CS Direct service should include more detail in the summary field for each call. For example, the original email that opened the call should appear there. Also, users should be able to view closed calls to review history.

Innovative response: To point 1, we will be taking steps to do this. To point two, archiving of closed calls is a problem due to the space it would require. We will investigate the possibility.

17. There were comments about recent memos from Innovative asking users to identify hardware currently covered by maintenance agreements. Some users do not have files with these data available.

Innovative response: Arlene Debergue at Innovative can provide lists of equipment covered by maintenance agreements.

18. Because not all staff at the help desk are familiar with the history of each site, users prefer to direct calls to the same individuals they have previously worked with rather than calling the help desk. Continuity is a problem. In some cases, users get different answers from different people, and would prefer to consult with staff who know their site.

19. Coordination problems result from assigning multiple simultaneous open calls to multiple staff members. Sometimes, the calls end up being related and it is very difficult for users to coordinate potentially conflicting work by multiple staff members. Could Innovative provide better coordination when multiple calls are open?

20. Help desk staff need to distinguish between calls that say "I'm thinking about doing X and wondered about the implications..." and calls that say "Please implement X." Some users have found things implemented that weren't requested.

21. Major projects, such as loads of vendor-supplied authority files, should have accompanying "checklists" based on previous Innovative experience with other users, to ensure that important items are not missed.

22. More documentation is needed for implementation-type projects. The Getting Started Manual is on the web, but is accessible only to new users. Other users implement pieces of the system from time to time and require the same type of support. The Getting Started Manual should be incorporated within the FolioVIEWS user manual.

23. New software releases come out in the fall, at a busy time in the academic year cycle. Could they be released in the summer?

Innovative response: It is not likely that the date for new software releases will be pushed back to the summer. Many users seem to like October release dates because it gives them a chance to plan for self-installs during winter holiday breaks.

24. Does posting a problem to the listserv help?

25. At what times is the help desk staffed by more than one person?

Innovative response: At a minimum, staff overlap begins at 6am PST and continues through 6pm, Monday through Friday; but, often it is longer due to special projects on special shifts.

Cecilia Tittermore
Dartmouth College
Hanover, NH

INN-Reach Forum

The INN-Reach forum was presided over by Anita Cook of OhioLINK. Sandy Westall of Innovative assisted with clarification of some issues from Innovatives's point of view. Also mentioned as providing support from Innovative were Ann Rakes, Linda Murdoch, Deb McKinney and Greg Isernhagen.

Five (5) handouts were provided: 1) DRAFT of INN-Reach Development: Expand Pickup Locations Beyond Patron's Campus 2) DRAFT of Collection Analysis Reports 3) DRAFT of Patron Online Borrowing and Visiting Patron Enhancements 4) DRAFT of Union Catalog Enhancements 5) sample of collection management reports for "Age of Collection Reports" and "Annual Collection Development Report".

Currently seven (7) INN-Reach systems exist: ORBIS, OhioLINK, CSULINK+, CIRCUIT, MOBIUS, Prospector, and PLUS.

The current customers started this process last year for enhancements. The discussion forum is a listserv to which anyone may subscribe for free. Send an e-mail to: listproc@ohiolink.edu Leave the subject line blank, in the message type: subscribe INN-Reach your name

Anita Cook compiled the annual list of enhancements from lists which had been compiled by each of the consortiums. Lists are in priority order.

Sandy pointed out that some of the current enhancement requests have already been included in Release 2000. (I have checked these off on the list for "Online Borrowing and Visiting Patron Enhancements"). She asked that people refer to the handouts for "RELEASE 2000 Enhancements" distributed at IUG for a full list.

Discussion centered on several of the proposals from the "Online Borrowing and Visiting Patron Enhancements" list.

#4. The group was fairly divided as to which of the solutions was preferred. It was decided to go ahead and submit the request as is, but it was understood that probably only one of the choices would become the actual enhancement.

#11. A couple of the consortium would definitely not want this. They would like to see this as an option if it were to become an enhancement.

#18. This is actually written out in long form and was distributed as one of the other handouts. This would be considered a major development. OhioLINK sees this proposal as being geared for individuals who are involved in distance learning. Currently, circulation staff can override the

system to make this work. But then you have to create a record in your system for that patron (and the patron could be a part of the system but belong to another institution, so you would have the confusion of the same name for two different institutions). OhioLINK knows that this will be a major development and is hoping to find partners who will also encourage Innovative to do this development. OhioLINK sees the cost of this as being divided between partners basing share of cost on FTE patrons.

Discussion for the "Union Catalog List" centered on #1. Concern that perhaps only OhioLINK wanted more Bcodes was disputed.

Discussion on the "Collection Analysis" handout reviewed creating scat tables which can be used developing central sited management reports, merging all the information into one list (an example of this was one of the handouts ("Age of Collection reports" and "Annual Collection Development Report"). But, this would mean that everyone in the consortium would have to agree on the information for the scat table.

Anita indicated that the comments from the meeting would be distributed via the listserv - everyone who is not already on the listserv should sign up ASAP so that they can see what the final list of recommended enhancements will be.

Cheryl Paine
Mount Union College Library
Alliance, OH

Seven Secrets to Solving the Serials Syndrome

Presenters: Arlene Sievers – Case Western University

Eve Davis - EBSCO

Sandra Hurd – EBSCO

This was a very informal session, Arlene Severs and Eve Davis spoke primarily on the importance of communications with your serials vendor. Both Eve and Arlene have extensive experience in serials – both have worked for large libraries and both have extensive experience on the vendor side.

ONE

Contact your vendor during the following stages of contracting for a new ILS system –

1. During the investigatory phase – some questions you might ask:
 - what type of interfaces are available from the serials vendor & ILS vendor
 - does your serials vendor have a relationship with the ILS vendor
 - what type of data can be imported, what will it look like in the ILS system?
2. Let your serials vendor know which vendor you have chosen – do this before you sign the contract.
3. Contact the vendor before and after training on the ILS training.

Contact other libraries of similar size and ask about ILS systems.

Arlene indicated that it is extremely important to talk with others who have converted systems and those who are new customers. Organization is extremely important.

Make lists of titles - get xxx titles from our primary serial vendor,
xxx titles direct from the publishers
xxx titles from other serial vendors.

TWO

Before signing contract – clean up any outstanding claims; update any ISSN numbers, which may have changed.

- This is a good time to work on your vendor file to clean up old out of date information. And it is also a good time to clean up serials, get rid of dead records, etc.
- Find a library which has converted, what did they do, what do they wish they had done?
- Take advantage of your vendors. What services can the vendors provide? Remember that you are paying for their services.

THREE

Go to the vendor booths at conferences. See what services are available to your library.

FOUR

This is Serials, Try to Keep things in perspective by:

- Respect the learning curve. Eventually you too will be the expert.
- Do not be come paralyzed with fear.
- Do not get bogged down in minutia
- Remember, the term serials control is an oxymoron
- Things happen, everyone survives.

FIVE

There is strength in numbers. The staff is your best ally when moving to a new system or a new vendor.

- Get staff involved as early as possible.
- Make it a '+' experience. If you believe it is going to be great, so will the staff.
- Learn from other staff – visit other sites if possible.
- Remember the 2 most important numbers –
 - 1) INNOPAC order numbers
 - 2) Subscription identifiers. For electronic claiming

SIX

Networking a great way to become the expert.

- Utilize the listservs for your system and for serials. Ask questions of the functional experts on the listserv. Have your staff monitor the listserv.
- Go to Users group meetings – take the entire staff if you can. Visit other sites, other people.

SEVEN

A piece is a piece. Eve pointed out that it is very easy in serials to be overwhelmed by the little details.

Keep in mind the “BIG PICTURE”. Don't get distracted by minutia. Minutia is important, but try to keep it in perspective.

At this point, the speakers turned the remaining portion of the session over the audience for a questions and answer session.

Judy Cerqua
State Library of Ohio
Columbus, OH

Public Library Consortia Forum

Presenters: Jim Gingery, Milwaukee County Federated Library System, Milwaukee, WI
Marilyn Weinberg, Suffolk Cooperative Library System, Bellport NY
Diane Wilhelm Suburban Library System, Chicago, IL

In attendance: representatives from 18 library consortia and 7 Innovative Interfaces, Inc. (III) staff members.

A representative from each library consortium told a little about his or her consortium. There were short presentations from each of the three panelists.

Jim Gingery, Milwaukee County Federated Library System, discussed seeking solutions and where to find them. He looks for the individual at III with the knowledge he needs and contacts that person. He talks to other users and also uses the INNOPAC List. Talking to other users is a good way to find out who's done what and who's doing what.

Jim planned to talk about the Telephone Notification System (TNS). Kim Miller (Training) and Carol Ann Wanska (Technical Support) of III helped him to set up TNS. An IUG member who already had TNS, Debi Krimm of Alameda County Library made some invaluable suggestions regarding implementation. This is an example of utilizing both III and a member of the IUG.

Jim chose to talk about Web Management Reports (WMR) because of the perceived interest on the part of IUG public library users in circulation statistics. Web Management Reports accomplish this. The Milwaukee system was interested as far back as 1995 in better statistical breakdowns of "in-building circulation". For various reasons over the course of 3 years the project to develop these statistics was delayed. However in 1998, with a target completion date of October 31, 1998, Milwaukee contracted for the development of some aspects of circulation statistics of the WMR product.

Some features of the WMR-circulation that Milwaukee contracted for were limiting terminal group (statistical group) statistics by location, by patron codes and by item codes; making the home library field a statistical field; combining renewals with checkouts; and Cross Tabulation Report (CTR). Milwaukee paid a development fee and beta tested the product. Cross Tabulation Report (CTR) allows comparing two statistical fields on the x- and y-axes. For example, CTR allows the ability to cross tabulate patron home library with other patron and item codes, and the ability to cross tabulate call number statistical categories with patron or item codes. The combination of renewals with checkouts is something libraries must ask III to turn on. Renewals would then increment as a checkout only. There is no longer mention of renewal in any of the reports when this feature is turned on. Milwaukee uses four key circulation reports: all circulation activity, checkout activity, hourly checkout activity, and ownership.

Presently, Collection Development Reports are based on the entire database as a whole. This is worthless for consortia. With Release 2000, staff can limit to a subset of the database. This should make it more attractive for libraries with more than one location.

Marilyn Weinberg, Suffolk Cooperative Library System(SCLS)(N.Y.), discussed their problems with "Busy records." They circulate about 7500 holds a month and place between 1200-1400 holds a day. Staff members were leaving records in Maintenance on the screen. They were using "Place a Hold" for all holds because it was the easiest method for them. Last fall, III explained that this function made the bibliographic record and all attached item records "Busy." Only the bibliographic record is "Busy" when using "Display the holds on a title." SCLS sent an email to all their member libraries explaining why they should use "Display the holds on a title" rather than "Place a hold." The number of "Busy records" has declined.

Another cause of "Busy records" was due to running Link Maint 24 hours a day. They had to run Link Maint all the time because of their collection's size, 1.2 million bibliographic records and 6.6 million item records. III created a program that puts records that need Link Maint in a file. Now, Link Maint can finish processing this file of records overnight and no longer needs to be run during the day.

Suburban Library System (Ill.) has spent the past year migrating to INNOPAC. For the past 24 years, they were with the same vendor. It has been a wild experience for both III and Suburban. III is great. Problems were corrected or enhancements made. A comment to the III staff: Put all knowledge about consortia in one place for all your staff to find. If something is needed at one consortium, it is probably needed at all. Each consortium represents a large number of libraries. In this room there are 18 consortia represented and each one has from 7 to 72 member libraries. Specific to Suburban:

1. Holds

They had asked III to allow any copy attached to a bib record to fill a Copy Returned Soonest Hold. In order to facilitate this III created a new Paging List to supplement the current Paging Slips. The Paging List only lists bib records and local call numbers. The Paging List is not tied to a specific copy. When the library prints their Paging List, they go to their shelves and select any copy of the bib record that is listed on the Paging List to fill the hold. If all the libraries copies are missing or they just do not wish to fill the hold at this time, by saying no to INNOPAC or just waiting three days, INNOPAC will randomly select another library that has a copy(ies) on shelf. The selected library will then receive a listing of this bib record on their Paging List. The hold does not need to be placed a second time. The system will just continue to randomly selected new libraries until the hold is filled or all libraries have been given a chance to fill the hold.

2. PC Circ

Problems with phone lines, etc.

Enhancements:

a) They want the ability to load multi-circ files.

b) Also the ability to separate error messages by agency

3. **Patron Codes.**

They needed more. So III added PCODE4 with 800 values. Each library has 10.

Diane Wilhelm reiterated what Marilyn Weinberg from Suffolk said, "If something is needed at one consortium, it is probably needed at all." Also we need to talk to each other and pressure III as a group.

Questions and comments from the floor:

1. Gui Cat -- Needs to be able to scope.
2. Re-scoping of database -- In the OPAC are they listed in alphabetical order after more scopes are added?
3. Paging slips and notices -- Every location should not be able to print every other location's notices and paging slips. The function needs to be passworded so that XYZ location can't print out all notices or paging slips.
4. Patron records need scopes
5. Need more codes -- The 32 codes allowed for some fields (e.g., ICODE2, BCODE3, etc.) are not enough.
6. Locations served table -- The Locations served table needs to be expanded. 250 branch locations are not enough. Also it needs to be hierarchical. Some libraries are systems within systems.

Elizabeth Swift
Jefferson County Library Cooperative
Birmingham, AL

The Sum Of The Parts is Greater Than The Whole

Presenters: Charles M. Getchell, Jr., and Ann DeVeaux, Quinnipiac College

The cooperation between Quinnipiac College's academic library and the law library is founded in the philosophy that cooperation is ". . . the reciprocally beneficial sharing of resources . . ." (Hermann, 1994). Law libraries were separate and autonomous, a concept introduced by Charles Kendall Adams. The ABA standards, specifically Standard 604, state that the law school will control the library. One reason for the separate law library is that the collection is on site and at hand. The result of this separation from the academic library is that the differences suppress the similarities of the libraries.

A law library is a reference library; loans are restrictive, there are limited access policies, collections are big, bulky, and multi-volumed, and these libraries serve a finite population. Collegiate libraries, on the other hand, are essentially lending libraries, with liberal loan and access policies, and serve an infinite population.

The catalysts for change from this separateness have been the growth of technology and library automation, along with evolving information formats and an easier method for sharing information; institutional budgets which practically force the sharing of resources; increased competition for students necessitating more and better services; and changing organizational climates, with a "new way of thinking."

The law school was added to Quinnipiac College in 1992. This was just a year before the planning for the arrival of III at Quinnipiac; implementation of the first modules occurred in 1994. The next two years saw the building of a new law center and the hiring of a new college librarian. The development of the shared system began in 1996, and has resulted in a new college library for the new millennium. The law library and the college library are quite similar: each has six librarians and ten support staff members; law has 335,000 volumes while its counterpart has 165,000 volumes. There are 3,100 current serials at the law library, and 2,500 in the college library. The law library has more data ports, 312 to 275, as well as slightly more seating, 400 to 385.

Previously, the culture was of two directors/two campuses. The college required that the M.I.S. director be involved in all decisions, which created bottlenecks while trying to get signatures, etc. The organizational structure of each library was very hierarchical, with no interaction between the libraries. That structure has developed into a partnership between the libraries, with the close cooperation apparent. This new structure is evident as well in the automation and systems area, with the Chief Information Technology Officer (C.I.T.O.) as an integral, equal position along with the counterparts from the law school and the college library. The current culture reveals a supportive administration, the C.I.T.O. position, shared

development costs, a joint library/I.S. committee--and a focus that is constantly on the student.

The advantages of this arrangement are:

- ▶ economic, through the shared costs;
- ▶ educational, through shared activities and learning from each other;
- ▶ professional, through shared strengths;
- ▶ institutional, as a willingness to consider and attend to the new;
- ▶ personal, by getting to know each other and other jobs;
- ▶ and the balance of learning from each other's mistakes and successes.

Challenges exist in the form of:

- ▶ a concerted effort to make the lines of communication work;
- ▶ to budget for each library's own needs in addition to the shared needs;
- ▶ to consider individual library needs, such as the III booking module;
- ▶ and the "nitty gritty" of technical questions, such as dealing with locations, record format, hardware, and software.

This cooperative venture can be viewed as "The eight headed dragon," which can blow up at any time.

- ▶ The goals of the project must be kept in mind to make it all worthwhile and possible to achieve. These goals are different for each institution, but each has to value the goals of the whole.
- ▶ The division of costs must be decided beforehand; how will they be divided?
- ▶ How will the money be spent, and by whom?
- ▶ How will the institutions deal with cost related pressures?
- ▶ The longer a program goes on before it is operational, the more apt it is to fail; this is the head of time. Staff turnover and the lack of initial commitment is also part of time.
- ▶ The lack of knowledge of the whole process can result in the demise of cooperation.
- ▶ Human traits such as bad manners and thoughtlessness will be evident.
- ▶ A sense of democracy can also be a downfall; there is a need to decide who will decide issues; this depends on the size of the group.

Help for these issues may be available through consortia. Quinnipiac College is part of the New England Law Library Consortium (NELLCO), formed in 1983, and includes all the academic law libraries in New England, state law libraries and subscription library. Cooperation is traditional within the group, and today's technology has provided resources such as an online database, accessed by password. Other recent improvements giving "any time, any where" access include the Web-based catalog, called Q-Cat; TCP/IP software for OCLC activities; and the emergence of cross-relationships such as NELLCO and the Council of Connecticut Academic Library Directors (CCALD) as the libraries work together. Some of the cooperative projects which have grown out of this arrangement include cataloging, the naming of the OPAC, screen

designs, collection development (law is becoming very inter-disciplinary); hardware/software support; and the sharing of expertise through the philosophy that "everyone brings something." The small staffs have made it very important to get together to share expertise, and to have this staff come back to their representative libraries to share this expertise.

Additional projects include:

downloading from OCLC, III, uploading of edited records to the OPAC, serials management, and the decision on where to keep the server, and the migration to Millennium modules.

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