



# **Innovative Users Group**

**Report of the Eighth Annual Meeting  
April 29 – May 2, 2000  
Philadelphia, Pennsylvania**

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## Foreword

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

Many thanks go to the individuals who contributed summaries to this report. Their names and institutional affiliations are listed at the end of each report. Sincere thanks go as well to Karen Perone, for her advice and assistance.

Margaret Guccione, Goucher College  
Susan Di Renzo, University of Akron  
Kelly Sikora, Kent State University  
Editors  
September, 2000

**Innovative Users Group  
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2000-2001**

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## A1

### A Charter as a Management Tool - A Case Study

Presenters: Ann Cleary, Dundalk Institute of Technology  
Charlotte Rowe, MIS Libraries Project

The fifteen Institutes of Technology are third level educational institutions funded by the Department of Education and Science in Ireland. In order to standardize the management information systems at these institutions, a project has been funded to acquire and install the same library and student services systems at all of the Institutes. The Management Information Systems (MIS) Project funding is set at an unprecedented level of BP20 Million. The Management Information Systems Libraries Project portion is about one fourth of that. This project offered the libraries of the fifteen institutions an opportunity to standardize systems, enhance access for users, and radically improve services and practices over current offerings. Implementation of the systems at all institutions is expected to take four years.

Most of the Institutes of Technology were formerly Regional Technical Colleges. Four are in Dublin, the rest are geographically dispersed throughout the country, often with distinct regional development offerings. The Institutes of Technology are varying sizes, differing administrative structures, and radically different complexities. In 1992, new functions and authority were conferred by national legislation offering autonomy and responsibility for fiscal affairs to the Institutes.

In 1992, a Joint Study Group of Institutes and the Department of Education was formed. By 1995, a Joint Specification for Standard MIS Systems was completed. In 1997, an Invitation to Tender (required by EU procurements over a value of IRP 10,000)

was issued. That same year, a Project Director was appointed, from an IT background, and from outside of the Institutes. Evaluation of the bids was undertaken in 1998. In 1999, a contract was signed with SCT for their Banner 2000 product for student services and a contract with Innovative Interfaces, Inc. for libraries services. That same year, Charlotte Rowe, from an IT background, was appointed Project Manager for Library Implementation. In January 2000, the Libraries Project Team was appointed. The MIS Project Steering Group, the initial governing body of the project, was comprised of IT personnel, academics, registrars, Institute directors and the MIS Project staff.

The MIS Libraries Project staff report directly to the MIS Project Director. At the local level, there was a MIS coordinator at each site. The initial structure and decision-making lines were long and convoluted and isolated from the front lines of actual implementation. The initial strategies were to centralize decisions and management and oversee a phased in implementation. Centrally, the project managing groups were focused on the importance of making decisions to progress a significant national effort, mindful of politics and national goals. But they were dependent upon the local sites to actually implement the project.

The Institutes are obtaining Innovative Interfaces Millennium Library System (software only), hardware to run it; staff funding BP10,000 for library staffing was allocated to each site. How that money was to be used was to be determined at the local

level.), a budget for data conversion (for the first time, librarians agreed in December 1998 to standardize with the USMARC format), training, and additional services for the MIS Libraries Project.

Institute Libraries varied widely in size and scope. There were multiple systems already in use, presenting interesting data conversion issues. Their staffs ranged from 3 to 75, with only one library having a systems librarian. Some had branch libraries. Holdings ranged from 3,000 to 200,000 titles.

To date, two Institutes are live with OPAC, circulation and cataloging, with other modules being implemented. Three additional Institutes were in TestPAC in February and March of 2000, with the remainder to be scheduled over the next three years. Initial implementations revealed a number of issues that needed to be addressed. There was no history of cooperation amongst these institutions, and virtually no communication between sites. Sites at the same stage of implementation didn't think to confer, so struggled on without benefit of mutual sharing. At the local level, it was clear that more autonomy was desired. Schedules, goals and resource allocations were determined centrally for the project. Increased pressures of prolonged (minimum 12-month implementation) workloads dictated by a remote group made it difficult to keep staff motivated at the local level.

As a result of the initial implementations, it was clear there was a need for a mutually agreed plan that was comprehensive, had generalized participation in decision making, yet was sensitive to the needs of the individual Institutes. Too, collaborative

practices needed to be developed quickly for shared benefits.

As a result of all this, a document, a Project Charter, was developed to provide project definition, articulate objectives and agreed goals of the project, clarify and outline planning and organization, and delineate the procedures necessary to administer it. Basically, the charter was a guide to policy and decision-making. It outlined monitoring and controlling activities and provided for problem resolution and arbitration in cases of disputes. A similar document was developed for the SCT Banner project. Each site signed a new consortium agreement. A new streamlined structure was implemented, diversifying local control. The Charter established a formal relationship between the Libraries of the Institutes in order to foster cooperation and contact, promoted resource sharing and collaboration for the first time ever, and enhanced access to information. It gave form and formality to cooperation.

The Charter is a work in progress. Representatives from the Libraries and the MIS Libraries Project are involved for more participation from the local levels. Most importantly, there are now structures in place thanks to the Charter to provide a flexible framework for implementation. The Institutes of Technology in Ireland are proceeding with a combined and cooperative implementation of the Innovative Millennium system using the Charter, which emerged from the lessons learned from the initial Millennium installations.

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*Reported by: Lynne D. Lysiak, Appalachian State University*

## A2

### **Introducing the IUG: Your Innovative Users Group**

Panel Members: Karen Perone - Chair-Elect  
Jennifer Merrill - Member at Large  
Fred Gertler - Past Chair  
Kathy O'Gorman - Treasurer  
Faye Chartoff - VP Operations, Innovative Interfaces

The IUG was founded in 1992, and the first annual conference was held in 1993 in Berkeley, CA. Over 300 people attended the first conference and it has grown every year since.

**The Steering Committee consists of:** vice chair, chair elect, past chair, treasurer and secretary and 4 members-at-large.

The IUG maintains a web site and the IUG Listserv. Karen explained that the IUG listserv and the Innovative e-mail service are separate entities, and should be treated as such. E-mail from Innovative should be considered private and should not be posted to the IUG listserv.

The web site includes voting information, FAQ's, IUG by-laws, meeting info, listserv archives, and proceedings of past conferences.

Becoming an IUG member confers voting privileges. There are three Steering Committee meetings a year (1/2 day conferences before ALA and ALA mid-winter, as well as the IUG Conference).

How can you contribute?

- Become a functional expert for the enhancements process
- Serve on program/proceedings committee
- Contribute content for web site
- Participate on listserv

- Work on local arrangements committee
- Become a member of the Steering committee

#### **Membership**

Dues were reduced to \$60.00/year, from \$75.00. A change in by-laws allows members of consortiums to join as individual institutions. Memberships are Institution memberships (not personal), with one person listed as the contact person. There were 683 members by the start of the 2000 conference. A Membership Directory is maintained on the web site. Mailings include the conference proceedings, enhancement ballots, Directory of Innovative Libraries, and the invoice for next year's dues.

#### **Enhancements**

IUG enhancements vs. [enhance@iii.com](mailto:enhance@iii.com). You are encouraged to use the Innovative enhancement e-mail since the request goes directly to Innovative. The process of IUG enhancements focuses the enhancement requests, and gives order to the enhancement requests by category. Each category has a functional expert from the IUG. This expert decides if the enhancement already exists or if a work-around exists. The experts select a maximum of 15 requests per category. A list of possible enhancement requests goes to the member institutions, which vote on 5 requests per category. The enhancement coordinator

lists the top 5 vote getters in each category in priority order.

### **How Innovative fits into the IUG picture**

All service managers subscribe to the listserv, and try to work proactively. The listserv belongs to the users and Innovative will not respond directly to the listserv. However, someone may contact you off-list for clarification, or if incorrect information has been given.

Innovative has a private mailing list, and that information is posted on CS Direct. Because of requests by Innovative users to not have press releases on the listserv, they instituted a separate private mailing list, and request that Innovative private e-mails not be posted to the listserv.

Increasing customer support on CS Direct. The Known Issues page is new. The Release notes page has been revised and includes release numbers for easier use. Another innovation is multiple levels of passwording for CS Direct. This allows all library staff to access information, FAQ's, and tutorials, while limiting access to downloads and opening service calls to authorized systems staff.

## **The Annual Conference**

### **Locations of upcoming conferences:**

2001 Santa Clara, CA  
2002 Houston, TX  
2003 Bay Area

The location of the conference alternates each year. Odd years, the conference is held near III headquarters in California. Even years, the conference is held in locations throughout the US.

**Program Notebook:** includes handouts from individual sessions, description of sessions, city guides, IUG Steering Committee Member lists, and list of attendees.

**Birds of a Feather Sessions:** Groups of users with common issues or problems meet in a roundtable setting.

**Proceedings:** Recorders will submit notes on the proceedings. They will be mailed to member institutions by late summer. The full proceedings will be posted on the IUG website by the fall.

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*Reported by: Stephanie D'Angelico,  
Pennsauken Free Public Library*

## A3, K5, Q4

### Don't Touch My Bib! Innopac, Authorizations, and Workflow Issues

Coordinator/Presenter: Mary C. Wilson, Howard University Law Library

#### A Brief History of Library Systems

- **Manual, Automated, Integrated**

#### Innopac: Factors Driving Workflow Changes

- In general, as an integrated library system: shared data across modules = across departments
- Innopac Database Structure = Bib record central, with other records attached
- Innopac authorization and password structure = choice of limiting or broadening what each department's staff are authorized to perform
- Innopac Data Exchanging Capabilities
  - Ex. Keying or importing bibliographic records, item records, order records.
- Innopac and Millennium Workflow Streamlining Features

#### Innopac Workflow Choices

Choice#1: Stay in traditionally compartmentalized organizational chart and workflow--

- Innopac allows this, because...
- A. Authorization structure can have each department authorized to touch only their own records.
- B. Because data exchange and other options exist, but not be implemented.

#### Example of Choice #1: Creation and Editing Authorizations by Record Types

- Cataloging staff = Bib records and item records
- Serials staff = serial checkin records and cards

- Acquisitions staff = order records and vendor records
- Circulation staff = on-the-fly item records
- ILL staff = virtual item records
- Reference staff = none (view only)
- Systems staff = all

#### Pros and Cons of Choice #1

- Pros - less retraining and reassigning of staff = less disruption to established, comfortable workflow (therefore, may be appropriate on a short-term basis during first phases of implementation)
- Cons - less efficient workflow

#### Innopac Workflow Choices

Choice #2: Explore the potential of workflow changes--

- Allow authorizations of dept. staff outside of the traditional lines
- Take advantage of data exchanging capabilities and streamlining features

#### Pros and Cons of Choice #2

- Pros - more efficient workflow
- Cons - more retraining and reassigning of staff = more disruption to established, comfortable workflow

#### Workflow Choice #1 and #2: Flip A Coin? No!

- Choice #2: Maximize the potential of Innopac to streamline workflow
- Payoff in efficiency worth the time and effort of effective implementation

- Need to weigh factors that apply to your library's environment: current staffing and workflow, budget, time, etc.

#### Exploring Potentials: Innopac Authorizations

- Cataloging and Serials
  - Potential: structure authorizations so that serials staff can edit bib records
  - Benefits: eliminate back-and-forth of serials forwarding serial-related bib changes to cat
  - Requirements: training serials staff in how to edit bibs in Innopac/Millennium, and which serial-related fields they may edit on their own.
- Serials and Cataloging
  - Potential: Structure authorizations to allow cat staff to create and edit serials checkin records and cards
  - Benefits: Eliminate back-and-forth of newly cataloged serials being sent to serials dept for checkin record creation - can be created at point of cataloging.
  - Requirements: Training cat staff in serial record creation.
- Acquisitions and Serials
  - Potential: Structure authorizations so that receiving functions can be done by acq and serials staff (either shared by each dept, or depts merged into one unit)
  - Benefits: Eliminate incoming materials needing to be sorted into new titles (to acq) and cont. titles (to serials) for receiving.
  - Requirements: Training, possible reorg./merger.
- Circulation and Cataloging
  - Potential: Streamline on-the-fly item record processing by authorizing circulation staff to create and edit item records.

- Benefits: Eliminate need to have cat staff review on-the-fly item records when materials are returned at circulation
- Requirements: Train circulation staff to create accurate item records in on-the-fly situations, and review/edit them as needed, when returned.

- Interlibrary Loan and Circulation

- Potential: Fully integrating interlibrary loan procedures with circulation processes by authorizing ILL staff for circulation functions.
- Benefit: Streamlining workflow of both depts by integrating similar tasks--create patron records for ILL borrowers, track and send overdue notices, process recalls.
- Requirements: Training ILL staff in Innopac circulation processes, creating patron records for institutions, coordinating ILL and Circulation staff.

- Systems Administration

- Potential: Allow authorizations for certain system administration functions to be distributed to more staff members.
- Benefits: Faster problem-resolutions or system upgrades because more staff members are capable of handling these functions (ex. Innopac default records/Millennium templates; free record in use; system backups; rapid updating; Innopac codes)
- Requirements: Choose technically-skilled library staff and specific functions, train those staff members, develop guidelines for use.

#### Exploring Potentials: Innopac Authorizations

- Implementation of workflow options using Innopac Authorizations: an overview of how authorizations work and some tips

## Overview

- **A View of Innopac Authorizations (P> PASSWORDS and authorizations)**
- **D> DISPLAY Full Name**
- **N> FUNCTION Authorization**
- **Innopac User Manual Rel. 2000 (Record #18,133)**
- **Innopac User Manual Rel. 2000 (Record #18,212)**
- **Innopac User Manual Rel. 2000 (Record #18,337)**

## Tips

### Changing Passwords

- A. System Admin. - In P> PASSWORDS and authorizations, choose a specific user, then P> Change PASSWORD. (System Admin.)
- B. User -M> MANAGEMENT information, I> INFORMATION about the system, P> Change your PASSWORD.
- Need to remember current password to change it! Or, need to delete current authorization record and create a new one.

### Creating New Records

- To create a new authorization list for a user, must always choose A> ADD a person.
- There's no way to copy an existing list and paste it into a new person's list (ex. with staff changes or additions, where you need the same authorizations as an existing person's).

### Millennium Circulation

- If you setup an authorization for circulation check-out but not for overriding blocks, if a block message appears and the person chooses "Do Not Override" there is no access to information about the block.

- Innovative response to Help Desk Call opened: Passed on to our Product Development group for a possible enhancement in a future release...

### Levels of Authorization

- Basic authorizations list, but can be customized (Call Innovative!)

### Exploring Potentials: Data Exchanging Capabilities

- Cataloging and Acquisitions
  - Potential: Ability to download full MARC bib record into Innopac at the point of ordering
  - Benefits: Eliminate duplication of effort (acq keying or importing brief bib, later to be overlaid with full MARC bib by cat)
  - Requirements: Retraining acq staff to search and choose appropriate bib records in bib util. (such as OCLC)

- Serials

- Potential: Implementing Innopac's electronic serials claiming to streamline serials claiming processes.
- Benefit: Eliminate a step, batch processing, in order to streamline serials workflow.
- Requirements: Understand Innopac option's use, setup with serials vendor, setup in Innopac (vendor record, Ven Title#), train serials staff in this use, rewrite procedures.

### Exploring Potentials: Workflow Streamlining Features

- Acquisitions
  - Potential: Innopac option to combine receiving and invoice processing into one step
  - Benefit: Eliminate a step, batch processing, in order to streamline acq workflow.

- Requirements: Understand Innopac option's use, train acq staff in this use, reorganize receipt/invoicing procedures.
- Millennium Products
  - Graphical, more user-friendly ---> potential to cut training time for new staff and expand Student Assistant duties (ex. serial check-in)
  - Streamlined, no layers of menus to navigate ---> potential for faster processing (ex. MillSerials quote from our staff)

**Example: Serial Check-In Steps in Character-Based vs. Millennium**

**Making Innopac Workflow Potentials Work: The Human Side**

- Managing change effectively
- Building a team-oriented environment
- Establishing trust
  - Providing effective cross-training
  - Open communication
  - Full/clear disclosure on job description changes
- = Building comfort level to let go of the "don't touch my bib" mentality and replace it with "touch my bib, please - less work for all of us!"

**Conclusion: Innopac Workflow Potentials**

- Innopac and Millennium offer many features with the potential of harnessing the power of the integrated library system to make workflow more efficient.
- Boldly explore these features, decide what will fit in your particular library, plan, and implement - don't be afraid to experiment. (Almost anything you do in Innopac can be fixed! Ex. Rapid Updating feature).

**FOR FURTHER INFORMATION**

- Where to find the latest versions of this handout (in outline form and in PowerPoint Presentation slides form): <http://www.law.howard.edu/library/info/DTMB.html>
- Where to find the Innovative press release for Millennium Serials which quoted our staff: [http://www.iii.com/sales/press\\_releases/99press.shtml#SEP2799](http://www.iii.com/sales/press_releases/99press.shtml#SEP2799)

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*Reported by: Susan DiRenzo, The University of Akron*

## **B3, M5**

### **Inheriting an Innopac System**

Presenters: Dan Pfohl, University of North Carolina at Wilmington  
Rick Moul, Western North Carolina Library Consortium  
Judith Clark, Lynne Branche Brown, Innovative Interfaces

This session details important information and helpful tips for new systems administrators in Innovative libraries.

Dan Pfohl's portion of the session included what you need to know immediately, local contacts, documentation, and training. Most importantly, Innopac system administrators need to know how to contact Innovative. The helpdesk can be reached at 1-800-878-6600 twenty-four hours a day or at [helpdesk@iii.com](mailto:helpdesk@iii.com). The customer service website is located at <http://csdirect.iii.com> and is passworded on two levels, one for general information that can be accessed by anyone in your library, and one for the designated Innovative contact to view/open calls and view the customer profile. The Innovative Users Group site can be found at [www.innopacusers.org](http://www.innopacusers.org) and contains an option to subscribe to the listserv, which provides solutions for a variety of issues; this list is also archived on the site.

Local contacts in your library are invaluable. These veteran users of the system can demonstrate the processes specific to your library. The information technology staff of the university can provide information on the telecommunications and networking needed to maintain the Innopac system; this information is especially useful for troubleshooting. Contacts in your consortium, if applicable, are also good sources of information. A suggested beginning would be to get names, phone numbers, and e-mail addresses for these contacts.

Documentation can be key to understanding the history of your Innopac system. Begin by obtaining a copy of your contract. The contract will tell you if you are a turn-key site or software only, as well as listing everything that your library has purchased for the system. Profiling manuals and upgrade/decision manuals provide a historical perspective on the system's implementation, functionality, and selected options. Some of this documentation may be out of date but still valuable. E-mail documentation can provide a log of helpdesk questions and other issues and should be kept in a binder or database for easy reference. Beginning the practice of putting your procedures on a website can be helpful in providing access to all staff and faculty in your library.

Training can be obtained in a variety of forms: formal and informal, manuals, trial and error, IUG meetings, and contact with the previous administrator. The important message is to take advantage of all training opportunities offered.

Rick Moul reiterated the importance of establishing contacts at your local institutions and stressed the importance of learning from the system users - they know their modules best. Also, library folklore can be helpful in understanding why certain options were chosen or not chosen for implementation. Another key to administering the Innopac is the user manual, which contains an appendix with a list of tasks and responsibilities.

Documenting your implementation decisions and troubleshooting issues will be invaluable for existing staff and future systems administrators. Also use the information provided by the system; consider printing out system information and saving it as a text file to be manipulated as you need.

Lynne Branche Brown explained that Innovative is especially interested in consulting with systems administrators to find solutions to new issues in libraries. Each library has an assigned consultant or can ask questions through e-mail at sales@iii.com.

Judith Clark discussed the training options available from Innovative. The Folio Views user manuals provide the most current information and should be used in place of any existing paper manuals, which may contain incorrect and outdated information. The electronic manuals are continually

updated through customer requests and trainers who encounter instructional needs from users.

The systems administrator checklists contained in the appendix of the manual are hotlinked to the applicable user manual sections where additional information is provided. Another source of helpful information is the FAQ section of the CSDirect site, located at <http://csdirect.iii.com/faq/>

Procedures from Dan Pfohl's library at the University of North Carolina at Wilmington can be found at <http://library.uncwil.edu/systems/procedures.html>

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*Reported by: Leigh French, Wright State University*

## C2

# Implementing and Troubleshooting Web Access Management Software

Presenters: Ruth Helwig, Central Michigan University  
Krista Graham, Central Michigan University  
John McClellan, Innovative Interfaces

A proxy server sits between a client application, such as a Web browser, and a real server. It intercepts all requests to the real server to see if it can fulfill the requests itself. If not, it forwards the request to the real server. The two main purposes of proxy servers are to improve performance and filter requests.

WAM (Web Access Management) is a proxy server that authenticates users against the patron database. If it verifies that a user can access the requested server, and it provides the authentication necessary to fulfill the request.

The token method of authentication relies on the provider or remote services NOT using JavaScript. Cookies must be enabled for the token method to work. Using a proxy method of authentication is more work for both the end user and the library. It generally requires staff training and preparing documentation for users. The proxy method may not work behind a firewall. It will not work if a proxy is already in place. This might happen if a user is attempting to access the remote system from a work site where a proxy is in use. There are some browser problems with regards to proxy servers.

The WAM software can handle both methods of authentication at once. In deciding how to set up your remote authentication processes you will need to consider patron confusion, the need for two formats of URLs and you will need to know if a vendor is using JavaScript.

The WAM forward table can hold up to 150 unique entries and will only proxy entries that are in the table. The service level settings can be used in conjunction with the forward table to further restrict access based on the service level set for a patron type. The forward table is read top to bottom, so if you need to enter any specific exceptions they need to be listed in the table before the general options. The fields necessary for each entry in the table are:

- token (short unique identifier for the remote resource)
- IP address/host name of the remote resource
- service (minimum service level necessary to access this resource)
- ver (verify:Y/N)
- ptype (what patron types may access this resource)
- database name (this name is displayed in list)

As you are setting up the system, another consideration is what patron restrictions you will want to have in effect. You will need to define your user base, decide who will have access (keeping in mind any appropriate licensing considerations), and you will need to decide how expired patrons, patrons with excess fines or lost books will be handled. It is important to maintain your patron files regularly to ensure the access levels you intend are in force.

When you are testing the WAM settings, having a PC with a modem and a suite of phone numbers linked to IP addresses outside

the range of your ISP (or local network) is an important tool. You should load the PC with old versions of browsers as well as the latest and greatest versions. Perform your testing with both Netscape and Internet Explorer.

To support your patrons properly, you will need to have the following available for the public:

- An access page for research databases
- A patron verification page
- Proxy configuration instructions
- A troubleshooting guide

As you are creating or modifying these pages you will need to keep in mind your patrons and the various quirks that might result from local ISPs in common use. The access page for research databases is a regular html page and can reside on any server. The URL needs to be in the forwarding table. To change patron verification prompts, follow >A, >A, >S, >O, >O, >30. (Record #16214 in Release 2000 - custom patron verification and Record #16405 - editing web screens) When you write the configuration instructions, be sure to give the users system requirements such as Netscape 4.0 or better or Internet Explorer 4.1 - 4.5 are necessary for Macs to use the proxy server to access the resources. Be sure to provide browser specific instructions and list them by different versions or platforms as necessary. Be careful to make it clear how to locate and follow the correct set of instructions for a user.

When troubleshooting problems connecting to the proxy server, there is a definite order in which questions should be asked. They should be asked if they followed the configuration instructions and how they got to the verification screen. The various error messages will help to pinpoint a particular problem with a patron's record. Be aware of specific browser quirks, for instance IE 4.0 on

a PC must have SP1 applied, and the IE 4.0 browser on a Mac is missing an essential component and they will need to use a different browser. Problems you may encounter from the off-campus side include dealing with firewalls from the patron's location, patrons using AOL, you may encounter geographic pockets of patrons unable to connect, and there may be security concerns as the Innovative server is not a secure one.

Innopac Release 2000 User's Manual  
Relevant References:

- Record#16,197-Web Access Management
- Record #14,832 - Logon Administration
- Record # 16,374 - URL Verification
- Record #15,269 - Limit Network Access

Central Michigan University Libraries'  
Remote Access Web Pages Instruction Page:  
<http://www.lib.cmich.edu/databases/remote.htm>

Troubleshooting Page:  
<http://www.lib.cmich.edu/databases/trouble.htm>

Distance Education Accessing Research  
Databases Page:  
<http://www.lib.cmich.edu/ocls/researchdbs/index.html>

Distance Education Web Access Management  
FAQ Page:  
<http://www.lib.cmich.edu/ocls/researchdbs/wamfaq.htm>

Distance Education Troubleshooting Remote  
Access Page:  
<http://www.lib.cmich.edu/ocls/researchdbs/trouble.htm>

"Implementing and Troubleshooting Web  
Access Management Software"  
<http://www.lib.cmich.edu/staff/IUG/>

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*Reported by: Barb Anderson, Shawnee State  
University*

## C3, M7

# Marketing 101: Publicizing Your WebPAC/WebCAT/WebOPAC/Online Catalog

Coordinator/Presenter: Sara B. Sluss, California State University Long Beach Library  
Presenters: Mary Goolsby, Baylor University  
Carol Schuetz, Baylor University  
Janice Painter, Princeton Public Library

Sara Sluss (California State University Long Beach) began the program by talking about the opportunity that Millennium will give you to "resell" your automated system. It is important to get users to buy into services so that they will support you now and continue to support you in the future. If you market this new system well, and get client buy-in, your patrons will be more likely to give support for a new system in the future.

The first step is to market to your staff. Focus on teamwork and think of your staff as your "sales force." Educate your staff so that they can, in turn, educate your customers. COAST took this approach as a defense measure in the beginning. They were not only upgrading to a graphical catalog, but also going to a new e-mail system. There were lots of changes in a very short time period and they needed staff buy-in to survive. They had orientation sessions throughout the spring (with many different time slots) and all 90 staff members were required to attend. They encouraged everyone - from shelveers to the Dean - to make comments and suggestions. They had nearly total participation and staff really took ownership and pride in the system. Sara said there is one thing to watch out for - this method gives a forum to your harshest critics. You must be prepared to answer them in a positive manner.

When they came up on Millennium, they had a little sign on every computer, flyers, bookmarks, signs, buttons (which staff wore);

they sold t-shirts on a cost recovery basis, and they had mouse pads with their logo at every station. The timing was wrong for a party, but all the publicity put the catalog in the forefront. If they had it to do over again, they would seek funding for publicity. They spent only about \$2500, one-half of which went to the mouse pads.

Carol Schuetz (Baylor University) focused on closure. Closure helps to transition to something new and marks the beginning of something better. They wanted to recognize the good they had done so far and help with the uncertainty and stress that the change to a new system would bring. The Baylor University Library decided to have a funeral for their old system. They chose summertime, when most students were gone, and did a New Orleans style funeral, complete with a Dixie Land jazz band. They had a very limited budget (\$200 - \$300) but had someone make a small coffin in which was placed an old PAC terminal; they paraded throughout the library in New Orleans' style funeral fashion; someone read an obituary and gave a eulogy. By the time they finished they had over 100 people tagging along. The funeral allowed staff to have fun and feel good about the arrival of the new system. The funeral took place in July and they "christened" the new system with much fan fare in September of the same year. If they had it to do over, they would have videotaped the funeral (they did videotape the christening).

Mary Goolsby (Baylor University) went on to talk about marketing the new system at Baylor. She spoke of the need to promote resources and services - something public libraries have known all along, and academic libraries need to embrace. There is a story to tell and we must be proactive in telling it. PR events are a lot of work and they had a 15 person "launch committee" (see handout for assigned tasks). They had three goals in mind: generate public awareness of the OPAC; garner media coverage; and foster goodwill with other faculty and administration. They were sure to get the support of the University president. They chose the name of the school mascot for their OPAC, BearCAT, and chose a nautical theme for the christening party. The University President christened the bow of a ship (which the drama department had built and placed in the entrance to the library). They sent out printed invitations and press releases; the local radio station helped out and they had local TV coverage for the event. Library staff morale improved with the event planning and the image of the library improved in the community - the community was impressed that library staff could have fun!

Janice Painter (Princeton Public Library) talked of their experience in going from an old fashioned card catalog to an online system with receipts instead of date-due cards. In marketing the new system you need to focus on what you want to feature - what will be better - you must be very positive. They focused on searching and retrieval, limiting by location, shelf browsing and call

number searches, materials availability and status of items, rotated subject headings, keyword and phrase searches, view patron record, holds, and renewals. They stressed that the OPAC was available 24 hours per day from home, office, dorm, or while on the road. It is important to prepare customers for change, and at the same time make the library visible in the community. They looked at their customers based on age, neighborhoods, etc. - kids did not need help but seniors did (i.e., how to use a mouse).

They were able to phase in features of the new catalog. For 1-1/2 months the catalog had no name while they held a naming contest and scavenger hunt in the catalog. After two months they had a kick-off day with food, balloons, prizes, and magnets for the date-due receipts. They gave away the old cards from the catalog ("take home a piece of library history!") and folks enjoyed picking out a favorite book's card. They announced the name of the catalog at this time with a formal ribbon cutting ceremony, covered by the local TV station. After 4 months they had a total redesign of the web page; and after 5 months, during National Library Week, they introduced hold requests and patron functions.

Janice stressed that you want to make decisions early about how you want to phase in the new system. Do external marketing and have a timeline in place.

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*Reported by: Kim Crowley, Fort Collins Public Library*

## D2, I9

### Communicating With OPAC Patrons Through Design Language

Presenter: Jill Zimmerman, St. Philip's College

St. Philip's College is one of the colleges of the Alamo Community College District. The ACC Libraries made the transition from a text-based online public access catalog to a web-based one during March 1999. Three colleagues from different ACC campuses joined together to find out what makes a good web OPAC. Two sites that they looked at for information were <http://www.public.iastate.edu/~CYBERSTACKS/Onion.htm> and John Kupersmith's site <http://www.jkup.net/other.html>. They were looking at how patron services could be enhanced now that the web OPAC has changed the catalog from an information locator to a web portal.

This presentation covered design language and how it is used to communicate with patrons, individual design elements and principles, display guidelines, guidelines for writing screens, and other issues involved in designing effective OPACs.

Design language consists of design elements plus design principles. The goal of using design language is to create an interface, with tools such as text, forms, buttons, boxes, labels, pictures, and menus, that allows the user to feel in complete control of the program. If the page is cluttered with useless information, the patron will become frustrated. The design must take into consideration the different skill levels of the users, different browsers, computer hardware and software, and other factors that can present barriers. Keep in mind that some patrons will be using the OPAC through a text only browser.

Design elements aid in communicating the point of the page to the user. Design elements include lines and shapes (used to separate areas of text), texture (used to create a sense of

location or a certain feel, used with caution so that it doesn't interfere with legibility of text) and typography (typefaces, or fonts). Types of fonts include: serif (easy to read, used for body text), sans serif (used for body text, headlines, or captions), display (tend to be less legible, used to capture a reader's attention or for headlines), and script (less legible, used sparingly). It is best to use mixed cases, rather than all capital letters. Lehigh Carbon Community College's OPAC at <http://ws200.lcc.edu> illustrates some of these points.

Design principles dictate the way objects are placed on the page to give the effects you want. Layout (organization of the elements on the screen) and unity (the objects on the page working as a whole) focus the users' eyes on what you wish them to see. Balance can be symmetrical to present a peaceful feeling, or asymmetrical to create a more stimulating page. High contrast colors or textures are more legible. Warm colors, reds and yellows, are more stimulating, while cool colors, blues and greens, are more relaxing. Austin Community College's OPAC at <http://alicat.austin.cc.tx.us/screens/OPACmenu.html> illustrates some of these points.

Navigation through the catalog is an important design consideration. In today's web-based OPACs, users may leave and return to the catalog through links, so it is important to help users know where they are. The key is to present consistent screens, placing navigation buttons in the same place on each screen. Keep in mind that users have certain expectations about navigating web pages. Avoid duplicating the look of the web browser navigation buttons. Don't use objects that look like buttons if they are not navigational tools, and

don't use underlined text that looks like a hyperlink but is not.

Display guidelines that will help increase the readability of your pages include using the same inverted pyramid principles used in newspapers (start with main concepts, and use hyperlinks to further information), using space between paragraphs or sections, using bold fonts to capture attention to new sections, and keeping lines to 40 to 60 characters. Avoid jargon and abbreviations. Studies have found that users can't handle more than nine options at a time. The Houston Community College Library web site originally presented a long list of options, but in a redesign found at <http://www.hccs.cc.tx.us/system/library/library.html>, they grouped options under headings to increase the ability of the user to scan the page.

When writing screens, keep in mind that screens should be clear and consistent, and simpler is better. A key way to communicate with users is through well designed menu and message screens. Menus can be laid out vertically (found to be favored by users), horizontally (fine if menu is brief), or in a pallet style (graphic representations and brief descriptions of the menu choices). Athabasca University Library at <http://aupac.lib.athabascau.ca/search/> uses a pallet style menu. Menu options should be displayed in a logical order. Users should understand what event will happen as a result of choosing an option.

With our web OPACs, much of the display after a search has been performed is system-defined, but as much as possible, we should make sure that patrons get the information they need to effectively use the catalog. We can provide a descriptive title for the main OPAC page to aid in patron bookmarking, welcome screens that identify the library and give search options, helpful and positive error messages, and clear and concise help screens. The Colorado Alliance of Research Libraries at <http://www.coalliance.org>, and Prospector, their

unified catalog (<http://prospector.coalliance.org>), were presented as good examples of these principles.

It is difficult to consistently apply some of these ideas in designing a web OPAC. For example, it is almost impossible not to use jargon in a library catalog. A solution to this is to supply a glossary, such as the one from Bogazici University Library, <http://ceyhan.library.boun.edu.tr/glossary.html>.

Cataloging rules call for repeating information within a record and require use of abbreviations and symbols. Labels and abbreviations may vary from one catalog to another. University of Nevada, Reno Library explains a catalog record in a tutorial at <http://www.library.unr.edu/~instruction/tutorial/frames/page4a.html>. Make these glossaries and help screens readily available rather than expecting the patron to search for them.

In closing, several examples of innovation in using the web were shown. These included:

Wittenberg University Library's Virtual Collections page  
<http://ezra.wittenberg.edu/screens/virtualcol.html>

Wisconsin Lutheran College's map  
[http://www.wlc.edu/campus/buildings/library\\_main\\_floor.html](http://www.wlc.edu/campus/buildings/library_main_floor.html)

Willamette University Library's newsletter  
<http://dewey.willamette.edu/home/pub/mt/>

Athabasca University Library's tutorial  
<http://www.athabascau.ca/library/help/aucat/page1.htm>

Bridgewater College Library's library research guides  
<http://www.bridgewater.edu/departments/library/newguide/wholesubs.htm>

Dallas County Community College District Library's FAQ for Distance Learners  
<http://ollie.dcccd.edu/library/FAQ.htm>

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*Reported by: Lisa Blankenship, University of Northern Colorado*

## E1, M1 Quality Control by Number

Presenters: Karl Fattig and Anna Flotten, Bowdoin College Library  
<http://www.bowdoin.edu/~kfattig/qc/>

The presenters posed and then addressed several questions. The following are three questions from the session.

1. What is quality in the catalog?
2. What affects quality?
3. How have libraries traditionally tried to improve quality and quantity standards?

### **What is quality in the catalog?**

Quoting Thomas Mann, the presenters listed several characteristics of quality in a library catalog. Quality should promote predictability and serendipity in retrieval, and should promote access to the collection. This is achieved by providing accurate bibliographic information that enhances access to the collection. Increasingly libraries must make decisions about the quality of their catalog. They must decide what qualifies as an error. Will every typographical mistake be corrected or only those that affect retrieval? They must decide what standards will apply. Will cataloguers be allowed to create local subject headings, or will they only follow national standards? They must decide what is an acceptable error rate. One study suggested that libraries should be satisfied with a catalog that is ninety-seven percent accurate. Libraries must also decide whether they will double check all records, designate cataloging specialists based on format or topic, or invest in quality control software.

### **What affects quality?**

One factor affecting quality is automation. Automation can improve quantity, but it can make mistakes more prevalent and more visible. Standards can also affect quality. A

library needs to decide whether it will change past practices to conform to new standards, or allow different standards within the same catalog. The quantity and quality of training can affect the quality of the work entered into the catalog. And the amount of support (financial, staff, equipment) can affect the quality of the catalog.

The presenters posit that authority control is the "cornerstone of catalog quality control." Close monitoring of the invalid headings report can help maintain high quality in authority records. This is done at the time that the record is downloaded into the system. Bowdoin College downloads a full MARC record at the time the item is ordered.

### **How have libraries traditionally tried to improve quality and quantity standards?**

Some libraries turn to outsourcing to improve quantity. Other libraries modify workflow to decrease the number of times a record or item is handled. Bowdoin has done the latter by creating a "OneStep Workflow that integrates the receipt and cataloging of most library materials into a single process." They receive, catalog, barcode and create the item record at one time. The records are then FTPd to OCLC for batch updating.

Another method of improving quality is to establish a list of Innopac reports that help staff detect and correct problems. These lists may be used by themselves or in conjunction with the Create Statistical Report function. At Bowdoin, they run the following reports on a monthly basis to look for errors and inconsistencies. Bowdoin's list includes:

1. No Cat. Date
2. No Received Date
4. Bibliographic location = Order
5. Blank FF
6. Blank bcode2
7. Bcode2 = 1 (In their library this indicates an error)
8. Sort by/review/extract Leader 17 - Encoding Level
9. Sort by/review/extract Leader 07 - Bibliographic Level
10. Sort by/review/extract Leader 24-27 - Contents/Nature of work
11. Sort by/review/extract Leader 18-21 - III
12. Sort by/review/extract 043 - Geographic Area Code

13. Sort by/review/extract 245|a - Title Proper - Filing Indicator
14. Statistical cross-tabulation (MAT TYPE and LOCATION)
15. Anomalies in cataloging statistics

The presenters concluded with some outsourcing tips. If work is outsourced be sure that the vendor follows established standards. Ensure that the vendor documents all decisions and procedures. Doublecheck the first few batches of records from the vendor. And provide feedback on problems so that the vendor can correct their mistakes.

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*Reported by: Ruth Helwig, Central Michigan University*

## E2

### Managing Departmental Library Budgets with INNOPAC

Coordinator/Presenter: Mieko Yamaguchi, University of Wales Bangor  
<http://www.bangor.ac.uk/is/iss053/INNOPAC/budget/>

Yamaguchi's program was an attempt to address a wide variety of questions regarding managing financial functions in INNOPAC that seem to come up frequently, and to address a perceived need for more programs on the Ordering and Receiving module of INNOPAC. She cautioned that her description of procedures was but one way to manage financial aspects of the system, and that, to a large extent, libraries can make their own rules and procedures for dealing with these issues.

Following a brief description of the Library at the University of Wales Bangor, and its relationship to the University's financial offices, Yamaguchi began her presentation by reviewing the procedures for grouping and tracking funds for reports. At Bangor, funds are grouped in a hierarchical order based on the University's structure (University level, faculties, type of material). Alternately, a library might choose to use subfunds for tracking expenditures (in order to track encumbrances, however, a library would need to use individual funds tied to order types or other fixed fields); INNOPAC, however, can only handle seven subfunds for expenditures (not encumbrances), unless a library groups for reporting AND uses subfunds.

Because of the financial circumstances at her institution, the library cannot plan ahead to provide precise allocations to funds. Therefore, some funds are used for appropriating and some for expending, but the total free balance for the fund group, which reflects the total of encumbrances and expenditures, is ultimately available funds. A slide was shown for a specific department (history) as an example of the use of funds and subfunds, without allocations.

Following the discussion of monitoring expenditures and encumbrances through the use of funds and subfunds, Yamaguchi turned to a description of serial records and a general discussion of funding for serials based on encumbering or not encumbering money, or in using the invoice data to determine projected price increases.

If a library chooses to use status g in serial order records, it must estimate a total cost of serials for the fund and must "lump encumber" that amount. Status g orders will only disencumber against a total fund allocation. Yamaguchi cautioned that status g is most appropriately used for annual subscriptions where one can realistically anticipate expenses. Status f orders, on the other hand are most appropriate for continuations, monographic series, and irregulars, but not for periodicals (if you want or need to track expenditure details). At the University of Bangor, the library encumbers and disencumbers funds (using status c, d, or e); if a library chooses to use this method, it is necessary to change status e (partial) orders to d at year-end, and status d to c each year, to change the status from paid, to encumbered. If a library uses this method, checking orders that are still status c is useful, because it could indicate that something has gone wrong, if an order is still status c.

The next portion of the presentation was a lesson in adjusting eprice in order records. In order to use this feature, a library must have 2 years of payments listed in an order record; the system will write new eprices to a file, and will replace the old amount with the new eprice at the same time the status is changed from d to c.

In order to utilize this function, users first create a list (based on whatever relevant information you need); the "Create Lists with Special Options" screen provides a price projection report option. INNOPAC will calculate the price projected for the coming year, based on the payments listed in the order records. For this reason, it does not work particularly well for orders in which there was more than one payment in a given year (for example price adjustments and supplemental invoices), which Yamaguchi called a pity, because, otherwise the feature really works well. One additional caution is that INNOPAC assumes that payments and copies are the same, so that if there are two payments, INNOPAC thinks there are two copies.

Users can retrieve the same information by using the "Statistical Reports" feature, but in fact the information retrieved in this way is potentially more accurate. In this feature, users are prompted to indicate what inflation rate (a calculated rate, or your own projected rate) is desired to calculate the projected price, which eliminates the problem described earlier, that of multiple payments in one year throwing off the calculations made by the INNOPAC.

Yamaguchi also described the new feature which allows a library to put invoice information in item records, one use of which might be to link spending with item use. This feature could also be helpful if a library wants to archive old orders.

Finally, following a brief description of the financial link with the University's main accounting system, Yamaguchi made several suggestions regarding the fiscal year rollover and other financial functions:

1. Do not leave it until the end of the year.
2. Know when your institution actually cuts checks and time the library's cycle to the institution's cycle.
3. Post invoices and print financial reports before checks are cut, and compare them with the university fund register.
4. Print fund account reports and clear the payment history file, and start over for the next month.

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*Reported by: Jean Parker, Saint Louis University*

## E3

### Starting a Regional Innovative Users Group

Presenters: Shirley Aronson, Maryland State Law Library  
Laura Bowen, Gettysburg College  
Margaret Guccione, Goucher College  
Judith Schneider, US General Accounting Office

The Mid-Atlantic Innovative Users Group was formed in June 1999. Originally conceived as an informal networking group among libraries in the MD, DC, PA area, it has grown to include 45+ libraries, systems, and consortia in a seven-state area. In this session we'll share our first-year experiences.

#### **Planning the first meeting**

Keep the organizational meeting to a small steering group. Administrative encouragement is vital to the success of the organization. Enlist the support of Directors. Since it's important to have a critical number together at the first meeting, make it easy and worthwhile for people to attend. Invite known doers, and be sure to have representation from different types of libraries. Include everyone in the immediate area. Provide refreshments and plan some kind of program so that attendees can justify their time and expense. Send out maps, information, and reminders before the meeting.

#### **Running the first meeting**

Have the questions ready for which you need answers and be prepared to accept the consensus of the group. Determine the level of interest and willingness of people to help. Some questions we asked:

- *Structure.* What kind of structure should the organization have? a slate of officers? a planning committee? Should there be dues or fees? Should meetings include the whole membership or be subdivided by special interest groups?
- *Meetings.* Shall there be an annual meeting? semiannual meetings? special interest meetings? no meetings, but rather informal networking?
- *Program.* Do we want programs with speakers? Innovative sales representatives? panel discussions? standing sessions?

workshops? What kinds of topics are important to members?

- *Communication.* What's the best vehicle for communicating information among members? web site? newsletter? listserv? e-mail? What combination would work best for everyone?

#### **Making decisions**

Our method was to have participants separate into small groups for discussion. Each group appointed a spokesperson who reported to the group. The suggestions were tallied and decisions made by majority vote.

#### **Going forward**

Before the meeting is adjourned it will be important to solicit a planning committee and volunteers to begin the work. We had decided on an annual meeting to be held in the Fall. It was already June, and the lack of time was not ideal. Consider organizing at least six months ahead of any planned event.

#### **Documenting**

Keep dated records of everything you've done. Some of the organizational structure depends on what you want to do. For example, if you've decided on a formal meeting, you need a planning committee; if you want a newsletter, you need an editor; if you want phone contacts, you need someone to establish and maintain a list. A basic core group will most likely consist of committee chairs or coordinators for general planning, meetings, membership, and treasury. The MAIUG officers, all volunteers, agreed to serve for the initial year and the following year as well, in order to provide some stability through the formative period, and to allow time to recruit a new slate of officers.

### **Planning a major meeting**

We learned that it is difficult to estimate attendance--we expected 50-60 attendees, and were swamped with 140+ registrations, plus walk-ins. Some important factors:

- Program. Ideally, programs should be planned according to the suggestions of member libraries. Solicitation of presenters is the work of the program committee. It is important to assign someone to be a source contact for each presenter to confirm schedules, check on equipment needs, and generally prevent any disastrous surprises or conflicts on the day of the meeting.
- Site accessibility. Proximity to convenient public transportation or good highways will ensure better attendance.
- Space planning. Be sure the space allows for adequate and comfortable seating during sessions, and that people are able to see and hear well. Be prepared to accommodate special needs, such as first aid, and provision of needed equipment for sight or hearing-impaired persons, or those with other physical disabilities.
- Too much information is better than not enough. Remember to send reminders, maps, and other information to registrants well in advance of the meeting.
- Provide plenty of information in conference packets. Arrange packets in alphabetical order, with a name tag for each, and be sure to assemble these in advance of the meeting day. Contents might include program handouts, a list of attendees and institutions, Innovative-provided brochures, and a pencil and note pad.
- Food is last but definitely not least. If meals are provided on-site, they should be quickly served and of good quality, and should allow for individual dietary needs. Include morning coffee and break refreshments. If participants are to find meals on their own, provide a list of nearby restaurants.

### **Financial Aspects**

- A. Define the organizational structure
- Need Officers for signature card at bank.

- How many names on card?
  - How many signatures needed on checks?
  - Whose?
- B. Start calling banks and savings and loan associations to find one that will open an account with a minimum balance of less than \$100.00 and still be able to get interest.
- C. Get Federal Employer Identification number (EIN) from the IRS which you will need to open the account.
- Need to fill out form SS-4 Application for Employer Identification Number and fax or call in information (handout)
- D. Need coordination between Membership chair and Treasurer.
- Checks for dues come to membership then must be forwarded to treasurer for deposit. They should also be in touch periodically to be sure that their records agree.

Try to get as much of this done prior to the first paid meeting of the new group. When checks for a workshop are made payable to an individual rather than a group - you do lose credibility. We did have a very successful conference - but would have looked more professional, organized and successful had we had our financial structure in place.

### **LISTSERV**

MAIUG was fortunate to have a member, Laura Bowen and home institution, Gettysburg College, willing to host a listserv for the group. Laura discussed the technical challenges of working with IR staff at Gettysburg to set up the listserv, the differences in capabilities and limitations of various list software (handout), the learning curve associated with setting up policies and protocols, and how she resolved some of the early glitches.

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*Reported by: Margaret Guccione, Goucher College*

## E9

### Development of a Custom Course Guide with WebPAC Links and Electronic Reserves

Presenter: Mary A. Doyle, Eastern Connecticut State University

This three-year project at Eastern Connecticut State University applies the functionality of the online catalog in an innovative way to provide easy access to a wide range of resources. The catalog is used to integrate collections in order to create customized web-based retrieval tools to meet the ever-increasing expectations of users. Using the Innovative System, Custom Course Guides have been developed by creating HTML (hypertext markup language) links to the web-based catalog in order to highlight print resources, and by the development of a modified Electronic Reserves module using the existing Reserve Room feature of INNOPAC.

The integrated subject guides created as part of this project can be described as HTML coded pages that highlight resources in the Library's collection. The pages are based on the academic model of course resource guides that have been used to support curricula. The model can also serve public libraries in the form of readers' guides or pathfinders.

The basic elements of the integrated subject guide are:

- The use of HTML links to searches in the online catalogue. The links point to a specific bibliographic record or records of particular relevance to the subject guide.
- A secure directory for information that you want to limit access to because of the sensitive nature of the material, copyright considerations or its unpublished nature.
- An electronic reserve component that supports supplemental reading for the course.

- Information about resources, for example CD-ROM databases that are not directly accessible through HTML links.
- Links to web based resources such as search engines and databases.
- Links to library services including online forms and new titles lists.

Example: History 400 Seminar Course - New England Colonial History URL:

[http://www.ecsu.ctstateu.edu/library/doc\\_400.htm](http://www.ecsu.ctstateu.edu/library/doc_400.htm)

Examination of this guide shows links to the course Syllabus, sample Keyword searches in CONSULS - Public Access Catalog, Electronic Indexes recommended for this course, Print Research Tools such as journals and bibliographies, scanned images of supplemental reading materials as Electronic Reserves, Suggested WWW Sites, links to bibliographic records for Required Course Books, and a WWW Search Directory which lists selected search engines.

This integration of print and electronic resources offers users one place to look for the information they need. This information can be accessed from anywhere on the Internet. The integrated course guide expands the range of resources available to students and can be used as a teaching tool in library orientation classes. It points the user to well researched, relevant resources. It gives the library the chance to open up access to a range of resources in creative ways, while adapting to the changing needs and expectations of its users.

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*Reported by: Kathy Dutchak, British Columbia Institute of Technology*

## F1, N1 Macros for Beginners

Presenter: Patrick Armatis, University of Michigan-Dearborn  
<http://libraryweb.umd.umich.edu/iug>

Patrick Armatis gave detailed instructions on how to create macros using OCLC's Passport software, which will execute in an Innovative character-based system. A macro is a single executable command consisting of a series of other commands and actions. The software for connecting to OCLC is called PASSPORT. PASSPORT is a telnet client that allows connectivity. This presentation was neatly divided into six parts of specific commands to create the desired macros:

**1. CONNECTING TO INNOPAC:** On the OCLC menu bar, select 'Session', then select 'Create'. Choose 'no' when prompted to use the OCLC 'SessionGuide'. A box with tabs across the top appears with the first tab, 'Terminal,' displaying. Set the 'Terminal type' to the desired emulation. This is usually VT100 (if you are unsure of your emulation, check with your library or campus computer office). Set the 'History Rows' to 0. Click OK. (Everything else in the 'Terminal' tab stays as it is.)

Click on the 'Communications' tab. To create a link to your INNOPAC you want to choose either TCP/IP for an Internet network connection, or Asynchronous for a direct, hardwired connection. If you have an Asynchronous connection you will need to know your parity, baud rate, etc.

You don't need to change anything in the next tab, which is 'Macros' since the default settings work. Click on the 'Display' tab. You can change the screen colors if you wish. Select the 'size to fit window' and the 'block cursor' options.

Click on the 'Keymaps' tab. Here you will create a file to store your INNOPAC session

keyboard assignments. Click 'Create' and using Patrick's example, type "III macros". The 'Export/Transfer' setting is not applicable so click close and name your session, for example, "III connection".

To open this session to INNOPAC: click 'Open' under 'Session' and double click on the desired connection.

**2. CREATING MACROS:** From 'Tools', select 'Macro'. Here you will create a macro book to store the INNOPAC macros you create. This is similar to file folders in Windows. The example Patrick used was to create a macro for INNOPAC Circulation Statistics, so he named his MacroBook "CIRC". In the Macro Names box, he typed "all\_circ\_stats" (spaces are not allowed and it can be no more than 27 characters long.) Then click on the 'Record' button and choose yes to 'record text received from host'. Then you will enter a description of the macro you are about to create. Patrick typed "Start from Circ Stats Menu - prints all circ stats to printer" (here spaces are allowed and there is no character limit.) Click OK.

A macro tool bar will appear with two buttons: a red 'Stop' button which terminates the record function, and a 'Pause' button, which temporarily suspends recording. Begin typing the keystrokes necessary to perform the task (A, Y, P, N, P...) Click the stop button when you are finished.

**3. RUNNING THE MACROS:** Connect to INNOPAC via PASSPORT. (Select 'Session', 'Open'). Using Patrick's example: click on "III Connection", proceed to the appropriate start screen, "INNOPAC Circulation Statistics". From 'Tools', select 'Macro'. From

Macrobooks, select "CIRC", from Macro List select "all circ stats". Now click the 'Run' button in the box.

#### **4. ASSIGNING MACROS TO FUNCTION KEYS:**

From 'Tools', select 'Customize'. The first tab that displays is labeled 'Keyboard'. Select the keymap for the INNOPAC session. In Patrick's example: "III Macros". From the Macros box, select, "CIRC!all\_circ\_stats". A description of the current key assignment will display. In Patrick's example this was "alt H". In the 'New Shortcut Key' box enter whatever keystroke you want to assign but be careful not to assign already used OCLC macros like F11 or those standard in Windows like 'alt B' for bold. You will get a warning if the keystroke you assign is already being used. Click the 'assign' button.

#### **5. EDITING OR DELETING MACROS:**

From 'Tools', select 'Macro'. Select the appropriate macrobook [CIRC] and the macro from the list [all circ stats]. Check the 'Edit' button. Make the changes you want to the commands. Click the 'checkmark' button (8th from the left in the 2nd tier of buttons) to verify and save your changes. This will let you know of any errors by making them appear in red. Close the macro editor window to finish.

#### **6. TIPS ON USING PASSPORT WITH INNOPAC:**

Use macro books to organize your macros by department, library, person, etc. Make sure the correct macro book is selected when creating macros. Do a dry run before creating a macro to find possible problems like initials and passwords and non-static values. Decide where your macro will start such as the main menu, the circ menu, etc. Be careful when including passwords in your macros since they are not encrypted and this could disable your login security. Beware that some keyboard shortcuts are hard coded into the software such as Control-V. Use the handy 'Organizer' in PASSPORT to copy and transfer your macros between macro books. PASSPORT has 'Help' available on the toolbar, which includes step-by-step instructions for creating macros. It explains much of the macro programming gibberish and has a "How do I" section.

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*Reported by: Georgia Briscoe, University of Colorado*

## F6, M4

### Web Management Reports

Presenters: Donna Bacon, Springfield-Greene County Library  
Sandy Westall, Innovative Interfaces

Web management reports were introduced at Springfield-Greene County Library two years ago. At the time the reports delivered statistics for an entire system but did not permit the user to gather statistics by location or groups of locations. This was not useful in a multi-branch system. Release 2000 resolved this problem and, with a few changes recommended at the end of this report, is working well.

Web management reports allow the ability to view, download and print INNOPAC statistics using a web browser. Windows 95, 98 or NT users will need Internet Explorer 4.0 or later, Netscape Navigator 3.01 or later. MAC users will need OS 7.1 or later. The program will not work with older PCs.

Springfield-Greene County Library chose to add web management reports as they provided better displays with pie charts and graphs, and improved navigation and downloading procedures. It offers greater flexibility in limiting reports by such fields as pcode, icode and ptype.

Collection development, web access management, course reserve and INN-Reach statistics are only available in the web product. All searches that are presently available on the character based system are available through the web interface and all may now be limited by terminal groups, as defined in the locations served table.

The web reports appear on a page divided into four frames. The Millennium logo is located at the upper right hand side on all screens. The logo returns you to the main menu with a single click. The top frame is the tool bar. From here the user can graph or download the

files. The left hand frame contains the menu choices: Searching, Circulation, Collection, Acquisitions and INN-Reach. Course reserves will be added later. Searching includes reports on the number of patron searches by search key, by terminals or logins used and a report on actual searches made. This latter can be sorted by popularity and can be used as a collection management tool. Web Access Management reports accumulate statistics on patron home use of online databases. The statistics cumulate indefinitely and are not segregated by months. It is important that the library separately passwords the viewing and deletion of this file as all statistics can be lost if a staff member accidentally deletes the file.

All circulation statistics are available in the web reports. They can be sorted in a variety of ways. Among the reports are circulations by location, by terminal or login, the number of filled holds, renewals and patron that have items reports. Multi-branch libraries have reports on the activities of home library and non-owned items and the percentage of each. Circulation cross-tab reports compares two fields chosen by the user to create a statistical table. For example a table can be created comparing circulation of all ptypes on a system by locations.

There are several reports unique to the Web Management Reports. The age of collection report matches the age of the collection against a scat table. Locations and scat tables may be chosen from a drop down menu and the system will calculate the report based on the library defined parameters. The collection management report compares the size of the collection, the circulation activity, the cost of the material and calculates a cost per

circulation. Reports take a really long time to recalculate. It is best to run them overnight.

Fund accounting reports use hyperlinks to zoom in on the reports on specific funds. Similarly hyperlinks permit navigation through vendor statistics to the individual invoice number.

INN-Reach fulfillment reports count the activity between different library systems. A spreadsheet presents activities matching the activities at the borrowing library and the owning library. Course reserve reports are coming soon.

Donna Bacon made several enhancement suggestions:

- Create Age of Collection reports and Collection Development reports by Review file
- Create monthly files for the Web Access Reports

Recommendations from the audience:

- Add statistics by Gateway
- Add statistics for the ILL module
- Prepare activity reports weekly and bi-weekly as required by some state reports (this is currently not possible).

## Question and Answer Session

*Question:* Which field does the system use for the publication date.

*Answer:* 260 field subfield c.

*Question:* In the reports does the number of checkouts include renewals.

*Answer:* Not sure, but probably not.

*Question:* Which call number field does the scat table use when calculating the age of collection report?

*Answer:* It will look for an item call number, if that is not present, it will look for the bibliographic call number.

*Question:* Can there be more than one scat table?

*Answer:* Yes. Sandy recommended that libraries should be careful when modifying scat tables as results will be skewed.

*Question:* What is the "Not in table" line in the scat table?

*Answer:* The system counts everything represented in the scat table. Everything not represented appears in the "Not in table" line.

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*Reported by: Maureen Hattasch, Greenwich Public Library*

## F7

# Creating An Electronic Course Reserve System Using Innovative Course Reserves and Patron API

Presenter: Bruce Jeppesen, Cleveland State University  
<http://html.ulib.csuohio.edu/IUG2000>

- I. What is Patron API?
  - A. It is a utility available to purchase from Innovative.
  - B. API stands for Application Programming Interface.
  - C. This interface allows queries of the Innovative patron database in order to provide real-time authentication of users for a service or application.
    1. You choose the number you wish to query but it can only be one number (social security numbers, barcode number, etc.)
    2. Users are screened based on personal data available in the library's patron record.
    3. Users can be screened based on library data.
  - D. Successful authentication sends user to secured service.
- II. Possible Uses of the Patron API.
  - A. Electronic Course Reserves.
  - B. Restricting access to specific areas of a Web site.
  - C. Electronic sign-up in computer labs.
  - D. Login to proxy server for remote access.
  - E. Screening users before they submit online forms.
  - F. Student Employment forms.
- III. How Does the Patron API Work?
  - A. It queries the patron database via a URL with an embedded patron ID number.
  - B. A successful hit will return a full patron record in HTML.
  - C. A library-written CGI script will parse the patron record and check for pre-determined criteria.
  - IV. Patron API Setup and Security.
    - A. Limit network access.
    - B. Block access for all.
    - C. Enable access for specific IP addresses.
    - D. Enable ranges of IP addresses if desired.
    - E. Use the default of 0 for the Service level.
  - V. Testing the Patron API.
    - A. Setup network access for a test computer.
    - B. Use a Web browser to manually query the API.
    - C. Throw wrong information into the test to see what happens (very important).
    - D. If the test is successful, you will receive entire patron record in HTML format.
  - VI. Cleveland State University Library's Electronic Course Reserves Project: Old to New
    - A. Hardware - PC, HP Scanner, and Adobe Capture Software.
      1. Authentication was based on students logging into a University-based server and then finding the link to the library.
      2. Security script looked for a referral from a specific, secured Web page before allowing access to the Electronic Course Reserve database search page.
      3. Course information was in an Access database.

4. PDF files were on a NT Web Server.
  5. OhioLINK purchased the Patron API software from Innovative to allow remote access to databases.
- B. Limitations of Original Electronic Course Reserve System.
1. Maintenance of Access database was time-consuming.
  2. Electronic Course Reserves and Print Reserves were on two different systems.
  3. When faculty wanted to directly connect to their electronic course reserves and the security would not let them, they would create their own Web pages.
  4. Equipment became unable to handle the increasing volume.
- C. Improving the Electronic Course Reserve System.
1. Database Maintenance used to integrate the electronic records with the print records and eliminate the Access database program.
    - a. Created MARC records with an 856 URL linking to a PDF file.
    - b. Suppressed records from the online catalog to prevent searching by author or title.
    - c. Used Net-term telnet client with Macro buttons to make URL entry easier and more consistent.
    - d. Took advantage of the inactivate feature in the Innovative Course Reserve module to keep track of the items.
  2. Consolidation of Reserve Systems.
    - a. Print and electronic reserve items appear in one place.
    - b. One faculty or course search leads to all reserve materials for that course.
3. Direct Access from Faculty Pages.
    - a. 856 URL directs users to an authentication script that uses Patron API to check name and ID.
    - b. Faculty can use that same URL on their page to direct students to their items on reserve. Professor's URL is same with the exception of the file name.
    - c. Faculty can choose to connect to Innovative course page rather than directly to the PDF file.
  4. Using two scripts for validation.
    - a. IP Checks - if patron is on campus, then goes directly to next step. If patron is not on campus, then script goes to Patron API.
    - b. Do not have to reconfigure browser to do IP checking and Patron API.
    - c. For each document viewed, the steps have to be repeated.
      1. Investigating the concept of cookies.
      2. Investigating Easy Proxy software.
  5. Upgrading Hardware and Software.
    - a. Set up new Linux server with three 10-GB hard drives and Apache software.
    - b. Updated and added scanning PCs.
    - c. Continued to use Adobe Capture software.
    - d. Added higher speed scanners with ISIS drivers.
  6. Assessing the New Electronic Reserve System.
    - a. Efficient and fairly inexpensive to set up.
    - b. Turnaround time has decreased. Same-day service for scanning and putting items up on course reserve.

- c. Print and electronic items are together.
  - d. Staff was already familiar with Innovative course reserve module, so the system is manageable.
  - e. Statistics on "hits" of the course reserve web sites are easily obtained from the Web server log.
7. Ongoing Issues.
- a. Copyright debate continues.
  - b. Managing Electronic documents could be more convenient.
  - c. Setting a cookie at the first authentication would allow patrons to only type their information once.
8. Other Uses of Patron API.
- a. EZ Proxy
    - a1. Product from Useful Utilities.
    - a2. URL-rewriting software that acts as a proxy between off-campus users and commercial databases.
  - b. CybraryN
    - b1. Product from Computers By Design.
    - b2. Security software for public PCs and labs.
    - b3. Serves as an electronic scheduler for public PCs and labs.
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- Reported by: Kelly Sikora, Kent State University*

## F8, N7

### **Designing a Better WebPAC Interface (Title from handout/presentation)** **Designing an Efficient WebPAC Interface (Title from Program)**

Presenter: Kevin F. Cullen, Colorado State University Libraries

The PowerPoint presentation and bibliography of useful literature is available at  
<http://lib.colostate.edu/~kcullen/iug/>  
SAGE (Colorado State University Libraries WebPAC)  
<http://manta.library.colostate.edu/sage/>

Highlights of the presentation that are not apparent from the PowerPoint slides are included in the following description.

Colorado State University's new WebPAC was redesigned based on information gathered from INNOPAC statistics of searches attempted by patrons, and input from reference and instructional support staff. In addition, research was conducted to aid in the selection of appropriate graphics, page layout and other factors to increase the usability of the page.

#### **What are the Problems with the Existing Page?**

In analyzing SAGE (the Colorado State University WebPAC) in the summer of 1999, the presenter provided useful information for other Innovative sites to use in assessing the effectiveness of their own WebPAC pages. Issues to consider include organization of search indexes (put the most used near the top); and layout of page (too much text, headlines that don't stand out, using separate tables for each item is confusing, no apparent order to the search index selections available).

#### **Goals for the New Layout**

It's important to look at what you want the new pages to accomplish before you design them. It is also important to make sure the patron always knows where they are by branding the pages with the library name and/or logo.

#### **The Layout**

The search indexes offered were grouped together based on the use statistics. The

groups were then organized to add to the overall look of the page. For example, Journal Title was used more than Title, but it was placed under Title in the grouping for aesthetic purposes. Mouseovers were utilized to clarify the indexes offered as in the case of the Journal Title index which provides the additional information that the search will determine if the library has the journal title, not that it will search the journal for articles on the topic. All screens are similar to the first screen so that load time is decreased because the same graphics are utilized throughout the WebPAC.

#### **Screen Navigation (curing a pet peeve)**

The old system didn't provide navigational markers to aid patrons in changing search indexes without returning to the main menu. The new layout provides an easy to click and go option.

#### **Graphic Text**

To make the graphics for the search indexes and the mouseovers, a program which utilizes vector graphics (CorelDRAW) was utilized. This provides assurance that the text will appear the same in all browsers. The created graphics are exported into raster (another term for bitmap) GIF format. Reducing the color palette from 256 to 96 will further reduce the size (and reduce load time) of the graphics. Use simple colors with bright contrast between the text and the background. You can utilize a one pixel transparent gif, with a HEIGHT=12 pixels, to provide consistent space between the graphics.

## **JavaScript**

Utilize JavaScript to make this all work together. Some examples are provided in the PowerPoint presentation. The note referring to "use JavaScript to write itself" refers to recent information the presenter was aware of but hadn't had the opportunity to investigate. Additional information may be available at the site at a later date.

Remember: The staff at Colorado State University did not invent any of these techniques. They did a lot of research on what was available, what their user needed and pulled together the existing technology to meet their patron needs.

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*Reported by: Barbara C. Doll, Saint Francis College*

## **F10, P10 Enhancements**

Presenters: Kathy Johnson, California Institute of Technology  
Betsy Graham, Innovative Interfaces

Electronic enhancement forms are available at:  
<http://library.caltech.edu/iug-enhancements/>

Submitted enhancement requests are limited by password, which may be obtained from any member of the Steering Committee.

Currently, there are 18 categories for requests, with recognized Functional Experts assigned to each one. The tentative deadline date for submissions is October 1, 2000, with the results to be posted after Christmas.

As in the past, Innovative looks at the enhancements as they are submitted. Innovative's Betsy Graham, Doug Randall, and Leslie Straus review the enhancements. They in turn, select those that will take approximately 3 – 5 months to write, test, and release.

According to Betsy Graham, input to enhancements are taken from:

- Submitted enhancement requests
- [enhance@iii.com](mailto:enhance@iii.com)
- Calls into the Helpdesk, where they have been queued into functional modules
- Innovative's Product Management Department
- Innovative's Sales staff
- Helpdesk workers themselves
- Implementation Services staff/trainers
- Custom development
- Beta sites

After the entire release is tested it is ready for Beta site testing. Innovative wants to do multiple releases each year, so having multiple enhancement voting is a possibility. Character-based enhancements are still planned for up to, and including, Release 2002.

Functional experts are in place for the next series of enhancement submissions and voting. These experts have lots of experience with their module and are responsible for checking each request to see if the function is already possible. These experts have asked that when an enhancement request is submitted that it contain as much specific information as possible. Providing detailed information makes their job of understanding your request easier and will eliminate lots of phone calls back and forth. Today, there is one recognized functional expert with Millennium; however, there is none for either the Web Access Management module or a Consortia expert.

Rich Aldred has replaced Kathy Johnson as the enhancement submission manager.

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*Reported by: Joanne Wessels, Sanibel Public Library, Sanibel, Florida*

## **G2: Load This! Loading YBP Approval, GOBI Selection, and PromptCat Records into INNOPAC**

Presenters: Susan DiRenzo, University of Akron  
Lynne Branch Brown, Innovative Interfaces

<http://www.uakron.edu/library/ulsys/presentations/iug2000/>

The University of Akron consists of the Law Library, Wayne College Library and the University Libraries. Only the University Libraries use Yankee Book Peddler. The University was one of the first schools in Ohio to use GOBISelect, and decided to do so to maintain control over selection and acquisitions. University selectors go into GOBISelect and select titles for the library to order, then process the selected titles into a batch file. Right now only firm orders are being outsourced. When the approval plan profile is refined to reduce the return rate to an acceptable level they will consider outsourcing firm orders as well.

### **Timeline**

- Dec. 1998-April 1999: Approval plan and outsourcing profiles were completed, and implementation planning begun by holding regular departmental meetings.
- April-May 1999: The INNOPAC Extended Approval Plan Interface was set up.
- May-June 1999: GOBI interface and GOBISelect was installed and tested, and workflow was developed.
- July 1999: Selectors, cataloging and acquisitions staff were trained to use the workflow. Right after training, the new procedures were implemented. Testing took place for YBP approval and PromptCat loading.
- August 1999: The new procedures were fully implemented.

### **Innovative Loaders**

- Without invoice: To load full or brief bibliographic, item, order and/or authority records, but not invoice information. U.

Akron uses this loader to download GOBISelect records.

- With invoice: To load full or brief bibliographic, item, order and/or authority records with invoice information. U. Akron uses this loader to download PromptCat and approval records.

### **Procedures**

**Loading YBP Approval Records:** Acquisitions downloads these brief bib and order records weekly, along with invoice information. They have set up default records for this download to fill in fields with standard codes. Downloaded records are processed using the MARC Enhanced Approval Plan loader. They do screen captures for 'processing file' screens.

### **Loading GOBISelect records**

After selectors select titles, the Systems Dept. downloads the GOBI export file into their INNOPAC, creating brief bib and order records with an order status of '1'. Cataloging reviews a list of records and makes corrections of non-duplicate records where necessary. The list of true duplicates is sent to Susan, who passes it on to acquisitions. They handle duplicates and also notify the selector that the title is in the library. Susan saves the statistics file for GOBISelect record downloads.

### **Loading PromptCat records**

These records are downloaded weekly, checking for duplicates, overlaying brief records and downloading invoice information. Susan notifies cataloging and acquisitions that the download has been done.

## Problems

- Took longer than anticipated to set up and implement new procedures. They originally used a single load table but this caused problems so now they use two.
- They originally used the duplicate checking option of title key, but this brought up too many possible duplicates. Title/ISBN brought up too few, so they finally tried the full title option and it works to their satisfaction.

## Advantages

- Process strengthened relationship between systems, cataloging, acquisitions, and collection management departments.
- Experience will help with future downloading projects.
- Cataloging workflow is streamlined and cataloging staff freed to work on other cataloging projects.
- Materials are cataloged and processed more quickly.

## Resources, suggestions for libraries planning to do this:

- Innovative pamphlet: Loading Records from Book Vendors, available by calling the help desk and requesting it.
- Yankee Book Peddler Technical Services Profile. This is also on the YBP Web site.
- Know your local Innovative MARC load tables.
- Learn and understand YBP and Innovative tagging specifications.
- Know your vendor contacts at YBP, Innovative and OCLC PromptCat.
- Consider the GobiSmart option to minimize the incorrect information that selectors can add to selected title records.
- Document the entire implementation process, making copies of default records, load tables and all e-mails from vendors.
- Allow lots of time for planning and implementation.
- Obtain PromptCat shelf list cards so cataloging dept. can do authority checking, inventory and other pre-cataloging.

- Use PromptCat reports to verify downloading information.
- Maintain a log of approval plan record downloads with the date; number of records downloaded and invoice numbers.

## Q&A session

Q: At U. Akron, who does what?

A: Systems does the downloading and makes sure other departments are notified.

Q: What overlay point do you use?

A: INNOPAC order record number.

Q: How long are approval plan records for returned titles left in the INNOPAC before they are removed?

A: 1 fiscal year, but the records are suppressed.

Q: How is authority control affected by the downloading of brief records?

A: Not adversely affected because brief records are in all capital letters.

Q: (to Lynne Branch Brown): Is a new load table required for each vendor?

A: If the same data is being stored in the same way, then the existing load table can be used. If not, a new load table is needed.

Q: What about the Innovative training now available to edit and create load tables.

A: Innovative offers this training for libraries that plan to do download from a lot of different vendors with different kinds of data. Knowledge of UNIX is a prerequisite for this training.

Q: (to Susan DiRenzo): How does the weekly record download correspond with when the books actually arrive?

A: Usually the records are downloaded about a week ahead of delivery; for approval plan books it is usually 2 weeks ahead.

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*Reported by: Patricia Tully, Gettysburg College*

## G3 Millennium Circulation Forum

Presenters: Kriss Ostrom, Michigan State University  
Linda Ray Cobbs, Baylor University  
Penelope Myers, Temple University  
Greg Ferguson, University of California San Diego  
Sheila Randel, Ursuline College  
Keven Riggle, Marquette University  
Amy Apel Bohman, Innovative Interfaces

This was a question and answer forum. All of the presenters were currently using Millennium Circulation in the 2000 A or B release with one presenter running Release 3 of MilCirc.

*1--Do we want to upgrade from Release 12 in MilCirc to Release 2000 A or B or wait for a later stage?*

Since Release 2000 B has more functions, the panel felt it was better to upgrade now. The phase 2 release of MilCirc contains Course Reserves, I Use Scans, Clear the Holdshelf, View Holds, and Delete Patron Records.

*2--How slow is Phase 2?*

Panel members noted that while Phase 2 could be slow it was faster than Release 12. Release 2000 A is faster and doesn't freeze up and lock down. In addition the ability to delete Patron Records is in Release 2000 A.

*3--[This question occupied a great deal of discussion time from both presenters and the audience.] What kind of staff resistance was experienced going from a text or character based system to the window/web system in MilCirc?*

A wide range of experiences was noted. In many cases, the main library used MilCirc and experienced few or no training problems but branches often chose to remain with the character based system. Students, many of whom are used to web interfaces don't seem to require any extra training and adapted

easily. Full time and long term staff members seemed to resist the non-character based system. Some libraries found the use of the Function Keys were very helpful. One presenter said that 2-3 hours of training with MilCirc was enough at his main library but branch libraries still wanted more training. The general consensus was that many staffers are afraid of making mistakes and just need to get in there and do it. All new staff are trained on MilCirc and only receive character training for functions not available any other way. Most institutions were beginning to revamp their procedure manuals for MilCirc. Everyone emphasized the importance of staff reading the screens. One thing that came of the discussion is that staff must understand basic circulation functions in greater detail than they did in the character system.

*4--Staff don't like the amount of passwording required by MilCirc.*

Release 2001 will greatly cut back on the use of initials and passwords.

*5--Cancel Holds still has problems.*  
Innovative is working on the issue.

*6--Why are the icons changing from one version to another and why do they change position on the screen?*

Innovative changed position of various icons in response to requests. Release 2001 (due sometime in the fall) will have an entirely new set of icons that have been designed by

a graphic firm. This release will allow libraries to customize their screens more to reflect the way that library functions.

*7--Is there going to be a tutorial on CS Direct for MilCirc?*

Innovative is thinking about it.

*8--What is the minimum amount of RAM required for MilCirc?*

The very minimum amount is 64 MB but the system is faster and more stable with 128 MB. The panel recommended everyone go to 128 MB as soon as possible.

*9--In Check In the cursor gets lost.*

The problem is intermittent and hard to predict and is more frequent in 2000 B. Innovative was unaware of the problem.

Libraries should contact CS Direct. One short term fix is to click on the Check Out tab and then return to Check In.

*10--What is the preferred operating system with MilCirc?*

Windows NT is the preferred system.

11--Kriss Ostrom at Michigan State Univ. is in the process of setting up a listserv for MilCirc issues. If you are interested in this listserv contact Kriss at kriss@msu.edu. Be sure to give your name, e-mail address, institution, and your title in the message.

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*Reported by: Barbara Jamieson, Medical College of Wisconsin Libraries*

## G4

### Content Analysis of Interlibrary Loan Archived Data

Presenter: Maria de Jesus Ayala-Schueneman, Texas A&M University

This was an experiment using a technique to identify characteristics within texts. This could be used on other kinds of data and has been used successfully on books, political speeches, cartoons, etc.

Dr. Ayala-Schueneman used a freeware program, SWIFT (Structured Word Identification and Frequency Totals), to analyze data from the ILL filled file of the Texas A&M-Kingsville library. SWIFT is a DOS-based program which is good for analyzing short pieces of text data; it is available from

<http://www.ucs.ull.edu/~rbh8900/swift.htm>

The process used was to download SWIFT, then to save a file of ILL filled records. These records were exported to a local computer using FTS. The information from the file included the record number, the requested and filled dates, the truncated title (which at 30 characters doesn't contain enough information) and the requestor's name. A word processing program was used to find/replace data to a form which could be used by SWIFT. Patron names were replaced with patron type and department, and date fields were replaced with quarterly values.

The schema for evaluating the data is then created. This would include 'junk' words, categories and subcategories, keywords and phrases, and 'bone' words. Junk words are those which will not be used in the schema. Categories and subcategories provide the intellectual structure; in this experiment they were based on the academic departments at Texas A & M-Kingsville. Keywords and phrases are added. 'Bone' words are those

which SWIFT lists as neither keywords, nor junk. One could add these terms to either the keyword or junk lists and rerun the analysis. The resulting output of running the SWIFT program are listings of the number of hits per keyword, the total hits per category or subcategory, and the percentages of categories.

This analysis of ILL content can provide a way to quantify which departments and which topics are creating the most ILL activity. SWIFT could also be used with other Innopac text files. SWIFT can use multiple schemas and can be configured individually by each library.

The problems encountered were that the ILL text is truncated; this is especially a problem with article titles. The patron information must be altered or deleted and this can be time consuming. The schema can be difficult to construct. SWIFT is limited in its ability to handle large files - sometimes more bone words were created than SWIFT could output (there is a limit of 1200 words). There are also limits on the number of categories and subcategories.

Content analysis tools such as SWIFT give us the opportunity to examine the data we have on our servers. Future work might be to create multiple schemas and to develop a more reliable and valid vocabulary. Libraries might try using this as a collection development tool.

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*Reported by: Barbara Weir, Swarthmore College*

## G5, J5

### The Well-Tended System: Linda and Howard Hum a Few Bars

Presenters: Linda Bills, Tri-College Consortium  
Howard Pasternack, Brown University

Howard and Linda shared information about the maintenance needed to keep Innopac systems running smoothly. They also took suggestions from the audience. Steve Bade, Innovative Customer Service Team Leader, provided further information. What follows consists of suggestions and comments from the audience. This supplements the detailed handouts in our notebooks as supplied by the presenters.

Reboots: Frequency of regular reboots among audience members ranged from monthly, to weekly, to “as often as you like.” A concern was that calls to Innovative did not generate consistent information on the order of shutdown. Per Steve Bade, the correct shutdown procedure is:

CPU  
Disk Cabinet  
Disk Drive

Restart them in the opposite order. The CPU always wants to see peripherals, so it goes off first and on last.

EXCEPTION: If there is a LAN box, it goes off first. Innovative was asked to post this on the CSDirect Web Site.

Shutdowns: In any environment that allows for remote access, there is no good way to notify users that the system will be shut down. Steve Bade recommended scheduling monthly shutdowns at the same time, so it can be publicized more generally. While Innovative can do the shutdown for you, they are trying to get away from that service. Innovative is working on an enhancement to

allow the system to be rebooted by library staff from a remote keyboard.

Upgrades: Whenever a new release is installed, check all authorizations and passwords to make sure all the authorizations are still correct.

Create Lists and Review Files: Create lists can be a gold mine of things entered wrong. Create a list and sort on a selected field. At the beginning and end of that list will be the records with information entered incorrectly in the selected field.

If you find a record that has a field that looks weird, do a create list to try and find similar records in the rest of the database. Mistakes are usually made more than once. If they can be found, they can be fixed en masse through rapid update.

Consider passwording some of the more critical review files. For example, a password for Featured Lists would keep the list safe from tampering, to make sure it doesn't appear in the OPAC as something other than intended.

Passwords: Steve Bade asked libraries to make sure they are not allowing logins and passwords to be the same. This is a hole in library security.

Bounced Mail: There are too many places to look for bounced mail. Steve mentioned a UNIX login and password that shows all the bounced mail directories. Call the help desk if you don't know that login and password.

When You Can Delete Order Records: If the order is fully paid or canceled, do a create list and then delete everything on the list. However, you may want to archive the records first. Some libraries suggested keeping order records 2 ½ years, then deleting.

Days Closed List Maintenance: Academic libraries – suggest two semesters in advance and one semester behind. Other libraries – have the list current at least as long as your longest loan period.

Missing Items Report: This Innovative list has some problems. Suggestion is to create lists to pull missing items.

Broken Holds: Is there an overnight process to clear circulation broken holds? Per Steve Bade, if there is a quantity of broken holds, call the Innovative help desk. Normally Innovative runs a program each night to locate and fix broken holds. There is a list of cleanups Innovative runs each night, but the list has not been made available to Innovative customers at this point.

Old Records: Libraries should resolve NOT to keep old records on the database. If an item has been overdue one year (or some other pre-determined time) get rid of it, as it will not likely come back. Same with old claims returned – the items should simply be deleted.

Duplicate Barcodes: These show up under the New Headings list, and they only show up once. It is vital to keep track of this list to catch duplicate barcodes.

Patron Load (Academic): If a patron record is in use by system during patron load, a duplicate record will be created. How can we find and correct these?

Per Steve Bade, take care of this up front by using one of the following options:

1. Change the load profile to NOT add duplicate records to the database.
2. Do a create list on a unique identifier and sort to locate duplicates.
3. Do a create list, rapid update the list to suppress the record. Another rapid update to unsuppress may force the duplicate record into the New Headings list.
4. Log an enhancement request for finding and reporting duplicate barcodes.

Millennium: System administrators should log into Millennium at various points of day. How long does it take to log in? How fast is the system working? Staff may not call you, and this is one way to know if problems are approaching.

The library's network administration is the most important part of the success of Millennium. The network has to be big enough, consistently able to handle heavy traffic periods, and the hardware must be in good shape.

Sometimes the resolution may be off. Staff may change resolution for other programs and forget to change it back. Then you lose icons, and generally have a mess. If you can regularize this by locking down resolution it will help.

The session ended with a song, sung by Bill and Linda, with the audience participating on the chorus.

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*Reported by: Carolyn Rokke, Sacramento Public Library*

## G8, P8

### Web Access Management Essentials

Presenter: Jennifer Kutzik, Colorado State University  
Web site: <http://manta.library.colostate.edu/lts/iugppt/>  
For examples of "help" pages see the following pages:  
<http://manta.library.colostate.edu/distance/index.html>  
<http://manta.library.colostate.edu/distance/proxy.html>

Web Access Management reports is a tool that allows patrons to get to web based databases that are not on your campus. This is done with IP addresses. WAM validates the addresses so that your patrons can get in.

This is accomplished with a table that you set up. (See slides 2 and 3.) The "Token" on slide two is a short code name for each database. The system will get use statistics from this code. For the second item on the host name is needed and you can forget what comes after the ".com". The service level is tied to logins and based on where the patron is coming from. This way you can control who gets into a database and whether they can get in from outside or only in your building or campus area. You can ask for verification of the patron with their SS# or some other identification number in their record. Ptype will restrict the database to certain patron types. The database identifier is helpful if you have more than one database on a single server and will help you accumulate usage statistics. It comes from the database company. The database name is what will appear on the statistics report. Slide three shows the Forward Table Maintenance Screen when it is complete.

There are two choices of access methods (slide 4) -- the URL List Method and the Cataloging Method (856's). Colorado State lists their licensed databases on a web page and organizes them by subject, by name alphabetically, and by "full text" and vendor.  
<http://manta.library.colostate.edu/databases>

They include on the page a link for known problems and a page of instructions to set up an off campus browser. Michigan State uses coded buttons for accessibility.

[http://www.lib.msu.edu/e\\_res/](http://www.lib.msu.edu/e_res/)

Databases are not cataloged at CSU because they come and go. It is possible to put the URL inside the bib record in the catalog as a link to the database (see slide 9 for an example).

As a general approach keep it simple and direct, update and change as needed, and provide links for support.

For an example of a password screen and a validation screen, see slides 14 and 15.

Help your patrons by keeping the instructions simple and using a logical approach (slide 17).

Use short instructions. Examples are useful and screen shots are helpful if they are not too busy. Provide a lot of help links for FAQ's and common problems. A helpdesk phone number is also useful.

The table is the key to the setup. Don't put entries in until you are legally entitled (the dates of your contract). Keep a list of vendor contacts handy for emergencies.

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*Reported by: Sue Hostetler, St. Joseph County Public Library*

## G9, N6

### Millennium Advanced Searching: A Practical Approach from a Beta Site

Coordinator/Presenter: Nora S. Copeland, Colorado State University Libraries  
Presenter: Joan Beam, Colorado State University Libraries  
Web site: <http://lib.colostate.edu/sage/avs>

The summary for this session in the conference notebook stated that the impact of Millennium Advanced Searching (a.k.a. Alta Vista Searching, or AVS) on the INN-Reach catalog would be discussed. However, the CSU Libraries were unable to test this before going "live" with AVS, so the topic was not discussed.

Nora Copeland opened the session, by describing the basic characteristics of AVS. This is a keyword searching module which replaces (not supplements) the familiar Word index. It operates within all indexed fields and other library-specified fields in an INNOPAC catalog. CSU chose to be an AVS beta-test site to provide direct input to product development and to check AVS functionality in their own database. They also wished to test and revise the AVS help instructions and examples, for clarity and end-user comprehension; to tailor the AVS search screens to local design standards, and train the staff on this module before introducing it to the public.

The basis for a library's AVS module will be the profile of its original keyword index, in addition to any additional fields included in the Title, Author, and Subject indexes. AVS does not recognize the old "w" index, but any data currently keyword indexed and not derived from the phrase indexes is included in an automatically-built Note index. Phrase indexes which were omitted from the "w" index, such as call number fields or standard numbers, are also excluded from AVS. AVS will consist of separate Title, Author,

Subject, and Note keyword indexes, which can be searched separately or together.

A variety of 5XX note fields are available for additional indexing if desired. CSU chose not to include the 501 "With" note, since they already make added entries for works described in this field. They either do not maintain, or delete, 510 "Citation/References" notes, so those were also not included. CSU is also considering the use of 970 fields for Table of Contents (TOC) information instead of 505 fields. In either case, TOC information will be included in AVS.

Joan Beam discussed the steps involved in AVS beta testing. The module was first loaded on their local system, and load problems were reported for fixes. A small group tested the module's functionality and indexing, and checked their site in comparison with other beta sites. As updates to the AVS beta were received, the cycle of checking the software and reporting problems was repeated. It was discovered during this process that, as long as CSU was in beta test, they could not transfer AVS searches to other systems, such as INN-Reach. Corrected problems included the temporary appearance of doubled subject headings in retrieved records and the failure of searches including initial articles. Of continuing concern is the fact that the brief title listing of search results is determined by a five-character sort key, rather than character-by-character alphabetical order. This can cause unexpected displays.

Where the traditional Word search is based on a simple implied "and", AVS searching is based on the phrase indexes from which it is built. As a result, word order matters a great deal; very different results can be obtained from the same elements entered in different order.

CSU found AVS to be 5 to 10 times faster than Word searching. Other differences include the ability to pre-limit by location, format, language, etc.; and the availability of multiple sorting options; the use of "near" and "within", including large ranges between words. Sophisticated combinations of keywords from different fields, with truncation, Boolean operators, nesting statements, etc., are possible in a single search statement.

There are some desired features that AVS does not presently allow. Stopwords cannot be eliminated, since every word or letter in the indexed fields is searched. The keyword synonyms lists that libraries have created cannot be used. Instead of receiving the "No Hits" browse screen returned when there isn't an exact match, one is simply returned to the search screen with the message that no entries were found. And, as mentioned, there is not necessarily precise alphabetization of retrieved titles. Most of these problems will be corrected in new releases of the module.

In its implementation of AVS, CSU reduced three screens of choices to one. They combined the Simple and Advanced searches on one screen, and eliminated the Alta Vista Search option. As offered, the Advanced search screen buries its instructions at the bottom, below the search options, where the Simple search screen has instructions clearly placed at the top. The redesigned, single AVS screen leads off with the simple search box, followed immediately by instructions and examples. There is a link at the top of the screen to the

Advanced search options, which appear at the bottom.

CSU chose to eliminate the so-named "Alta Vista mode" as an option for several reasons. Its implied "or" was regarded as simply a bad idea; the ability to add quotation marks is the same as an adjacency search and is therefore unnecessary; patrons were confused by plus and minus operators; and there were poor record retrievals, particularly with large sets of records. There will be a new "Alta Vista mode" coming from Innovative, which CSU will investigate.

The CSU team also revised the instructions and examples which came with the AVS module. The instructions on Adjacency were rewritten to emphasize the importance of word order. The section on Truncation included the possibility of internal truncation. The Operators instructions were expanded to provide more appropriate examples, and those for Proximity explained with "Within" option. The notes on different fields were clarified, with additional examples provided.

CSU is planning to "go live" with AVS following the end of the Spring 2000 semester, following the implementation of Release 2000 and resolution of some cleanup and indexing issues. For now, they are offering access to the beta test as an option from the traditional Word search screen.

What, in short, will it mean to have AVS in your database in place of the Word index? Overall, it is a great improvement, but you need to recognize the differences between the two, and educate your patrons. Desired changes to the module should be submitted as enhancements.

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*Reported by: David Miller, Curry College*

## H1, I1

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

Coordinator/Presenter: Barbara Kriigel, University of Michigan-Dearborn  
Presenters: Beth Taylor, University of Michigan-Dearborn  
Dana Kemp, Mercer University

Dana Kemp, the only professional cataloger at Mercer University, maintains authority control for 300,000 Bibliographic records and 150,000 authority records. She does authority work on 20,000 titles each year. Barbara Kriigel and Beth Taylor, maintain authority control for 215,000 bibliographic records and 98,000 authority records. They catalog 4,500 titles annually.

The handouts provide clear information of the information covered in this presentation. They cover the slides used in the presentation and the cataloging policies and procedures for the Mercer University Library. They have been presenting this program for 6 years.

Both libraries use the Innovative authority reports to maintain authority control. The first decision that needs to be made is how often to print the reports. Mercer prints the reports daily and UMD prints the reports weekly. A consideration in deciding how often to print the reports should be based on how many records you are cataloging. The more often the report is run, the less time it takes each time to complete the work. They have found monthly printing makes the work too overwhelming. The second decision is when are you going to do the authority work. If you download a record at time of order you may want to do the authority work at that time. The final decision is what fields to include in your duplicate field report. These can be set in the "set system options". Ms. Kemp only includes the OCLC # and barcodes because they found that they had duplicate call

numbers for a variety of reasons and they were having to check these when it wasn't necessary.

Ms. Kemp described the various reports, how to produce them and what they include. When producing reports, it is possible to limit the reports. Mercer University limits by the function done by user. By doing this, they do not get records keyed by the circulation staff for items placed on reserve. They also limit by first time use so they only get downloaded bibs. Ms. Kemp then went on to describe each report and the types of records you will get from the report.

The purpose of the Innovative authority control is to provide cross-references, therefore they only download authority records with cross-references. If you are paying for records, you don't need the records without cross-references and it costs less. Tips on downloading from OCLC were also presented. They went on to discuss Automatic authority control. This program runs overnight. The program automatically searches for 4XX occurrences and they are corrected. Their final advice was after correcting everything in your reports, be sure to clear them.

The second part of the program, presented by Barbara Kriigel and Beth Taylor, covered the use of various publications such as the Library of Congress weekly subject list and the Cataloging Service Bulletin as well as other reports on INNOPAC that may assist the cataloger. One tool they used was the "analyze searches" reports. They used these

reports to see if cross-references were needed to direct searchers to the appropriate term. They also used the “no hits” report to determine if they needed to add materials on specific subjects to their collection.

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*Reported by: Jan Marrotta, Ashland University*

## H3, Q8

### Inventory in Mid-Sized Academic Library

Presenters: Marilyn Liedorff & Jan Brumm, Wayne State College

Liedorff and Brumm are librarians at Wayne State College which is part of a consortium of three colleges that installed Innopac in 1991. At the time of installation they barcoded the collection with smart barcodes.

In 1994 they did a complete inventory. Most of the program was a description of that project. They used the Innovative inventory module but did not use the portable scanners because they wanted to have lots of people working on the project and only had two scanners. Also, they wanted to collect more information than the scanners provided.

There are a number of decisions to make before the inventory.

- How much of the collection will be done? They opted to do their general collection (130,000 volumes) but not reference, government documents, periodicals, juvenile or curriculum collections.
- When will the inventory be done? They closed the library for two weeks in August (between classes). The first week was for preparation and the second week for the inventory itself.
- Who will do the inventory? They did it with in-house staff, but additional staff could be hired.
- Why is the inventory being done? They were due for a review and felt that they had numerous barcode and call number problems.

In preparation for the inventory they shifted areas needing it, shelf read busy sections of

the collection, and set the due date on all books for the first day of the two week inventory period.

Only about 5% of the collection was checked out when they did the inventory, most of those to faculty members. They printed a shelf list which contained the following information: call number, partial title, end of the barcode number, and status. The shelf list was printed on continuous paper so that it did not get out of order. They printed forms on bright colored paper which contained instructions for coding the shelflist (see overhead "Code form" in handout).

All members of the library staff participated in the inventory. Each day they did inventory from 9-11:30 and from 1-3:30 with a break both morning and afternoon. In addition to the break activities, treats were hidden in the stacks (including extra 10 minutes break cards). Something fun was planned for each break period.

The inventory was done by two person teams and by rovers who solved problems, picked up books, etc. Each team included at least one member who was call number proficient. Teams were not assigned to their favorite parts of the collection, because that might slow the team down. The sections with complicated call numbers were assigned to the people with the best call number proficiency.

Each team had the following: an instruction form, the shelf list for their section, a height

guide for finding books taller than 28.5 cm., a form for books pulled off the shelf, a chair, a stool, a book cart, and a pencil. One person pulled the book out and verified the barcode and height. The person seated read off the call number while the other person compared it to the book. For problems either the book was placed on a book truck off the shelf or the shelf list was marked.

They found a great many misshelved books. These were reshelved right away so that they might be in place for the inventory. The volumes with status and call number problems were shelved in Technical Services. Barcode problems were left on the shelf because they "did not want 3/4s of the collection in Technical Services". As a result of the inventory they fixed missing books, status errors, call number errors, barcode errors, title errors, and replaced faded call numbers. It took 6 months for technical services staff to finish the clean up from the inventory.

Now they do continuous shelf reading. For this process they print a shelf list of approximately 300 items. Using this list a circulation student identifies things not on the shelf and puts things in order. This takes about 20 minutes. They get through the collection about once each semester, doing 10-15 batches a week. Materials that are missing are searched by the circulation staff 4 times within about 3 weeks. They find about 90% the first time they search. After that Technical Services does one more search and changes the status to missing. Each summer they create a list of items missing more than a year and use the list to decide about replacement. The records are suppressed until they are replaced or removed from the system.

They use the hand-held scanner for in-house use counts, which they download every 1-2 days. It is a good way to find missing and checked out items that have found their way back into the collection.

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*Reported by: Susan Goldner, University of Arkansas*

## H5 System Management Forum, Software Only

Presenters: Jennifer Merrill, Dartmouth College  
Fred Gertler, Santa Clara University  
Nancy Helmick, Ohio State University  
Margaret Tapper, University of California, Irvine  
Steve Bade, Help Desk Manager, Innovative Interfaces

This was an open forum and not a formal presentation by any of the speakers. The floor was opened for questions.

Why are most of us software only sites? Some of us have a history of service with DEC and felt comfortable handling the hardware maintenance ourselves. Dartmouth has IT people to maintain their server and the system administrator can have access to it. At Michigan State, they can keep things separate and feel free to work on the server without touching the Innovative files. Innovative's intent is that you can do what you need to through the menus. The contract restricts what can be run on the server. Typically, the Innovative software must be the only application on your server.

At Bowdoin College, they went from being a turnkey site to a software only site, but had to contract with Innovative to install an operating system upgrade because their IT department could not do it. Bade stated that Innovative believes the service commitment from Innovative is as good as one from DEC. At Furman University, the librarian has an improved relationship with his IT people but must call DEC himself for hardware support. He has found the software support to be the same as when they were a turnkey site. At Michigan State, the decision was made by upper management that there would be no turnkey

applications on the campus. For many institutions, turnkey makes sense, however.

Has anyone moved from Digital to SUN? If you have, make sure that you have cache buffering in disk arrays or you can expect slower performance.

How many libraries have reevaluated and have become a turnkey site? For those that had done this, the transition went smoothly and they moved from a Digital to a SUN machine.

One participant currently was a turnkey site and wanted to know the advantages of going software only. At Santa Clara University, it was a political decision made by upper management. At the University of Massachusetts, the computer center realized that the library could manage their own system with the backup of people in IT. All of us need to develop good working relationships with our Information Technology staff. This will benefit the library tremendously. There are some maintenance implications, particularly if you are a one or two person shop. At the University of Michigan, the provost said that if the library wanted to purchase Innovative, they must run it on a SUN machine. They are quite happy with the service they have received from Innovative and from SUN. There really needs to be someone in the library who can speak both to the

Information Technology staff and to the vendors and can convey the needs of both sides.

At Bates College, the library and the computer center have merged and the library system is treated the same as all other campus software systems. You need to give the IT staff a sense of ownership of the hardware because you will need their help at times. At Furman University, they have developed many ways to cooperate with their IT staff and not just with Innovative. It is really important to develop these relationships between the library and the computer center.

A suggestion was made to Innovative to use secure sockets to pass on information such as social security numbers. We need more secure access in order to protect ourselves against computer hackers and other breaches of security. If you are a software only or turnkey site, there will be no difference on software upgrades for your system.

Steve Bade pointed out that the only difference between being a turnkey site or a software only site is the responsibility for the operating system that is on your server. Your server must be dedicated to Innovative and cannot be used for anything else. Innovative will help with all software installations and maintenance as part of their customer service.

The last point of discussion was the need for more ports when using Millennium. Most sites probably won't see a difference as the ports are released after a couple of minutes. However, some sites might need to investigate the purchase of more ports if they see a large number of turnaways. Others might cut down on their user licenses because the purchase of Millennium brings unlimited OPAC licenses.

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*Reported by: Denyse Seaman, Baylor University*

## H8, P7

### Linking to Records in WebOPAC

Presenter: Dawn Kovacs, Wheaton Public Library

There are many reasons for establishing links between an online bibliography and the library's WebPAC. Dawn Kovacs, Head of Technical Services at Wheaton Public Library, regularly establishes links from online new books lists and specialized bibliographies to her WebPAC. Sometimes the link is back to the individual bibliographic record, allowing the patron to quickly see full bibliographic details and availability information. Sometimes she links to a subject or author heading so a patron can see what other materials a library has on a topic or by a particular author. In an academic library, this technique would be especially useful for subject related pathfinders.

Dawn demonstrated three methods for making these links. These are described on her handout and below. To view Dawn's work, go to <http://www.wheaton.lib.il.us/library>. Scroll down until you see the link to reading lists.

The first method links one record at a time, rather than working from a review file. First, the record is located in the WebPAC. The URL from the individual record is copied and pasted from the location bar in the WebPAC to the HTML document. Although simple, this method is time consuming for making a large number of links.

For making a large number of links, a review file is made and exported out of the INNOPAC. (If you do not know how to do this on your INNOPAC, see the notes and handouts from Sessions G7, H7, O2:

Outputting Data: a Survey of Methods.) The exported file must include the data that is to be searched in the WebPAC as part of the link, in addition to the data you want to display in your bibliography. For example, if you wish to link directly to a record using an OCLC search, the OCLC number must be exported along with the author, title, etc. You can link directly to a record using an OCLC or record number search, or you can link to a browse screen by using a subject or author search.

Once the file is exported, it can be opened with MS-Word or MS-Excel for editing and adding HTML codes. The file should be exported with field labels for the variable length fields (i.e., Author, Title). This makes it easier to use the MS-Word find/replace function to add HTML code. If using only MS-Word, Dawn suggests using a search string without spaces, such as the OCLC number or a single word subject heading. The INNOPAC does not work if search strings have spaces and it is difficult to add a plus (+) sign between all the spaces using Word.

After opening the file in MS-Word, the find/replace function is used to delete page breaks, extra "end of line" marks, etc. She then uses find/replace to replace the field tags with appropriate HTML code. She uses only a few codes, usually <br>, <a> and <p>. Dawn demonstrated how to make macros for the find/replace functions used most often.

MS-Excel can be used if you want to use search strings with spaces as links, or to

resolve the problem of deleting the check digit for a record number search link. The exported file is first opened in MS-Word and cleaned up of the extra page breaks, etc. Using the find/replace function, the "end of line" marks are replaced with tabs and the file is saved as a **text** file. She then opens the text file in MS-Excel as a tab-delimited file and inserts columns between the text. HTML tags are placed in the first row of the new columns and copied down the column. (The columns may have to be widened before pasting the completed spreadsheet to your HTML document.) Excel makes it easy to add plus signs (+) between the spaces in the search string and remove the check digit from a record number.

Dawn's handout gives more detailed instructions and provides an example of her HTML code as it appears in an Excel spreadsheet. I advise anyone interested in using her techniques to look at the source code for the bibliographies on the Wheaton Public Library web site noted above. If you do not have a great deal of expertise using MS-Word or MS-Excel, a good guide to these programs would be helpful.

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*Reported by: Donna R. R. Resetar,  
Valparaiso University*

**H10, Q9**  
**Do We Have This Journal? Let Me Count the Ways!**  
**Using INNOPAC to Provide Access to Remote, Full-text Electronic Journals**

Coordinator/Presenter: Arlene Hanerfeld, University of North Carolina, Wilmington  
Presenter: Stefanie Wittenbach, University of California, Riverside  
Power Point slides available at:  
<http://library.ucr.edu/depts/acquisitions/serials.shtml>  
<http://library.uncwil.edu/iug2000/iug2000-a.ppt>

Stefanie Wittenbach opened the session by describing the situation at UC Riverside. UCR has 7500 active journal subscriptions, plus about 2500 electronic journals with catalog records and 856 links, most of which are government publications tapeloaded from MARCIVE. For non-government ejournals, UCR relies on various aggregators, EBSCO online, and direct licensing. The library's home page on the Web points to several sources for electronic journals: the California Digital Library; a featured list on the local catalog, sorted by title and updated monthly; UCR's INFOMINE website; JSTOR; Project Muse; and EBSCO online holdings. Ejournals are also accessible by subject searches in the catalog, limited to location Internet.

The California Digital Library provides access to selected ejournals for the entire UC system. UCR's Acquisitions Dept. maintains copies of license agreements and notifies bibliographers of electronic holdings. Centralized cataloging will be provided for these journals using the single-record approach for print and electronic formats, but it is not yet clear how UCR will combine these with records already in their catalog.

EBSCO online provides free access to electronic versions, if they exist, of all titles to which UCR subscribes in print through EBSCO. Out of 4,000 EBSCO online titles,

UCR has access to about 250. Most of these electronic versions are resident on EBSCO's server, with an interface that permits cross-journal searching. In some cases, EBSCO online points to a publisher's website, in which case UCR has to deal with the publisher regarding licensing. Stefanie used an EBSCO text file to cut and paste holdings information and 856 links into existing print records in the catalog. All of the links use stable EBSCO URLs. Reference staff would like to see publishers' URLs in the records as well, but Stefanie prefers the stable EBSCO links. She includes links for JSTOR if UCR has access to different holdings there. EBSCO provides statistics on journal usage, down to the article level.

Stefanie maintains agreements for direct access in Acquisitions. She is creating a chart for Reference and ILL staff to clarify terms for each title with regard to electronic reserves, users, etc. For these journals, orders are placed directly with the publisher and 856 fields in the bib link to the publisher's site. Stefanie gives her e-mail address as the contact point for updates and changes, but does not receive much from the publishers. Stefanie tests each link down to the level of full-text retrieval before adding the 856 field to the bib to be sure it has been properly set up. She also records holdings information based on information from the website.

The 856 subfield z is currently used for holdings information and notes on access restrictions. Stefanie plans to move the holdings information into subfield 3 to conform to MELVYL practice. If a username and password are required for access, the 856 instructs users to ask at Ref, where a staff member will find the codes hidden in the Innovative order record.

UCR has separate order records for print and electronic versions. Payment for combined subscriptions is made in the print order record, and the electronic order record has an estimated price field showing the portion of the total subscription cost which is attributable to the additional electronic access. Separate checkin records are created for each electronic source: for instance, JSTOR and EBSCO may be represented by checkins on the same bib. The call number is "Electronic journal." The bib 856 subfield z, and the checkin LIB HAS, give holdings details. In retrospect, the checkin LIB HAS would have been sufficient.

Many checkins are added for free electronic versions. If the publisher later decides to charge for this access, the bibliographer is notified. If the electronic version is cancelled, the corresponding order and checkin records must be deleted, along with the bib 856 field.

UCR planned to check URLs and holdings information annually on publisher websites, but has not done so. It is hoped that Innovative's Millennium system and Web Access Management will help with URL checking. Meanwhile, Stefanie relies on publishers to notify her regarding changes.

When Cataloging works on print journals, 856 fields sometimes come in with the new records. Acquisitions runs lists to find these and tests the links. If they don't work,

Acquisitions will delete the 856 or set up access.

All of the above is very time consuming, especially communicating with publishers regarding license agreements. Stefanie has stepped into complex technical tasks, like setting up a proxy server. No new staff have been added for electronic journals, but Stefanie's efforts have been rewarding in terms of service to patrons.

Arlene Hanerfeld described the situation at UNC Wilmington, where their 4500 print subscriptions were suddenly augmented, beginning in Fall 1997, by NCLIVE (4800 titles in EBSCOhost and ProQuest databases), Lexis-Nexis Academic Universe (4500 titles, subscribed through SOLINET consortium), Dow Jones Interactive (4500 titles paid by School of Business), and EBSCO online (200 titles). UNCW's existing practice was to use single records for various formats, with separate checkins to distinguish print and microform holdings. With the proliferation of access methods, UNCW chose to continue using a single record approach for simplicity, with separate checkins for each source, and 856 links to electronic versions.

The first step, for titles new to UNCW, was to get MARC records into the database. UNCW used MARC records from EBSCO for all the EBSCOhost Academic Search titles. Bryn Mawr supplied a MARC file for Lexis Nexis. It is hoped that OCLC will provide files for ProQuest and Dow Jones. EBSCO online titles already have print records in the catalog. Where batch-loaded MARC records duplicate existing titles, the batch-loaded record is suppressed. Holdings information can be copied and pasted from EBSCO MARC records to the checkin. EBSCO MARC records have an 856 link to the EBSCOhost main page, not to the journal, so these links were not used. This

June, EBSCO plans to provide URLs going directly to a journal title search screen, and at that point, UNCW will add MARC records for all its EBSCOhost titles in various EBSCOhost databases.

Bryn Mawr's 856s for Lexis-Nexis also go to a general database page. More instructions are needed in the 856 to help users locate individual journals.

EBSCO online holdings are in 856 fields with durable URLs. UNCW avoids using links that require user names and passwords, but the next release of EBSCO online software will allow system administrators to store user names and passwords for those journals that require them, and then UNCW will add hundreds of additional links. Cambridge Scientific Abstracts has just announced the ability to link from their online indexes to EBSCO's full text journals.

LinkBot software is used by systems staff to check URLs. Most broken links are in government document records. Many are unmaintained PURLs created by government agencies.

UNCW's website provides links to alphabetical and subject lists of ejournals made through Create Lists. The subject lists are based on scode 4 of the checkin, which assigns journals to departments. Because some journals are interdisciplinary in scope, the library would like to be able to assign multiple values to scode 4, and has submitted an enhancement request for that change.

In summary, both UNCW and UCR are using the single record approach to multiple formats, with holdings information in multiple checkins. Most of the work to create and maintain ejournal information is being done in Acquisitions, and it is extremely labor intensive.

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*Reported by: Naomi Zahavi, Loyola  
Marymount University*

## I5 System Management Forum, Turnkey

Coordinator/Presenter: Jennifer Merrill, Dartmouth College  
Presenters: Steve Bade, Help Desk Manager, Innovative Interfaces  
Mark E. Braden, Occidental College  
Andrea Peterson, Western Washington University  
Bill Topritzhofer, SWITCH, Inc. (Southeastern Wisconsin Information Technology Exchange)

The System Management Forum, Turnkey was offered for the first time at the 2000 IUG meeting in Philadelphia, PA. It provided an open forum for users to raise questions or concerns about system management issues for turnkey Innovative systems. The presenters responded to questions, as did other attendees. These notes summarize the questions/issues raised and the responses.

*1. Who is responsible for maintaining equipment locally for turnkey systems -- e.g. replacing batteries in RAID cabinet?*

Ultimately, Innovative is responsible, dependent upon library-specific contract requirements. If it is absolutely necessary, Innovative will send staff to assist local library staff. However, Innovative libraries actually handle this equipment maintenance in a variety of ways. Most swap out their own parts or have local IT staff help. Most attendees reported very few problems with doing equipment replacements themselves. Innovative staff will always talk library staff through the process via an open phone call. Some noted that time zone differences and scheduling Innovative technical support for this kind of “talk through” activity can be a problem. However, other attendees expressed serious reservations about the idea of doing this level of equipment maintenance themselves, citing inadequate

staffing and technical skills to feel comfortable/safe manipulating equipment.

They questioned what it means to have a “turnkey” system, if they must do this type of technical maintenance work themselves.

*2. Does Innovative monitor battery life?*

Yes, and they will call the library when it's time to change the battery.

*3. Does Innovative track equipment problems across all their turnkey systems?*

Yes, and the data collected helps them troubleshoot specific problems and decide when to replace equipment.

*4. Attendee expressed concern about receiving refurbished rather than new equipment.*

Innovative policy is to refurbish terminals, whenever possible.

*5. Are there any plans for Innovative to allow turnkey customers to restore Control or run the utility to fix broken links?*

The point was made that software-only sites do not have these abilities either. In general, Innovative's policy is to turn over MORE control to the customer – e.g., more access to logs of system problems. However, they have no plans to turn over these “high-level, multi-faceted issues” to users.

6. *What are libraries doing with Wyse terminals they are no longer using?*

Some think that it is good to keep some. Transition from 56k lines to servers. Campus network problems are source of some downtime issues.

7. *Are there any plans to make the RLIN interface for downloading work more like the one for OCLC? (Currently, the RLIN connection has to work through the Lantronix box; the asking library's IT department doesn't like using the Lantronix due to "open ports.")*

No, no known plans from RLIN to change this way of connecting for downloading.

8. *Does Innovative have a recommended replacement schedule for turnkey hardware? What are libraries doing in this regard?*

Innovative doesn't have a specific replacement schedule based on time, but they may suggest replacement of various pieces of equipment for other reasons, e.g., database size. Any library may contact Innovative at any time about specific recommendations for their site to use for planning purposes. Some libraries report that they are replacing significant hardware (CPU, servers) on a regular schedule; "every four years" was mentioned. Several users recommended that those libraries planning equipment upgrades should expand beyond their minimum known need, whenever possible. Some users said they would find it useful to have a written statement from Innovative indicating the replacement schedule that is "recommended by experts." This could help libraries "make the case" to administrators and budget officers for more timely equipment replacement.

9. *Can Innovative swap out/in parts for a 6-year old machine?*

Innovative maintains a large supply of spare parts and has a good understanding of what does and doesn't work. Sometimes Innovative staff will decide that a new machine is a better option than a "patched" one, in which case the library may be asked to pay for the new equipment. If that is the case, then Leslie Straus (VP, Customer Sales & Product Management) gets involved.

10. *Compaq Models ES40-GS60: does Innovative support these different models of Compaqs?*

Steve Bade, doesn't know if these are supported, but encouraged the questioner to call the Help Desk for more information.

11. *Systems with two CPUs. Questions about best methods for system management in this situation. How can you know what's on which machine? What are the effects on synchronicity of data?*

Unfortunately, Innovative staff don't always know the current status of equipment configuration for each site. There was a general sense that they SHOULD know and that information would facilitate troubleshooting and problem solving for both Innovative and the library.

12. *What kind of knowledge, experience, expertise should INNOPAC systems administrators have to do a good job and work easily with III staff?*

Although Innovative still advertises for turnkey systems that library staff do not need specific computer expertise, many users disagree and feel that it helps immensely to have "inside" knowledge of computers, their capabilities, and operating systems, especially UNIX.

13. *Some libraries feel that there is a discrepancy between the sales information that III disseminates (or*

*perhaps used to) on the technical expertise needed to operate INNOPAC and what is actually needed now in the current IT environment.*

Many seemed to agree that the operating environment is much more complex now, compared to when they may have first purchased INNOPAC. Libraries need significantly more technical expertise in-house than they did before – both for efficient INNOPAC operation and for other purposes as well.

*14. What are the benefits of “shell access” and “root directory access”?*

Several users responded that one advantage was that you could access information not available through any other means, and that information could help you work with Innovative staff more effectively on troubleshooting. The advantages are subtle, but can be dangerous, too.

*15. Users suggested that all system administration functions should be moved under one heading in the Main Menu.*

*16. New System Administrators (new to an existing Innovative library) feel that much more information on equipment configurations (and other system options and original set-up decisions) would be helpful.*

One suggestion was to get access to the newest version of the “Getting Started” manual. There is a copy of the “Getting Started” manual on the Release 2000 INNOPAC User Manual CD-ROM. For no-

charge WEB access to the “Getting Started” manual, older Innovative libraries may also contact Sales. Other ideas were to request a full site-specific equipment profile from Innovative, and to request from Innovative the original set-up worksheets, if they cannot be found in the library.

*17. How can users identify/find locked “busy” records without just encountering them randomly?*

Innovative responded that the “busy” records are logged, and that a library can call the Help Desk to find out about them. Some users would like to be able to run a program to clear all busy records? Is that possible, either for the library or for Innovative staff?

*18. The customer service issues relating to system management (and especially equipment) seem to be a double-edged sword. The questions are about how to achieve a balance between library in-house responsibilities and Innovative’s responsibilities.*

Several libraries reported enjoying a very flexible response from Innovative staff in relation to different levels of library staff technical expertise. At the same time, libraries need to attend to the needs of their staff for increased expertise in computer and IT areas, both for INNOPAC management and for related needs.

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*Reported by: Carol E. Eyler, Carleton College*

## I10, P9 Serials - They Are A' Changing

Coordinator/Presenter: Kittie Henderson, EBSCO

Presenter: David Fisher, University of California, San Diego

David Fisher opened the session explaining the origin of this workshop, which developed to fill the needs of new serials librarians and support staff for a basic Serials 101 type of program. He then discussed his serials background and the significant changes in serials work from the card-based environment, when he began his career in 1974, to today's online environment. Although numerous aspects of serials work have changed, certain aspects remain, such as renewals, title changes, claims, cancellations, back issues, duplicates, frequency changes and holdings updates.

Fisher then talked in more detail about four of the significant issues in serials acquisitions work: renewals, vendor relations, duplicates and claims.

### 1. Renewals

- Know your users, collections and how your collection supports your programs.
- Effective management requires rigorous serials assessment and proactive relationships with clientele and vendor services.
- Nothing should be renewed just because it was last year.
- Monitor your budget throughout the year, knowing what new ongoing expenses have been committed to or cancelled.
- Be aware of "carry forward" amounts.
- Know your bottom line at the end of your fiscal year.
- Prices may vary from previous quotes.

- Check serials pricing survey in Library Journal April issue.

### 2. Vendor Relations

- Vendors aren't adversaries; libraries and vendors should be partners.
- Use the highest ethical standards in transactions.
- If service is poor, move on, but this may not result in better service.
- Document problems and investigate their cause.
- Before making a vendor change, obtain references from peer institutions in same geographical area.

### 3. Duplicates

- Don't obsess over duplicates.
- They occur for many reasons but often because publishers are unable to link renewals to current library subscriptions.
- It can be more cost efficient for vendors to provide a few extra issues than to terminate service unnecessarily and later provide back issues.
- If they continue, notify the vendor or publisher.

### 4. Claims

- Innopac and the Internet have revolutionized claiming.
- Claims can be screened electronically and received the same day by the vendor.
- Postage costs for the UCSD Acquisitions Dept. are down 30%.
- Vendor databases provide online claim status reports.

Kittie Henderson, with eight years experience with EBSCO, then presented a vendor perspective on these issues. Her goal was to give general pointers that were vendor neutral. Some relevant EBSCO products and procedures were included to illustrate possibilities.

- A subscription agency orders per your request, sends payment with order and handles all claims per your request.
- Basic order information includes ship-to address, bill-to address, contact name/phone/e-mail, publication title, term of order, start date and Innopac order number.
- Invoice formats are print, FTP, diskette and annual and supplemental invoices.
- A renewal list is sent six months prior to common expiration date and includes current publisher prices.
- With advanced renewal or early invoice an actual invoice is sent with current publishers prices, and the library has until Sept. 1 to notify the vendor of exceptions to charges.
- With automatic renewal, orders are automatically renewed each year and an actual invoice is sent.
- It's important to review the renewal list.
- Problems can occur if renewal prices are loaded into Innopac when using prepayment.
- An invoice includes ship-to, bill-to address, frequency, term, price, HEGIS or fund code number, Innopac order record no. and publisher information, e.g., claiming restrictions and when published including vol./issue

- Common Innopac invoice problems include an invoice that won't load (Confirm that it's produced in the Innopac format) and invalid order record numbers.
- EBSCO issues a customized bulletin of serials changes as well as management reports, such as budget and price projections and historical price analysis by HEGIS.
- Claim forms should be sent by fax or mail. You can also e-mail or call your customer service representative, use EBSCONET and the Innopac claims module.
- EBSCO's Monthly Claim Checker tells you what action has been taken on your behalf.
- It's important to claim if there's a gap in delivery, damaged or duplicate issues, non-receipt of a first or subsequent issue or too many or too few copies received.
- When problems occur, call your vendor before posting a question to an electronic list and maintain good communication on both sides.
- Generally, when there are problems, there are contributing factors with both the library and vendor.
- Other kinds of reports are available from EBSCO, e.g., Ownership/access report (with indicative prices), Print titles on order available online.

A question and answer period followed.

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*Reported by: Wendy Baia, University of Colorado at Boulder*

## J1, P1

### Creating MARC Records from E-Journal Title Lists

Presenter: Jonathan Jiras, Rochester Institute of Technology  
Presentation: <http://www.rit.edu/~jjjwml/ejournals/>  
Handout: <http://www.rit.edu/~jjjwml/ejournals/IUGHandout.pdf>

This talk will discuss a procedure for automating the creation of catalog titles in aggregator databases. We will be focusing mostly on how to do it, not on the cataloging policy aspects of the subject. Also, we will not be discussing the cataloging of individual titles (i.e., we won't be debating what should go in each field).

An aggregator database is a collection of electronic publications, most commonly a searchable collection of electronic journals. Some current examples are Lexis-Nexis, EbscoHost, ProQuest, and Dow Jones, and there are new ones coming out all the time.

#### Characteristics of aggregator databases:

1. Some of them allow you to access specific journals by title and date, and others don't. This can be problematic for users who have a citation to a journal article and need to be able to look it up. A library may not want to catalog a journal if the database doesn't allow title access to it.
2. Some journals may not be completely covered in full text. Sometimes a vendor will index a journal partly in full text and partly in abstracts. Worse, some vendors' holdings information is sketchy, absent, or incorrect, and one may not know what years are covered, much less whether they are covered in full text.
3. Many vendors add and drop journals with little notice. The better vendors at least give us some warning regarding this: they use e-mail lists or post changes on their websites.

#### Challenges to cataloging:

1. Many of these databases contain publications other than journals, such as media transcripts and abstracts of law texts. A library needs to be aware of these and decide on a policy for them.
2. Ownership vs. access: Will we have access to this journal in perpetuity, or lose it if a vendor "drops" it? We don't want records in our database for journals we don't have access to.
3. Maintenance is a very important and very time consuming factor with these records, since journals are constantly being dropped or added and/or the holdings are changing.
4. Standard cataloging is not fast enough. These databases have thousands of journals, and libraries are adding new databases all the time.

#### Many different ways for libraries to provide access to journals in aggregator databases.

(A task force report on the PCC is highly recommended. It can be found at <http://lcweb.loc.gov/cardir/pcc/aggfinal.html>)

Three major ways are listed below:

1. Locally maintained lists on a webpage. Mr. Jiras's institution, RIT, used to do it this way. However, they found this to be difficult and time-consuming to maintain.
2. A database separate from the catalog that can be searched from the web.
3. OPAC integration.

When RIT was thinking about integrating their e-journals into their OPAC, they set up a committee with representatives from reference, cataloging, electronic resources, and systems. Their goal was to come up with a simple method to increase access to these journals. The key word here being "simple".

Today, they have both a separately searchable database (option 2) and OPAC integration (option 3). The links they have in their catalog actually link to the separate database, where the URL's are stored, and from there out to the web. They chose this method for several reasons: because it forces the users to go through the library's proxy server, because the database contains licensing information used by inter-library loan and because the bibliographers like to be able to browse the list.

When to use machine-generated cataloging:  
(see also advantages & disadvantages listed on handout)

RIT decides whether to use machine-generated or human cataloging on a vendor by vendor basis. They make their decision based on :

1. Whether the publications indexed in the database are mainly journals.
2. The number of titles included (databases with fewer records are less likely to get machine-generated cataloging because the maintenance needs will not be as great).
3. The quality of the information available for creating a cataloging record (this can range from "the vendor doesn't even provide holdings information" to full records on OCLC).
4. Whether the database provides access by title and date so that a user can find a specific journal for which they have a citation.

5. How often journals are dropped/added (how much ongoing maintenance would be needed).
6. Whether they (RIT) will have continued, perpetual access to all the journals in that database.

How does the machine-generated cataloging process work?

In a nutshell, one creates records from vendor supplied data, imports them into the catalog, and when the information changes or is out of date, one does it again.

This is the procedure RIT recommends for creating machine-generated records for ProQuest:

1. Download the title list from the vendor (or pull it directly from the database). The downloaded information will include title, ISSN, and what will become the holdings information.
2. Massage the data in Excel. The purpose of this is to change the holdings information into something that resembles the appropriate AACR2 format. For example, the ProQuest download will have fields such as "FT First" and "Img First", which indicate, respectively, the date the journal was first available in Full Text and the date it was first available in Image form. Since both of these constitute "full text", you will need to choose the earliest date as your beginning date for your holdings statement, and delete any title not available in full text (see handout for more specific directions).
3. Add the additional fields needed to complete a MARC record using Microsoft Word. Create a mail merge "template" that has all the MARC fields in it that you want to add (of course, since you only have one template you will be adding the exact same fields, both fixed and variable, to every record, so your records will be very generic).

You can determine the appropriate location of the various fixed fields by their position (see "Sample MARC Record Elements for ProQuest Titles" on handout) Merge your Excel data with this Word template (it will create one very large Word document).

4. Turn the resulting document into MARC records using the MARCMakr software (free & available for download at <http://lcweb.loc.gov/marc/marcutil.html>)
5. FTP the records into your database.

#### Maintaining the records:

1. Create an Innovative list of all of the chosen vendor's titles. (You will need to include some sort of field that will allow you to extract the records by vendor)
2. Use rapid update to delete all the records.
3. Re-create the records using the steps above, and re-add to the database. This generally takes about two hours at RIT. Mr. Jiras recommends the use of a large PC with lots of processing power. Some other libraries that perform a similar procedure are UT Knoxville and NY College at Geneseo.

#### The future:

1. There's a PCC task group working on the problem of cataloging journals in aggregator databases that may produce important recommendations.
2. More vendor cooperation may be forthcoming. EBSCOHost provides full CONSER MARC records for journals in some of their databases to any library that requests them. Perhaps other vendors will follow.
3. JAKE (Joint Access Knowledge Environment) at Yale Medical is a kind of union list of serials in aggregator databases - type in the serial and it will tell you in which databases it can be found. JAKE can be found at <http://gnujake.med.yale.edu/>
4. Innovative offers training which allows libraries to create their own custom load tables. Perhaps a load table could be written that would add holdings and a URL to an existing bib record rather than inserting a duplicate record for the e-journal.

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*Reported by: Rebecca Rollins, University of Mississippi*

## J2

### **Integrating Bursar Modules with a University Accounting System**

Presenters: Philip Konomos, Scott Harrington, and Ginny Sylvester, Arizona State University  
Web site: <http://scott.lib.asu.edu./IUG2000/bursarinterface.html>

Described as a "heroic effort," Arizona State University (ASU) created an intermediary system to allow for synchronization of records between the Bursar In and Bursar Out modules of Innovative and Legacy, the university's accounting system. While presenters were quick to point out that the bursar modules (Bursar In and Bursar Out) did exactly what Innovative said they did, ASU spent over \$75,000 to modify the system. This resulted in a system that still requires a number of levels, a fair amount of supervision, and is time consuming (50% of a System Administrator's time) to keep it running.

Previously, ASU had a system whereby a file was extracted nightly and sent to the bursar's office. This was one way (electronic) to the bursar and one way (paper) back to the library which often necessitated phone calls to the bursar confirming payment. A RFP was issued to buy a new library system which allowed a two-way interface and minimized human interaction. While Innovative could produce the data, problems including comparable practices between the library and the bursar's office went beyond the data. For example, an invoice in INNOPAC included up to three transactions per page which had to be matched to a document number from the university (Legacy) which dealt with only individual records. Further, each system had a different numbering system. The most immediate problem was the inability to manually control the system so the two operations were out of synchronization.

The solution was to create a database and program to deconstruct, reconstruct, and format the data. In addition, another client was required to allow inquiries and manipulate the data. ASU selected Sybase as the relational database management system, since the campus had a site license, and used Solaris as the operating system. The cost, not including Sybase or staff time, was \$35,000. The second client required to interact directly with the data was an additional \$25,000.

Unresolved issues remained. Foremost among these was that staff have to manually FTP to and from the Innovative system on a daily basis. A necessary level of access to the system was required to circumvent this, and Innovative does not allow changes to the operating system. Nonetheless, ASU created the best system under the circumstances. While not fully automated, library staff did not have to revert to manually writing charges. The best home for the future is that Innovative will provide additional formats for direct transfer. The introduction of an Oracle option may eventually lead to the elimination of the intermediate database.

While ASU did not anticipate the degree to which the two systems would differ, library staff agree that the money was well spent. They did advise anyone considering the modules to specify in the RFP what their university accounting system requires. Yes, the bursar modules do what Innovative says

they will do. It is important to keep the following in mind:

- intermediate system may be required to
- keep track of and link between two types of data
- bursar modules are not designed to be a "real time" transfer
- periodic synchronization of two systems is required
- not a trivial matter to keep the systems synchronized
- library not able to collect money if using the Bursar modules

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*Recorded by: Theresa P. Johnson, Old Dominion University*

## J8, M8

### Usability Testing: A Quick Guide

Presenters: Janet Chisman and Sharon Walbridge, Washington State University

Documents used in usability testing at Washington State University Libraries are available at <http://www.wsulibs.wsu.edu/usability/index.htm>.

Janet Chisman and Sharon Walbridge of Washington State University Libraries (WSU) have performed three major usability tests on their web site. They shared their experiences so that we would know what usability testing is, how to do it, and if we want to do it. One reason to do usability testing is to gain information to design a better product. Other reasons could be if you have questions about what to include in your web site, if you are an isolated and solo designer, and if you have only anecdotal stories about how your web site is used and need hard data.

Usability testing is a method used to identify problems users have using a product. According to Jeffery Rubin's book Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests, usability testing identifies 80% of the problems with eight representative users. The beauty of this method is that no statistics are needed and it takes only a small group of people. This is not formal research. The method is to spend time with the user and allow people to fail. The results can be eye opening. You see how people actually search and the result will be better-designed pages. You will have the data to know how to change the product, and you will be better able to defend your product. Chisman and Walbridge both said that by the fourth or fifth participant common themes were apparent and by the seventh or eighth very little new information was discovered.

For the tests at WSU, the participant and the two observers were in a room with a computer, a tape recorder, and a clock. The participant was at the computer. The observers were on either side of the participant. The participant was given a set of predetermined tasks. The tape recorder was there to record the participant's comments, and the participant was encouraged to verbalize his or her thoughts and actions.

There are many things to do to prepare for usability testing. First, learn about it. Two recommended books are Handbook of Usability Testing: How to Plan, Design, and Conduct Effective Tests by Jeffery Rubin and A Practical Guide to Usability by Joseph S. Dumas and Janice Redish. If you use human subjects, you might need to submit your test to a review board. Chisman has an open entry for testing with human subjects. You should ask at your institution if such as thing is possible. Have timetables, short and long, to help you stay on target. If you spend an hour a week on the project, at the end of a year you will have a better product. Make checklists. Decide who will do what. Have a detailed description of each task; for each task have a goal (this can be a general statement), have a problem statement (what to test), and a task list (the test itself). The task list is what you will give to the participant. One question on the task list could be, for example, "Do a title search for Audubon on the catalog. What is the current issue?" They had 40 questions

on their tests. They found this to be too many questions, so for their next test they plan to narrow it to 12 to 15 more focused questions. WSU also found that none of the eight participants could use the limit/sort function. Have a data collection form for the two observers to write down comments and the steps taken by the participant as he or she performs the test. Make sure that you go through the test in house before the actual test begins. Recruit the participants by using the school or local paper, flyers, and incentives (WSU gave \$10.00 to each participant). Incentives add legitimacy to the project. Use questionnaires to select the participants. Make the group as representative as possible of the population your library serves. Call the participants to schedule the time and place for the test. At WSU only one of the eight participants did not show up for the test.

When the time comes for the actual test, make sure you are ready. Check all the equipment, tape recorder and clock. Have the forms at hand. Make sure that the participant knows that he or she are not being tested but that the system is being tested; display signs that repeat that information. Make sure that the task list is current. The database changes everyday. The questions should not ask about an item that is no longer in the catalog. Decide beforehand who does what, e.g., who meets the participant, reads the script, handles the tape recorder, reviews consent form, explains how the participant will get paid, and debriefs the participant or gives an exit questionnaire. When you conduct the test, remind the participant to verbalize as much as possible. Try to set the participant at ease while letting him or her know that this is a serious job. Pay very close attention to the participant. It can be hard to know how long to let the person struggle before you help them. You do not want to color the process.

Remember to write down everything and to tape the entire session. Ask the participant to wait until told before going to the next question so that the observers can finish writing down their observations.

The physical setup of the testing room can be simple or elaborate. OCLC has a three-room testing center with a control room for note taking in sync with a video machine, a glass-windowed room with an audio connection, and a room with closed-circuit TV. WSU used a simple setup of a room with a PC, a tape recorder, a clock, and three chairs.

After the test, it is important to debrief the participant. This could be a written questionnaire. If a participant struggled over a part of the task list, explain what he or she did wrong. This could be a time for user education. After the participant leaves the observers need to debrief themselves immediately. Talk through any differences and listen to the tape. With any fresh information, change the data collection forms if necessary.

Analyze the results of the test. If the participant found the answer in a convoluted or partial way, is it a success? How did the participant think about how to start the task? Were there any false starts? How much time was taken for each question? Write down and analyze all the steps taken by the participant. Were there any extra steps and how could they be avoided? Look at the comments made by the participant. After analysis, it is time to seek solutions. What were the problems and how can they be solved? Can the solutions be done in house and who does them? Can vendors help with solutions? For some problems WSU found that user education was needed instead of changes to the Web site.

When the solutions are found, it is time to implement the changes. Set target dates for these changes. Share the results. Tell what the changes are and why. Then make the changes. After the changes are made, it is time to retest the product and start the cycle again.

WSU has not developed with a test for their distance learners yet. This is an area that they would like to work on.

Ten Commandments of Usability Testing:

1. Thou shalt stop guessing and start testing.
2. Thou shalt test early and often.
3. Thou shalt know what thou are testing and why.
4. Thou shalt develop checklists and timelines and stick to the plan.
5. Thou shalt offer incentives for participation.

6. Thou shalt seek diversity in thy participant pool.
7. Thou shalt keep things simple and focused with a small number of brief tasks.
8. Thou shalt debrief immediately after the testing session.
9. Thou shalt follow through on results, share widely, seek consensus on changes and implement.
10. Thou shalt test again to see if proposed solutions improve the product.

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*Reported by: Elizabeth Swift, Jefferson County Library Cooperative*

## J9 INN-Reach at Orbis

Presenters: Nancy Nathanson, Orbis Coordinator  
Sandy Westall, Innovative Interfaces

Nancy Nathanson, Orbis Coordinator, described the genesis, development, and current status of the Orbis consortium, focusing on the impact of the Orbis union catalog, powered by INN-Reach software.

Orbis is a consortium of 16 libraries in Oregon and Washington; all are public or private academic libraries except for one community college. The consortium continues to grow. It covers a wide geographic range, with the longest distance between libraries at 520 miles.

The consortium was a grass-roots effort with no central governmental funding. The Innovative Interfaces INN-Reach program, making possible a union catalog with user-initiated borrowing, was the catalyst in forming the group. Orbis was introduced in 1997, the second INN-Reach site after OhioLink.

At present, the catalog comprises 3.5 million titles with 7.5 million items. Seventy-three percent are unique titles. As in all INN-Reach catalogs, the master record concept is in place. When multiple libraries hold the same title, a single bibliographic record represents all of the holdings. INN-Reach software automatically transfers data to the central catalog when local staff make additions or changes to their catalogs. The catalog also includes records for 500,000 titles from the collection of the Center for Research Libraries, which are also available for loan throughout the Orbis system.

Over the past three years, requests and transactions have grown at a faster rate than numbers of patrons or items, with 101,856 requests so far in 1999/2000. Requests have a 90 percent fulfillment rate.

Nathanson discussed user and staff interfaces of the system, emphasizing that the goal is simplicity in the public catalog. The staff interface offers training information and news as well. (The catalog may be reached at <http://libweb.uoregon.edu/orbis/> and at <http://libweb.uoregon.edu/orbis/staffhome>)

During its first three years, Orbis Borrowing has proved its advantages for library users and staff. For users, it offers interlibrary loan service (ILL) 24 hours a day, 7 days a week. Users at a library of any size have access to a very large collection. Patron records display status of ILL requests. Delivery is fast, with an average of 1.9 days.

Orbis libraries estimate that each transaction takes 50 percent less staff time than a traditional ILL request. Borrower validity doesn't have to be checked for each ILL request, the system sorts requests from a lending library in any order requested, and the local circulation system is used so that staff don't have to learn a new system. However, since borrowing volume has increased tremendously, total staff time required has increased.

After one year on the system, Orbis implemented load balancing, a feature of the system that distributes lending activity as equitably as possible among the member libraries. This lightened the lending burden on the largest library collections.

As a consortium, Orbis sponsors workshops, conferences, and e-lists, both in support of the INN-Reach catalog and in aid of current and future projects like cooperative collection development, cooperative preservation projects, article delivery, and collaborative web site design.

In response to questions, Nathanson and her co-presenter, Sandy Westall of Innovative Interfaces, provided additional information.

1. There are many compromises and common agreements to be made among member libraries and a tremendous number of details to be worked out having to do with workflow, both in sending and receiving.
2. The system requires very few changes to local catalog records, although 001 fields must be uniform for matching.
3. In response to a question regarding Orbis' lack of authority control, Westall noted that an INN-Reach system can store authority records and display cross-references, but that the problems in implementing authority control have to do with differing usage in a variety of local catalogs. Whose authority records would they use? She did suggest that it's possible to load the authority database of one institution, presumably the largest one, to provide authority control for most headings. A certain number of heading conflicts would be unavoidable.
4. Orbis hasn't implemented Advanced Searching yet. They are discussing it.
5. In response to a question on recommended strategies for collaboration, Nathanson pointed out that members of the implementation team decided to represent the whole community of system users, rather than their own constituencies. The idea was that they were creating something new, and something bigger than any individual institution could accomplish.

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*Reported by: Karen Rice, Western  
Washington University*

## **J10**

### **Standing Orders - Year One and Beyond**

Presenter: Jeanette Mosey, Austin Community College

Jeanette Mosey is the Head Librarian, LRS Technical Services and Automation, at Austin Community College in Austin, Texas. Austin Community College has six campuses with centralized Technical Services. At the time that Jeanette started working there, Austin Community College had a Dynix system for most of its functions, although its standing order profile was a list printed from a Borland's Reflex Database. Shortly afterwards, the Library began looking to replace the Dynix system and decided on INNOPAC.

The Library had to determine how to input the information from their paper files into INNOPAC. They pay all of their standing orders from one fund, the Standing Order fund. They use "retirement codes" to tell them what to do with older material when new editions arrive. They rotate standing orders. Not all campuses receive every title every year. A new edition may go to one campus and the edition it replaces is sent to another campus or the old edition may stay at the same library but move from reference to circulating. The Library decided to use the notes fields on the order record to indicate information such as retirement codes and the frequency of the title. For example, one note would have the letter "c," which may indicate that the old edition moves from reference to circulating. Another note may have the word "Annual," to indicate the frequency of the standing order. If a single title is shared among campuses, Austin Community College makes separate order records for each location, with notes on each record indicating the frequency with which that campus

receives the title. These order records are suppressed from public view.

Austin does not check in their standing orders, but uses the bib and order records to maintain all information about the title. When a title is received by Acquisitions, the staff member checks off the appropriate retirement code on a green flag which is placed in the book. The book is sent to Cataloging and then on to the branch with the green flag.

A reference librarian at each campus reviews the standing order list each year. Requests for changes are sent to Acquisitions. Austin has not yet decided whether or not to purge order records for canceled titles or leave them in INNOPAC to maintain a history of the title.

Before INNOPAC, Acquisitions had a printed list which was reviewed each month to make sure expected titles were received. They are planning to use code 1 and create lists of the titles to be reviewed each month.

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*Reported by: Elizabeth Moore, Loyola University Law School*

## **K1, Q1 Techno-Cats, or, Never Leave Your Chair Again**

Coordinator/Presenter: Ann Keabian, Colgate University

Abstract: Ann Keabian, Head of Cataloging at Colgate University described Colgate's use of an array of electronic tools that have made cataloging faster and cheaper while still attending to the critical issues of producing high quality records. This presentation emphasized the gains made using Innovative's Window cataloging (GuiCat).

Colgate University's library serves 2700 students with a collection of 1M volumes, 2200 periodical subscriptions. The Technical Services staff processes 12,500 items per month. As the database grows, the database maintenance chores are increasing. Additionally, catalogers are doing a lot of new things that spin off the catalog maintenance. Records come from a variety of sources: OCLC, LC, Marcive and batches of records for microform sets. Catalogers face external pressure for faster and cheaper processing creating tension with the professional desire for more and better cataloging.

Colgate has turned to an array of electronic tools to manage their workflow and improve the quantity and quality of output. Catalogers at Colgate routinely use: Innovative text-based cataloging, Innovative Windows cataloging (GuiCat), OCLC, LC's on-line catalog, Marcive, Cataloger's Desktop, Classification Plus. This presentation concentrated on Colgate's use of GuiCat with some comment on Cataloger's Desktop and Classification Plus.

In this highly automated environment Ms. Keabian says it's not uncommon to have nine applications open at a time; however

there are several ramifications to this type of computer use. Multitasking requires bigger screens and powerful CPUs with appropriate technical support from a computer services unit. There should also be generous Innovative user licenses to accommodate multiple sessions and staff should be computer savvy even to the point of adventure.

Ms. Keabian began an extensive explanation of GuiCat features by noting the areas where text-based Innovative cataloging are still superior. For example, text-based Innovative cataloging is faster than GuiCat for checking duplicate authority control number reports and adding multiple items to single records. At the present time GuiCat doesn't support keyword searching, rapid or global updating, macros or key substitutions phrases. On the other hand GuiCat does provide all the advantages of the Windows environment including open multiple windows, multiple searches, drag and drop, cut and paste.

Colgate has changed workflow in four areas: adding LC records to the database at the point of order using GuiCat with Z39.50; authority control; x-linking; and quality control. The Z39.50 interface offers access to full MARC records from LC's database by using the familiar Innovative search strategy and browse display. Fixed fields are explained by means of a drop down menu and headings can be verified before saving the record to the local database. Ms. Keabian demonstrated the advantage of GuiCat with screen shots which contrasted LC's native database with a search done through GuiCat/ Z39.50.

Colgate uses GuiCat to modify national authority records and to create local records. Ms. Keabian illustrated this point by showing a screen shot of a sample bib record with a useful note that was easily copied and dragged to the 699 note in the authority record. To make local authorities she copies an existing close hit and modifies it as necessary. This method is fast and more accurate than manual keyboarding. Because the basic process is so easy catalogers have the time to consider additional cross-references or enhanced notes, thus personalizing service for Colgate's library users.

Ms. Keabian demonstrated how easy GuiCat makes X-linking, or the linking of one item to multiple bib records for such cases as "bound widths" or analyzed series. Using a single search on the common denominator linking the bib records, e.g. call number, one can scroll through the search results and paste in the item number seriatim through the list.

GuiCat has had an important impact on quality control, which has moved into the cataloging process. Name authority work is done at the point of ordering where it had formerly been done in batches from authority reports. The windows "find and replace" tool is very useful for making multiple changes within a bib record, for example changing subfield |x to |v as we had to do with |xPeriodicals to |vPeriodicals. Shelflisting is easily done in GuiCat and if one discovers a questionable call number it is easy to verify by going into Classification Plus. Colgate also uses LC's catalog for help shelf listing literature.

In general GuiCat has improved technical processing because there is a search history to track where one has been in the catalog. Supervisors can cope with interruptions because it is easy to open another search

window to find a quick answer to the question at hand. Staff training is easier with pull down menus for on-screen help and color coding for tags, indicators and subfield delimiters.

Ms. Keabian briefly mentioned Catalogers Desktop, a Folio product offering handy access to LCRI, AACR2 and LC manuals for subject cataloging and subject heading and Classification Plus another Folio product which preserves the hierarchical arrangement of the schedules while giving desktop access. Keyword searching is limited, but catalogers can still use the index to find call numbers. Copy catalogers can deconstruct call numbers and make a good check on questionable call numbers. Classification Plus also contains LCSH in "red book" arrangement and keyword searches are possible. For original cataloging Ms. Keabian prefers to use the LC catalog's guided keyword searching.

Two sources for training materials are "Cataloger's Desktop Classification Plus Tips for Original Cataloging" by Diane Ward Cataloging, Central Technical Services, University Libraries, State University of New York at Buffalo

<http://www.acsu.buffalo.edu/~dward/classplus.html>

"Using Cataloger's Desktop/Classification Plus" by Martin Kurth, Iris Wolley, Nancy Holcomb, Cornell University Library <http://lcweb.loc.gov/cds/cornell.pdf>

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*Reported by: Mary Jane Kelsey, Yale Law School*

## K3, O10 Service Issues

Coordinator/Presenter: Jennifer Merrill, Dartmouth College  
Presenters: Katrina Anderson, Innovative Interfaces  
Faye Chartoff, Innovative Interfaces

Sessions K3 and O10 were devoted to customer service issues. These notes combine the major concerns and suggestions for improvement that were raised by the attendees of both sessions. Innovative's responses are included. The attached handout of the current Innovative organization chart was distributed at the two sessions.

1. *Can anyone open a call to the Help Desk or do you have to be authorized to open calls?*

Innovative maintains a customer record for each institution, which lists the Director, System Administrator, and the contacts you have provided for them. Notify the Help Desk, if you want to add other contacts. If you are not on the authorized list, the Help Desk staff may give you a "hard time," because they don't want just anyone requesting changes to the system.

2. *Is having only one contact per institution preferable?*

Whatever works best for your institution. Innovative realizes that one person probably can't be a functional expert in everything, so another contact may work out better for a particular problem.

3. *What is the staffing pattern for the Help Desk?*

The Help Desk is made up of Technical Support Specialists, Systems Librarians, and Systems Specialists. The Systems Specialists are the front line. Their role is to identify your problem and route it to a support specialist. Both Technical Support and

Systems Support are broken down into specialization by module. Customer Service is managed by Katrina Anderson and seven Help Desk managers. The names of the managers are available on CS Direct.

4. *Does the Help Desk staff member have easy access to information about the institution, such as which modules are in use or which software release is being run? This is especially important when multiple libraries share a system.*

The Help Desk has access to this information, but it is listed in a separate database. There is no pop-up menu that brings it up. At this point Innovative staff are more focused on solving the problem than with institutional information.

5. *If you call the Help Desk and a specialist is not available, when does the call actually get assigned?*

Calls are usually assigned within a couple of hours. You can check CS Direct to see who will be working on your call.

6. *When a call is opened at the Help Desk, it would be good to get a quick response from the person who is actually assigned to the call saying that he or she is working on it.*

The Innovative staff member working on the call is listed in CS Direct, but not all library staff has access to the "View Open Calls" option.

7. *Has there been a change recently in the way certain options in CS Direct, such as*

*"View Open Calls," can be accessed?*

Yes, this changed in response to customers who wanted two levels of passwording in CS Direct. The general level contains informational pages. The second level contains screens for accessing information on calls and communicating with Innovative.

8. *Can more information be put in the description for open calls listed in CS Direct? Sometimes there is no description at all about a call.*

Innovative needs to do a better job with these brief descriptions. They want to automate this process, but right now staff must key the information you supply into a field in the record. If there is not enough information about your call, click on the link to the staff member and request more details. If that doesn't get you a satisfactory response, next time copy Katrina (katrina@iii.com). Generally, staff are more focused on solving the problem than in administering the call.

9. *How are priorities assigned to calls received by the Help Desk?*

The top priority is system critical issues or module failures. This is followed by: (1) changes in options or tables that the library doesn't have access to; (2) software problems; (3) questions about how things work, which may go to a training consultant.

10. *Is there a way to get regular updates on calls that are being worked on?*

Check the status in CS Direct. Calls that have gone to Programming probably don't need a follow-up, because those Innovative staff understand the urgency. The handling of calls that are still on the Help Desk needs to be improved, particularly in making the status known. In an ideal world all calls could be handled immediately and status reports would be unnecessary. Innovative is trying to make support more efficient by asking everyone to get on the same software release. In the past

too many versions were being run to service them effectively. This change should stabilize the number of problems being reported.

11. *When a call is assigned to a trainer, how quickly can a response be expected?*

Trainers are heavily booked. During the past year a backlog developed due to Y2K issues and new customer installations. If time elapsed on the call exceeds your expectations, ask Innovative to escalate the call.

12. *How can a library change the priority of a call or escalate it?*

Contact the person that the call has been assigned to. It is important to make the urgency of the call clear to the Innovative staff member. Ask them to escalate the call. If after a reasonable amount of time you are still not getting the service you need, contact the appropriate Help Desk manager.

13. *What is the status of the team leader concept?*

Innovative is reviewing whether the team leader concept works. Each library has an Innovative team leader. They are not proactive project managers, but wait for you to inform them of service problems. All of the managers in Customer Services are team leaders. First you should escalate to the person assigned to a call, then to your team leader. Innovative has not done a good job of informing libraries about changes in team leaders. This past year they were too busy with Y2K issues to restructure the team leaders. Innovative plans to send out an e-mail communication clarifying the status of the team leader concept in the near future.

14. *A suggestion was made that new libraries need a coordinator or mentor to guide them through the period immediately following implementation.*

15. *Several attendees remarked that they had gotten wrong recommendations for devices such as printers from the Help Desk.*

The Help Desk staff shouldn't be making such recommendations. They should transfer you to Sales. The Innovative managers need to know about problems like this.

16. *Other attendees reported inconsistencies in the time needed to have changes made to their option groups by the Innovative staff. Sometimes it just takes a phone call. Other times it can take a couple of weeks.*

Ideally Innovative would like to get simple requests done quickly. A solution for easing the difficulty in changing option groups is high on their list.

17. *Faye asked attendees whether they preferred e-mail or voice communications with Innovative staff.*

A brief discussion of the pros and cons of each method followed. Urgent problems should always be phoned in. Institutions should use the method that works best for them for routine calls. Innovative staff do recognize the differences in time zones and should acknowledge this in messages left to customers after hours.

18. *Given Innovative's 24 x 7 support, why does it always seem that updates to the system need to be done in the hours between 8-5?*

This is really a staffing issue. The Help Desk needs to have technical support available to perform many of these functions.

19. *How well are Innovative weekend staff briefed on INN-Reach products?*

INN-Reach uses extremely complicated software. Weekend staff is trained to identify problems, but more training is needed in this area. If you are not satisfied with the

handling of your call, you can ask to have the manager working that weekend paged.

20. *What about offering the ability to look at the history of calls, including closed calls, made by an institution?*

Innovative is looking into this, but it is a pretty daunting task. This is not something they can promise during the coming year. Innovative gets approximately 42,000 service calls a year. They have a good system for internal tracking, but not all of this information can be made available to customers. Several people in the audience mentioned that they maintain their own local databases for tracking calls.

21. *Can the contacts at beta-sites be better informed about changes/updates that are made to their systems during testing?*

Beta-testing is handled by a different group of people outside of Operations. These people need to be more careful to notify you of changes to your system. For all INNOPAC users the new plan of updating with mid-releases should mean less volatility between releases. There should be no "stealth" installs to your system after Release 2000. Customer Services will notify libraries if patches are necessary.

22. *When libraries order new products and don't hear anything about the installation date, who should be notified?*

There are two paths of contact: (1) Katherine Kott in Implementation Services; or (2) Customer Sales. As far as Advanced Keyword Searching goes, be aware that there are quite a few backlogged orders in the pipeline.

23. *Some libraries may need more lead time to do the profiling for Advanced Keyword Searching. With that in mind can the documentation for this product be distributed well in advance?*

This is a good point. Also, because of the backlog of orders for Advanced Searching, don't be afraid to say that you need to delay your installation of this product. Innovative can reschedule you.

24. *Is there anything that can be done to make the online INNOPAC User Manual more user-friendly?*

Innovative is considering changing the format of the manual. They are looking at HTML to deliver the manual rather than Folio Views. This may take place in time for Release 2001.

25. *What should be done about errors/problems that libraries find in the User Manual?*

These problems should be reported to the Help Desk for incorporation into the next version.

26. *Several attendees mentioned that they were having difficulties getting support for the B321 scanner. Their problem seemed to get passed around the Help Desk, where they were asked to repeat the same steps over and over. Others reported having no problems with the B321.*

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*Reported by: David A. Badertscher,  
Washington and Lee University*

## **K7 Public Libraries Forum**

Program Coordinators: Jackie Licalzi, West Bloomfield Township Public Library  
Claire McLaughlin, Canton Public Library

Presenters: Mary Chevreau, Innovative Interfaces  
Marcia Stark, Innovative Interfaces  
Amy Apel Bohman, Innovative Interfaces  
Hilary Newman, Innovative Interfaces  
Karen Perone, Rodman Public Library  
Judy Humphreys Mountain View Public Library

Claire McLaughlin, Canton Public Library welcomed the group on behalf of herself and program planner, Jackie Licalzi, West Bloomfield Twp. Public Library, who could not be present. Representatives from Innovative included Mary Chevreau, Canadian Sales Director, Marcia Stark, VP Sales, Amy Bohman, Product Manager, and Hilary Newman, Help Desk Manager. Karen Perone, incoming IUG Chair was also introduced, the first public librarian to be elected to this office. Judy Humphreys, Mountain View Public Library, is an incoming Member at Large of IUG. Karen urged Public Libraries Forum members to give presentations and to otherwise become active in IUG.

Marcia Stark commented that Innovative is making strides in the public library marketplace, with 25% of new sales this past year being to public libraries, not including consortia.

The forum was opened to questions and comments:

Arlene Nevens, Great Neck Public Library noted that using review files to "rapid update" year to date statistics takes a long time. Can Innovative improve on the performance of doing such statistics? Marcia Stark said they would take the comment back to developers.

Mary Clare Huberty, St. Paul Public Library wondered about the homebound package and how records were kept so as not to duplicate titles, and about the size these files might require. Innovative staff confirmed that the homebound report copies to a review file.

Darmae Brown, Aurora Public Library noted that many have been having problems with holds. This became a lively topic of discussion at several points during the forum. Mary Chevreau acknowledged that there has been a lot of continuing effort to resolve holds problems. There are different holds problems, some of which have been resolved and some not. Some have received assistance from the Help Desk to run a "chron job" to fix broken holds. Others have either not been told about this fix, or have been told it wouldn't work. It was explained that the "chron job fix" will not work if your library has used a menu option "display and transfer paged items." Check with the Help Desk to establish whether the chron job should work in your library's case. Libraries have found that the number of broken holds was reduced by running the chron job from 4-5 times per day to 1-2 times per month. A new holds problem has surfaced at some 2000 B sites. Users are awaiting word about a fix. One user noted that the Help Desk used to fix broken holds on the spot. Now it can take a couple days. Innovative staff said that the Help Desk

has gotten busier over the past months, and also has had some staff turnover. Many noted that holds are a bread and butter public library issue, and require a high level of attention.

Jon Walker, Tulsa City-County Library, noted that the AOL browser is like the 800 pound gorilla to public libraries. It is heavily used by patrons, and yet it is not recognized as a supported browser by Innovative. To tell users that they must download Netscape or Internet Navigator is not acceptable. Jerry Kline has been apprised of the general problem and has asked users to e-mail him with more specifics. Liz Nichols, Iowa City Public Library, commented that those using AT&T@home also have difficulty because of proxy incompatibilities. Sixty percent of ICPL remote access comes from AOL or AT&T@home users. Work-around instructions have been posted on the ICPL web site, but many find this too complex to follow.

Carl Miller, Canton Public Library noted that the Innovative system uses frames which can cause problems with browsers. The frames can be turned off as an option, but if the library is going to utilize the 856 field frames are needed in order to get the user back to the original catalog page. Jennifer Chilcoat, Central Arkansas Library System, said that they have put up a button for users to click to get to a telnet session so that browsers don't need to be reconfigured to use WebPAC features

Heidi Lauritzen, Iowa City Public Library, asked for an enhancement to add more than 4 item limit categories. Amy Bohman said this enhancement had been requested by others.

Mary Lou Sullenburger, Albuquerque/Bernalillo County, on the character based 2000 version, noted problems with check in where if an item is in transit and on hold it

may not check in the first time. Do you need to double-scan to be sure? Houston Public Library has had a similar problem, but does not double-scan.

Karen Perone asked to add two enhancement requests: ability to extend pick up date for those who can't get to the library by that date; also the check in slip needs to have sufficient information to be used to call the patron about the hold.

Martha Driscoll, Noble (MilCirc B site) asked that there be the ability to clear a person off the hold queue when someone else comes in to pick up the item for the person who placed the hold. Amy Bohman agreed that this should be an enhancement request.

Some report suggestions: Counts by location should be added to the Web Management reports. It is too cumbersome to handle these types of reports using the Create Lists function for consortia and public libraries with many locations. The same is true for financial management statistics for circulation. It was suggested that Web Management Reports allow for statistics to be run between two dates. Arlene Nevens, Great Neck Public Library, noted that there needs to be a way to print a list of order records with holds to use for purchase alerts. Maureen Hattasch, Greenwich Public Library, using the text based Innopac, wants the ability to download item reports to Excel. Amy Bohman said the particular reports wanted need to be addressed as enhancements.

Heidi Bruss, Suburban Library System asked that it be possible to change dues dates on renewals when the patron is not present.

For consortia it is important to be able to have local library records on initial screen to make it easier to figure out what is in your library (when in MilCirc title holds list).

The terminology between fines, overdues, etc. needs to be made more consistent in each of the versions of the circulation system.

Stephanie D'Angelico, Pennsauken Free Public Library, stated that printing is the "weak sister" of Innovative. Most libraries do not have the staff expertise and time to tweak printer options to come up with solutions for printing problems.

Liz Nichols, Iowa City Public Library, asked for a show of hands for those libraries interested in seeing a debit/credit card function so that patrons can pay fines directly. At least twenty libraries seemed to agree that this degree of e-commerce is a needed enhancement.

There was a discussion about the inadequacy of the IUG enhancement process for public

libraries because their bread and butter issues tend to get buried in the voting by the interests of academic libraries. It was suggested that we submit the Forum list of enhancement suggestions directly to Faye Chartoff, as well as to the Innovative staff attending this meeting. A Birds of a Feather session was also set up for Tuesday during IUG for public librarians to discuss enhancements. Liz Nichols, Iowa City Public Library, volunteered to organize this special enhancement discussion.

Marcia Stark indicated that when Innovative meets to discuss enhancement requests Jerry Kline is very conscientious about going down the list past the IUG cut-off if necessary to find requests of importance to various types of libraries. A special enhancement list from public libraries would be helpful.

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*Reported by: Liz Nichols, Iowa City Public Library*

## K9, L9 INN-Reach Forum Part 1 and 2

Coordinator/Presenter: Anita Cook, OhioLINK  
Presenters: Nancy Nathanson, Orbis  
Sandy Westall, Innovative Interfaces

Two INN-Reach forums ran back-to-back in a large Philadelphia meeting room (with LOTS of attendees). There were three agenda items: 1) a historical overview in INN-Reach, 2) a discussion of the annual enhancement process, and 3) in depth, detailed discussion of this year's enhancements.

**INN-Reach history:** The evolution of INN-Reach began from the 1989 OhioLINK contract with Innovative Interfaces, Inc – the result of a 400-page RFP! Innovative developed the software to build a shared system for *all* of the academic libraries in Ohio.

The INN-Reach name was established when a second group of academic libraries in Oregon and Washington – Orbis -- signed a shared-system contract with Innovative. OhioLINK members were delighted to have collaborators. An INN-Reach coordinator was established for each INN-Reach consortium and an INN-Reach listserv was begun. Many other consortia have begun using the INN-Reach software recently, with a total of about a dozen now.

**The INN-Reach enhancement process:** IUG and Innovative forwarded all enhancement requests to the INN-Reach enhancement coordinator (chosen by all users of the software). Enhancements were posted to the listserv and discussed among listserv members and involved staff at each INN-Reach library.

Eventually, a list of enhancements would be created and each INN-Reach system would have one vote to decide on priorities for the annual submission to Innovative Interfaces. Enhancement requests could come from anyone, or each consortium could establish its own internal procedures for coordinating requests.

All was well until last year when the Users' Group established an INN-Reach functional expert for the annual IUG enhancement process, not knowing that INN-Reach had their own enhancement coordinator. It was proposed at the forum that these two work together this year and have the INN-Reach enhancement coordinator also be the IUG functional expert in succeeding years. No one objected, so Anita said she would talk with members of the IUG Steering Committee to make it so.

**This Year's Enhancements:** It was stated that Ann Riggs is the Innovative Manager for INN-Reach and that OhioLink is the only INN-Reach site using "visiting patron," (which allows a patron from any INN-Reach member library to walk into another INN-Reach library in that consortium and borrow material in-person on a virtual version of his/her patron record from the home library).

Sandy Westall explained unforeseen complexities that has caused a delay in code for the previously-announced R2000 enhancement that INN-Reach would check

the owning site for holds/recalls before processing a renewal. If a patron renews items from more than one site, the system has to go to each site before the renewals can be completely processed. The delay caused by this check would typically be about 1.5 minutes, which would lead the patron to think there was a system problem. A decision hasn't been made, but they're thinking of replying "renewal pending" while the checking is done, with an update in a few minutes.

The Spring 2000 list of INN-Reach enhancement proposals distributed at the forums contained 28 proposals related to circulation and 13 related to the online catalog/cataloging. The goal was to discuss each enhancement and reach consensus on its

priority rating (from 1 to 3, with 1 being highest). A new enhancement (relating to virtual item counts) was added to the printed list at the forum and given a priority level of 2. That was accomplished. After the IUG meetings, the list was refined a couple more times. Items that are already in development were removed. The list was finalized and posted to a web site:

[http://libweb.uoregon.edu/orbis/staffhome/enhance\\_req,2000-final.htm](http://libweb.uoregon.edu/orbis/staffhome/enhance_req,2000-final.htm)

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*Reported by: Kriss Ostrom, Michigan State University*

## L2

### Fiscal Close: The Annual Nightmare

Coordinator/Presenter: Judy Cerqua, State Library of Ohio  
Presenters: Jane Keeton, Birmingham Public Library  
Sheila Thompson, Birmingham Public Library  
Judith Clark, Innovative Interfaces

This session covered the three types of fiscal close methods that can be used and two libraries' experiences using those methods. The fiscal close is a nightmare to many people because it happens only once a year, but the more you do it the easier it becomes. Keeping good documentation of what you have done, in addition to the Innovative Manual, is very helpful.

#### Fiscal Close Method 1

Judy Cerqua began by giving some background on the State Library of Ohio and discussing their experiences with all three methods for the fiscal close. More details are included in Judy's handout. Judy then went through the steps of method 1, which were taken from the Release 12 manual and included in her handout. Judith Clark mentioned that there is one minor change in the Release 2000 manual concerning how many times the payment history file is cleared. However, the way it is currently written is confusing and it is being rewritten. The State Library of Ohio prepares and completes its financial reports quarterly and Judy commented that the more she prepares during the 1st and 2nd quarters, the easier it makes the 3rd & 4th quarters and the fiscal close.

#### Fiscal Close Method 2

Jane Keeton covered the procedures that Birmingham Public Library (BPL) uses to

follow the second method for their fiscal close. The library is a department of the city of Birmingham. It has a central library with 23 branches and a \$1.5 million budget from the city. Its fiscal year runs from July through June and the books are closed on May 30th. They operate a triple system with Innovative for the Library materials budget linked to FRS for the city and MAS90 for all special funds. Any city money carried over from one year to another must be encumbered to city purchase orders. Innovative's external fund codes are used to point "pyear" money to city purchase orders. Innovative is used to further divide out the city's appropriations to the library and for statistical and financial reports.

BPL uses the second method because it allows them to keep a current set of funds and a second previous year of funds. This method is used only for those fund codes funded with city money. In preparing for the fiscal close, existing order plans are reviewed in March and April. In April, budget meetings are scheduled with each branch and department to discuss any anticipated changes in appropriations. The week before fiscal close all outstanding bills are paid and all outstanding orders past their standard time limit are canceled. A statistical report of outstanding orders is created and all orders they believe will not be fulfilled are canceled.

Innovative is then prepared for the fiscal close. On the day of the fiscal close, all

payfiles are posted and all processes that use the funds are suspended until the fiscal close procedure is complete. The "payment history file" is cleared and a fund activity report is printed. This report contains the original appropriations and a record of transfers to and from each fund during the year. A final financial report is printed and the "fund balance file" is copied to the "old fund balance file."

The actual fiscal close is now ready to begin. First, the "transfer orders from one fund to another" function is used to transfer outstanding orders to a previous year fund code. BPL transfers all outstanding orders to one fund code they have named "pyear." A list of status "q" records is created and the fund code in these records is changed to "pyear" using the "update records" function. The "payment history file" is cleared. The "zero the fund balance file" function from the "initialize fund files" menu is used to reset the current year's funds' appropriations, expenditures, and encumbrance totals to zero.

This function allows the user to look at the funds one by one. Only the city funds are zeroed out and the rest are carried over because the books are being closed on the city funds only. The funds that are zeroed out also have the count of year-to-date orders and payments reset to zero. After the funds have been zeroed out, the "payment history file" is cleared again.

Once the budget is closed out on Innovative, BPL uses FRS to encumber all remaining funds with the city. Innovative is used to create a list of all remaining status "o" records, which now all have a "pyear" fund code. From this list, a statistical report is run to determine the dollar value of outstanding orders with each vendor. From the statistical report, a purchase order is created with each vendor for the outstanding orders. In June, the new budget is set up on Innovative. The total amount of purchase orders created with the city is entered as an appropriation and encumbrance to the "pyear" fund. If the amount is not entered as an encumbrance as well as an appropriation, the system will also post a negative encumbrance every time a payment is posted to "pyear." The final step is to enter the new appropriation for each fund code funded with city money and then post the payfiles. The system is then ready for the new fiscal year.

### **Fiscal Close Method 3**

Judy covered the steps needed to complete the third method. These steps are in her handout.

#### Questions

The session ended with questions that Judy had asked for prior to the conference. Judith elaborated on the answers that were provided in a handout. There were also questions from the audience that were answered by all the presenters.

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*Reported by: Corinne Jacox, Barry  
University of Orlando School of Law*

## L6

### Creating a Local Database Using the Community Information Database Module

Coordinator/Presenter: Dawn Kovacs, Wheaton Public Library

#### Scope and Purpose of the Project:

This project sought to create a vital records database using the Community Information Database Module from Innovative Interfaces. Wheaton, Illinois is located 30 miles west of Chicago and has a population of 55,000. The library received an LSTA grant to purchase the Community Information Database module, text-to-MARC conversion software, and additional hardware to support the project. With the help of community volunteers the library was able to index Wheaton, Illinois newspapers starting with issues published in 1885. The database is fully indexed and available online through the library's Web site (<http://wpl.wheaton.lib.il.us>).

#### Presentation

The project began with determining the types of information that should be covered and creation of an index structure to support retrieval. Examining several indexes already in the collection helped determine index points, fixed fields, and limits. Fields to be covered included: bride name, groom name, person born, mother, father, person who died, maiden name, surviving relatives, soundex code, type of event, date, place, title of newspaper, date of issue, page and column, and notes. One of the library's catalogers created MARC-compatible codes for these fields: 100=person, 245=event type, 260=place and date of event, 500=length, 510=source, 545=biographical note, 651=event—state—city, 690=soundex code, and 790=additional names. The index points created included: a=name (100,700), d=event or place (651), and u=soundex (690). Fixed

fields were record type (birth, death, marriage), and source (newspaper title). Several "spare" fixed fields are available to accommodate any future expansion. The limits included record type, source, words in the name, and words in the place.

Volunteers were recruited from the community through announcements and posters aimed at those who enjoy reading history. Over 40 volunteers were recruited and were given training. Librarians created a "cheat sheet" for converting abbreviations and dates used in the newspapers. The volunteers read the newspapers and entered the information into a Microsoft Access database. This database was created because direct entry of information into the Community Information Database proved cumbersome. The librarians, also, wanted to be able to easily verify the data before its inclusion into the final database. The Access database included drop down boxes for common categories to ensure ease of use. Each microfilm was read twice to guarantee accuracy.

As part of the LSTA grant, Wheaton Public Library was able to purchase text-to-MARC software from Innovative Interfaces tailored specifically to this project. The librarians created a workflow with three main parts:

1. Volunteers enter information into the Access database.
2. Genealogy librarian verifies the information.
3. The cataloger saves the Access file as text, exports as a comma delimited file using FTS, transfers the file into the Community Database Module,

processes the comma delimited file into a MARC-compatible format, and transfers the files into the database. As part of the final step the cataloger adds any additional names, places, and soundex codes needed.

The Web and text-based OPAC screens were designed and the database was made available to the public after one year of newspapers was indexed. Promotion of the new database included advertising through the DuPage County Genealogical Society and listing on

Cyndi's List of Genealogy Sites on the Internet. Indexing continues and the librarians at Wheaton Public Library are continually bringing new records into the database. Through grant funding, technical capability from Innovative, and help from volunteers, the librarians at Wheaton Public Library were able to offer a unique community resource integrated with their online systems.

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*Reported by: Matt Celichowski, St. Olaf College*

## L8, O7

### Maintaining Hyperlinks in the WebPac: Tools and Tradeoffs

Coordinator/Presenter: Mary Strouse, Howard University Law Library

Presenter: Tom Tyler, University of Denver Library

An outline of this presentation, including slides, handouts, and a bibliography, can be found at <http://www.du.edu/~ttyler/iug2000/index.html>

This session focused on the new Innovative link checker utility. Presenters Tom Tyler and Mary Strouse provided an assessment of the strengths and weaknesses of the Innovative Link Checker and compared it to third-party software used by some libraries to verify URLs. They also discussed suggested enhancement to the Innovative URL checker and the hypertext displays.

We all know of the volatility of URLs for web sites and other online resources. Even PURLs are fallible. This creates problems in our portal sites, with our library web page links, and in our catalogs. However, our library catalog links create additional frustrations in that they are not in HTML format. Because link checking software is designed to work with HTML format, an extra step is required in exporting URLs from the catalog and converting them to HTML so they can be checked.

However, Innovative now offers an integrated URL verification / URL checker which will alleviate that extra step. With Release 2000, the URL checker became available to all libraries with Web Access Management (WAM). It also more recently became available as a stand-alone product.

The new Innovative URL Verification checks the URLs in |u of the bibliographic record's 856 field, as well as URLs in linking fields of electronic course reserve records. It does not check URLs in item or check-in records, other 856 sub-fields such as z or x, or URLs

in the note fields. The link checker has 2 modes: Automatic and Interactive. Automatic mode checks the entire database at a set interval and time, and outputs an error report in HTML format. The Interactive, or Staff-initiated, mode is triggered from the Web Access Management menu in staff mode and optionally checks either the entire database, a range of record numbers, or a review file. However, there is a tradeoff to this increased functionality: the Interactive mode error report does not have an HTML format option and is either output to the screen or printed. The strengths and limitations of each of these two modes were discussed later in the presentation.

Currently, Endeavor and Innovative may be the only 2 integrated library systems offering a URL robot in their systems. Innovative offers two modes in their link checker and a primary report in HTML, while Endeavor requires systems personnel to create reports in Microsoft Access. LUIS (Florida Universities) and PALS (Minnesota) are two consortiums that are checking their catalog links by having their central Systems personnel create HTML files of URLs and then checking these locally using third-party software. LinkBot and Xenu Link Sleuth are two third-party link-checking software products that can be used for this purpose and the advantages and disadvantages of each of these was discussed.

A more in-depth look at the reports of the two link-checking modes was presented. The

main difference between the two modes is their form of output. The automatic mode creates an HTML formatted verification report with columns of title, URL, error, and new URL. The Interactive mode, on the other hand, creates a report which is character based, can be printed and not saved and, thus, has no hyperlinks which creates an extra step in being converted to a workable format. The interactive mode also creates a report with many flaws, making it almost unusable. Both the bibliographic record #s and the URL are truncated and formatting problems create text wrap-arounds, which make the report almost unreadable. The concept of these reports is certainly valuable. However, the current display is not.

A disadvantage of a URL Checker robot (such as the one in the Innovative URL Checker) versus a browser was pointed out. If a browser encounters a re-redirect it asks the server for the new URL, the server gives the new URL and the browser goes to the new address. A URL Robot, on the other hand, simply relies on information from the server and does not actually go to the new site to verify the URL. Considering that an estimated 6 to 14 percent of PURLs in GPO cataloging are errors and redirects, this can be a problem for Depository libraries. But, the redirect problems are not just isolated to GPO cataloging, redirects can also be prevalent in ejournal aggregations.

Tom Tyler then showed a process of checking URLs by using Microsoft Access and the cataloging workstation simultaneously. He also mentioned the MarcXGen, a software he has created to convert 856 links into HTML format so that the URLs can be checked using a third-party robot such as LinkBot or XenuSleuth. The second revision of this software has an added advantage in that it can look for URLs in subfields other than |u in the 856 field.

A memo addressed to Innovative citing improvements to the URL Checker Utility was presented. These suggested enhancements include:

- Reports from both modes should be identical
- Hyperlinks in reports should open new browser windows
- Organization of data in reports beyond error type is needed
- The Innovative link checking robot needs to follow redirects to see if they actually work
- Innopac record numbers should not be truncated.

Mary Strouse discussed Hypertext display issues in the Webpac. With Release 11, Revision M there are changes in the Hypertext displays which includes new customization options, but also creates a very idiosyncratic display of 856 field information, as evidenced by an example of a Webpac display of a record for the Starr Report.

The presenters briefly mentioned what is next for URLs in the catalog, citing that |u has now been approved for use in many notes fields such as 505, 520, 530, 545, and 555.. This will mean a re-evaluation of the GPO cataloging practice of placing the PURL in the 856 and the URL in the 530.

In conclusion, integrating link-checking utilities into our online catalogs is certainly a necessary step in our process of maintaining our hyperlinks. However, what we really need is an editable version of our underlying records.

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*Reported by: June Buchanan, Florida Coastal School of Law, Library and Technology Center*

## M3 Circulation Forum

Coordinator/Presenter: Kriss Ostrom, Michigan State University  
Presenters: Linda Ray Cobbs, Baylor University  
Sheila Randel, Ursuline College  
Penelope Myers, Temple University  
Greg Ferguson, University of California, San Diego  
Keven Riggle, Marquette University  
Amy Apel Bohman, Innovative Interfaces

**Description:** Users will discuss any and all aspects of the INNOPAC Circulation module with other circulation staff and Innovative staff.

Kriss Ostrom presented the members of the panel. Members introduced themselves and described their roles in working with character-based circulation and how long they had been involved with the Innovative product.

Kriss opened the floor for a question/answer session and began the session with the following question:

*Pin numbers - how many libraries are using them and how easy are they to set?*

Most University Libraries stressed the need for privacy concerns regarding access to patron records and the need to utilize pins for that purpose. Most of the university libraries indicated they had phased in the use of pin numbers for some things, the community libraries were less aware of the need/usage of pins. Discussion continued as to the need to have at least 4 alpha/numeric characters in a pin number. It was pointed out that the pin number is encrypted within the patron record.

Release 2000 B has a bug in the WebPAC - there is a Modify Your Pin button but it is not working correctly.

*Do other libraries allow the renewal of holds - if you use title hold a renewal is not permitted without discharging and re-checking out the item?*

This was brought to the floor by a public library and other public libraries indicated a need for an enhancement to allow an override to renew holds no matter how they were initiated. Most of the University Libraries wondered why allow holds if you are going to override them to allow renews?

Release 2001 allows you to cancel a hold when an item is placed on Reserve without having to leave the Reserve Module.

*When placing a hold on a journal title "display status of title and add a list of patrons" won't allow you to do an item hold on a specific volume, why?*

There are two different options for title versus item level holds - Millennium Circulation should be able to handle this situation.

*Training in Circulation is a very exhausting process, how do other library's train temporary/student employees in the use of Circulation?*

It was acknowledged that training can be exhaustive and that training will be much easier in Millennium Circulation. There are two concerns with bringing up Millennium

Circulation - equipment and system crashes. Most libraries will have to update their machines to handle Millennium Circulation. Freezing of terminals or crashes in Millennium Circulation was happening in some location 35-40 times per day. Freezing was happening most often in Phase I and Phase II helped fix the problems. Phase III of Millennium Circulation is very stable and it was indicated that Netscape was the cause of the crashes not the Innovative product.

Now back to training: most libraries use a combination of manual, self-guided, and hands on training methods for training new employees. It was suggested that the interview process should be very specific as to the need for computer-skilled, patron-oriented employees. Training should be done with a training checklist.

Who trains? Managers, supervisors, other temporary employees.

*You can't look at a record while it is being used on another computer, why?*

To clarify, you can't bring up a record if it is currently displayed in an edit screen, but you can if the record is being used in view. You get the message "Patron Record in Use".

*Why are some libraries running both Character Based and Millennium Circulation?*

Some libraries didn't have the patience to run Millennium Circulation - they are used to Character Based Circulation and found it more comfortable to use than the windows based Millennium Circulation. There are some applications that are not currently available in Millennium Circulation like production of notices, free records in use, check status of control, etc... Order records don't show up in Millennium either. You also

have to use Character Based Circulation to add records.

*Currently hold notes placed at the point a hold is initiated do not stay with the record and are not printed, can this be fixed?*

Release 2000 allows this information to print on the notice.

*What causes a broken hold?*

There were no clear ideas on why this occurs. However, it was explained that a broken hold happens when the two halves of the hold process get separated. There is no connection between the item and patron to complete the hold process. When the book arrives at the pick-up location, you can't check it out to the patron. The pointers for the fields that connect the patron and item records are corrupted. To have a broken hold fixed you have to call Innovative. You can ask Hilary Newman to run a cron job in UNIX to have broken holds fixed overnight.

*Is there anything staff can do to avoid creating broken holds?*

No clear answer was given.

*Is the problem of broken holds better in Millennium Circulation?*

Yes!

*When you clear the hold shelf, is there a way to extend the hold for a patron?*

No, you have to re-do the hold.

*Is there a way to be able to search for items before e-mail notices are processed - the suggestion was to have an option to print the notice before actually sending it out via e-mail?*

It was suggested that the loan rule be set with an additional notice to be used as a searching notice. You can also create a list from the Overdue cron job and search the items from that list. There was a caution that at the time you run the first overdue, even if that overdue is for searching, the item will have an overdue tag in the system.

*Is there a way to enter an actual cost of book fee to be used in place of the standard fee associated with the loan rule without having that amount display in the OPAC?*

You can add the cost of book amount to the item record and it will not display in the OPAC. Some places use the base dollar amount for the cost of the book and put the year in the cents area so that they can track when they last updated that field (\$39.89 would indicate that in 1989 the base price of that item was \$39.00).

Kriss closed the forum by indicating that she intends to begin a Circulation Discussion List. Notification will come on the Innopac List or you can e-mail her at [kriss@msu.edu](mailto:kriss@msu.edu) if you are interested.

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*Reported by: Jill Palmer, Washington State University*

## N4 Installing Your Own E-mail System

Coordinator/Presenter: Dan W. Krupp, Vanderburgh Public Library

This program described the migration of the library staff from Innovative e-mail to an in-house e-mail system. The handout from the program covers the presentation. In the interests of space, that is not included in these notes.

These are the questions asked and answered at the session:

Q. What kind of box do you use for your mail server?

A. Windows NT Workstation.

Q. Where does the saved e-mail reside?

A. On the staff member's PC.

Q. Is it on the server?

A. No. Mail is downloaded from the server to the PC and deleted from the server.

Q. What about staff who use shared workstations?

A. Each staff member sets up his/her own Eudora icon to access his/her account. Some staff using shared PCs chose not to do this. Reference and Circulation staff often use e-mail in both places, the desk and their personal PCs. He showed people how to use HotMail even though it isn't supported. Many choose to use HotMail at the service desk.

Q. What about privacy/security?

A. Clients aren't as secure as they should be. Anyone can click on the Eudora icon and see all mail the user has received. They can't get new mail or send it, but... Users were offered the option to NOT migrate, but they had to

choose one or the other of the two e-mail choices (Innovative E-mail or Eudora).

Q. Why did they make users choose one or the other?

A. The computing support staff didn't want to maintain two e-mail addresses. This decision was supported by the library administration.

Q. Did you have to support listserv software?

A. Only if you want to host one.

Q. What is the policy for personal e-mail use?

A. Computer Services in the library has no policy. Some of the agencies (branches) do have one.

Q. Is Computer Services part of the library or part of the city?

A. They are part of the library.

Q. Public libraries often have long addresses. How did they get a short one?

A. They use DNS at the ISP to determine where it goes. They also had to configure the firewall.

Q. What firewall do they use?

A. Axent Technologies raptor firewall. He doesn't recommend it, the tech support was not very good. They are looking for new a new firewall solution.

Q. What is POP3?

A. A set of rules, a protocol.

Q. Why do they use NT Workstation for the server, is there a reason they don't store subfolders on the server?

A. They aren't quite ready for that yet. The staff currently don't log into the network, just to the III system.

Q. What were the problems?

A. Client security - but the staff seems to have adjusted to this.

Staff problems - Staff were slow to sign up for the new e-mail and slow to clean out their Innovative E-mail.

-Excessive training. Some staff went through multiple sessions.

-People changed their minds about migrating.

Q. What would they do differently?

A. They would have had supervisors make the migration decision for the staff. In order to encourage more people to migrate, they have had one "open enrollment" in February which offered people another chance to migrate. They plan another "open enrollment" in the fall.

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*Reported by: Margaret Tapper, University of California at Irvine*

## N5 Regional Users Group Roundtable

Coordinator/Presenter: John Culshaw, University of Colorado at Boulder Libraries

The session was attended by approximately twenty people representing several regional user groups and others interested in learning more about such groups. Program coordinator, John Culshaw, asked everyone to describe their experiences with the regional groups and there was a good exchange of questions and comments as each person described their situation.

Rocky Mountain Regional Innovative Users Group - This group was formed about two years ago and has focused its efforts on providing training sessions. Thus far two full day programs have been presented: one on create lists and the other on WebPAC issues. Smaller sessions were also presented at the meeting of the Colorado Library Association. Both full day sessions were filled and very well received. Training was done by library users, not Innovative staff, and the registration fee covered lunch. The steering committee has been meeting quarterly, but the group is still informal with no bylaws or checking account. News and handouts are available on their web site  
[http://library.fortlewis.edu/~rmriug/rmriug\\_nf.html](http://library.fortlewis.edu/~rmriug/rmriug_nf.html)  
In the future they plan on investigating the use of distance learning options given the large geographical area covered by the group.

Mid-Atlantic Innovative Users Group - This group covers seven states and began last year. Its first full fledged conference was attended by 150 and they hope to offer smaller programs in between the annual conference. As a result of the strong interest, they have set up a financial structure and are seeking ways to recruit other members to the leadership committee.

Southern California Innovative Users Group - This group was formed eleven years ago and members are from libraries located from Santa Barbara - South. For several years they met semiannually. Meetings are now annual, generally in December, with general sessions and breakout sessions. Some Innovative staff generally take part.

Northern California Innovative Users Group - This group meets once a year when the IUG meeting is in California and twice a year otherwise. It has been in existence for several years. Officers serve for two years, but find their own replacement at the end of the term. They do support a listserv for members at [norcaliug@scuacc.scu.edu](mailto:norcaliug@scuacc.scu.edu).

MOBIUS - MOBIUS, a consortium of Missouri academic libraries, does not fit the usual profile of a users group. The central office provides support and will have a first meeting this June which will focus on Millennium Circulation.

Northwest Innovative Users Group - This group meets annually at a local easily accessible site. There have been both half day and full day programs with forum sessions, training sessions and presentations by Innovative representatives. There is an informal steering committee and the next scheduled meeting is in October.

New England Innovative Law Users Group - This group was formed about six years ago and has met annually at different law schools. The meetings have included general sessions, birds of a feather sessions, demonstrations by library staff. Innovative staff have

participated each year. The group is informal, but has established a checking account. Each year a member library volunteers to host the next annual meeting and staff members from that institution assume the responsibilities of the planning committee for that year.

Those attending the meeting, but not representing a particular users group offered several important comments including:

- 1- Participating in a users group requires the active support of the executive/administrator of the library.
- 2- The user groups focus on presenting sessions that are of interest to front line staff who use the system on a daily basis.
- 3- Sharing information with other Innovative users with similar responsibilities is one of the best features of the meetings.

- 4- A sales presentation from an Innovative representative is not always welcomed nor appropriate for the staff attending the meeting.

Mr. Culshaw led a brief discussion on how best to share information among the various user groups. The IUG has established an Education and Training Committee which will be working on this topic and the development of a web page. Everyone supported the scheduling of a similar session at next year's IUG and the creation of a separate listserv to share information. Mr. Culshaw will be setting up the list and will be posting an announcement on the IUG listserv.

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*Reported by: Jeannine Uppgard, University of Connecticut*

## N9

### Public Library Consortia Forum

Coordinator/Presenter: Donna Bacon, Springfield-Greene County Library  
Presenters: Jim Gingery, Milwaukee County Federated Library System  
Betsy Graham, Innovative Interfaces

Jim Gingery, Milwaukee County Federated Library, handed out a three-page enhancement idea for holds, "a way for remote patron requests to consider the Patron Type of the Requestor when choosing an 'available' copy." Donna Bacon said that the Springfield-Greene County Library's issue is that public libraries have different types of need and some unique needs. Below are the Forum's concerns by topic:

#### **Hold**

Most public library consortium use title level holds limited by location served and rarely if ever use item level holds.

#### **Scopes**

Need for scoping in the staff searching and in searching for patron records. MilCirc needs to be scoped or to be able to limit by location.

#### **Bookmobiles**

Need for an ability to have a different fine rate that is determined by place of checkout not by item location codes or itypes.

#### **MilCirc**

Need for training for libraries that go from text-based module to Millennium module. Springfield-Greene had resistance from Branch staff to Millennium Circulation. They had monthly training for staff to retrain and for new staff members. They had resistance to the web especially from the 30-year veteran staff members. The resistance was fierce for about a month. For problem agencies, they found that one-on-one training worked the best. Donna Bacon encouraged

Windows training for staff especially Circulation staff before MilCirc comes up. This will help staff to get a comfort level with a Windows environment and a mouse. With MilCirc there are keyboard equivalents so the staff does not have to touch a mouse.

When searching for a title in MilCirc, one should be able to limit by location or scoping should be allowed.

#### **Item types & locs for categories A-D**

Need for more than four categories in Item types & locs for category A,B,C, and D.

#### **GUICat**

To load software on each machine is time consuming. Stats are on each machine; not centralized. Cannot print the statistics screen. GUICat will be with us for a while, because the Millennium Database Management module will be the last Millennium product to be developed.

#### **Purchase Alerts**

This does not work for Consortium. The list is not library specific. Most Consortia do not use it. The information that it could give is important for public libraries and they have to find it some other way. Also, needs to show a ratio of how many holds per title.

#### **Remotely Accessed**

Need for more than one person to see a patron record. This would work like remote management software such as Tivoli(r) Remote Control.

**JAVA**

JAVA loading problems will go away. You will still have to load Millennium initially.

**INN-Reach**

One consortium is thinking that INN-Reach may be the way to go in the future.

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*Reported by: Elizabeth Swift, Jefferson  
County Library Cooperative*

## O3

### A Textbook Collection on Reserve – the Innovative Way

Coordinator/Presenter: Ed Kleppinger, Mission College  
Presenter: Judith Clark, Innovative Interfaces

Presenter is the original librarian when the institution was opened. Institution is a one building college that has 3-floors with an atrium. The library opened in 1980 with an online integrated system.

(The statements below provide information that was in addition to that on the Power Point Slides. Slide headings are in bold.)

#### **INTRODUCTION**

Grant funds came from Partners in Education, a California program that earmarked funding for certain student bodies. Measured outcomes were required. This was an unexpected arrival with total funding at just under \$200,000 available statewide and allows for continuing money that can be rolled into the general fund.

The library director suggested the library purchase and make available the required textbooks.

Time line –  
Money was made available in March 1999. FY ends in April so spending the money was an immediate problem.

#### **ISSUES**

Location of Textbooks – library is on 3<sup>rd</sup> floor, reserve is on 2<sup>nd</sup> floor. The consolidation of the collection was discussed.

Effects on work-flow in:

- Acquisitions – get list from book store then order materials.
- Reserve Operations – location in both bib and item records.

- Bookstore Operations:  
Limitations – Works from Barnes & Noble database which contains incorrect ISBNs, titles, etc., could not be sorted.

#### **SOLUTIONS**

Library would try to get faculty to donate their personal copies, already on reserve. A real boon but they want the current edition plus the last one.

Textbooks would be housed with other hourly loan materials but shelved in a separate area of the room. Even though they could not be taken out, some were still stolen.

Since textbooks became first priority, they superceded all other projects, and reeked havoc with workflow because it knocked out regular operation. Thus the staff generated a streamlined procedure.

The bookstore generates lists upon Library request. Since they are poorly organized, title verification is required. The list is checked against the database then books are pulled and checked again.

Since the database is shared with another college, the Reserve Courses were standardized to match current college catalogue. A note in the item record indicated courses. This allowed lists to be created.

ICODE2 in the item record contains a “T” (for textbook), a locally defined code ICODE2.

There have been 1,242 loan transactions since April 1999 representing 50 of the 450 titles.

### **GENERATION OF STATISTICS**

- Since item count is cumulative, books coming from the general collection may already have checkouts.
- E-mail list to yourself to do Cleanup.
- Copy and paste into a Word document.
- Excel program reads all characters that come over from Word, i.e., “.” So they must be replaced.

### **STUDENT REACTION**

The survey was conducted at the Reference desk over a two-week period in January 2000.

### **FINAL COMMENTS**

- Will send a list of procedures for making lists.

- If an item is placed in the collection, it needs to be donated.
- Benchmark needs to be done at the end of each semester.
- Separate staffing was required for reserve and circulation.
- The decision for purchasing a textbook collection was a director decision because it provided a new service.
- Their institution has 12,000 students, 140 full-time faculty and 500 part-time faculty.
- Books are tied to course, not instructor. Faculty has been very responsive.
- Three students did not purchase texts and “live” in the reading room. A controlled environment is very helpful.

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*Reported by: Sally Conard, Emporia State University*

## O4

### Getting to "Yes" with the Innovative ILL Module

Coordinator/Presenter: Thomas Zantow, Saginaw Valley State University

Presenter: Sandy Westall, Innovative Interfaces

Tom started his presentation by giving us a little background on his institution. SVSU currently has approximately 7,000 students enrolled. The library contains 167,000 monographs and 2,200 serial subscriptions.

Tom stated that by implementing the Innovative Interlibrary Loan Module he actually had to decrease the number of student workers in the interlibrary loan department because the system works so efficiently that he couldn't keep them all busy. Tom has formulated a formal agreement with the circulation and serial departments to pull books and bound journals off of the shelf for lending as well as copying microfilm articles as part of their daily routine. Of course their departmental responsibilities do come first, so ILL tasks are done as time permits. Their original agreement allowed for up to two days to retrieve the needed items, however, in practice it has been done the same day. In most cases items have been pulled within an hour of getting the printouts from the interlibrary loan department.

This presentation focuses more on the borrowing aspects of using the interlibrary loan module than the lending. Tom's goal is to give maximum effect with minimum effort meaning that he wanted to remove as many barriers to interlibrary loan for his ILL student workers as well as the University patrons as possible. (Thus an efficient enough system that he could decrease the number of student workers as was mentioned earlier.)

Some adjustments that they made to achieve this were to use only two types of online request forms - books and articles. He eliminated the needed by date to avoid the OCLC request expiring causing a delay in the arrival of the item. Tom mentioned that the most common problem with the expired feature of OCLC was the automatic cancellation of requests before they could be filled. Another problem was that the OCLC ILL record would be cancelled before some lending libraries could update the request as filled after they had already mailed it. He renamed input fields to encourage specific input from the patron. He utilized the illmsg options that are a part of the system often to send messages to the patrons. According to Tom these 21 preset messages are one of the highlights of the system. Tom harmonized the loan rules of interlibrary loan to mesh with those of the circulation department so as not to confuse patrons on either the borrowing or lending side. This also aids the circulation department who is the public interface for interlibrary loan materials at checkout.

By putting the above steps into practice the patron has access to interlibrary loan anywhere and at any time of day or night. Since it is the patron that keys in the request it isn't necessary to decipher a patron's handwriting. Patrons receive an immediate e-mail response to their requests and they can track the status of their requests via the view patron record option on the OPAC.

Ninety percent of SVSU's interlibrary loan traffic is entered using the Innovative

interlibrary loan module. Eight percent are entered via FirstSearch. The rest of the requests received are submitted on paper. Tom does have his staff key FirstSearch book requests into the Innovative interlibrary loan module. This is the only double keying that is done. The staff also adds a follow-up date (approximately one week after the request is placed) to check the status of the request on OCLC and then notify the patron of that status.

The change for the staff by implementing these steps has been fewer print requests, which requires less typing. Since patrons are able to check the status of their requests themselves the staff has seen a decrease in status checks and when there are they are able to respond to the patron much faster than they were able to before. The staff has seen a decrease in rote activities and an increase in evaluative decision activities. There is also the cooperation with the serials and circulation desk.

This change has required that the staff use multiple systems and maintain multiple files. Besides INNOPAC Tom's staff is using OCLC, a paper request file, and until recently CLIO. They recently stopped using CLIO and instead are using the OCLC interlibrary loan management reports to track copyright as well as other statistics.

Overall Tom felt that the positive conclusions to implementing this procedure is that it facilitates communication with the patrons and the library staff. This procedure also encourages library departmental integration. The steps are simple to teach and use which is

a plus to patrons. Request management is readily facilitated by this change. When lending they have created patron records for each library, which makes it easy to track down where items are. This procedure makes handwritten forms almost a thing of the past so that deciphering handwriting is a very rare exercise. This procedure has become very popular with all patrons types - especially the part time and distance education students.

There is also a down side to implementing the Innovative interlibrary loan module. One cannot update or accept requests directly from OCLC, which makes management software like ILLME a necessity. The copyright management software needs more power, which is why Tom had been using CLIO for a time. Enough can still (and does) go wrong that it is advised to not go to an entirely paperless office. One last thing is that anyone can renew an interlibrary loan item; it is not just limited to the interlibrary loan librarian. This can have its own positive and negative effects.

One other negative aspect is that once you process an article as having been received the patron loses access to this request as they view their requests via their patron record. When a book is processed through the system the patron can still see the fact that the book is listed as being an interlibrary loan item.

Overall, Tom feels that the way that he and his staff are using the system is an efficient way to do interlibrary loan so that all are happy with the results.

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*Reported by: Jenny Baker, Wisconsin Lutheran College*

## P2

### **Institutional Ties: Developing an Interface between the Innovative Acquisitions System and the Accounting System of a Parent Institution**

Coordinator/Presenter: Patricia Smith, Colorado State University  
Presenter: Joan Lamborn, University of Northern Colorado

This presentation focused on the basic steps involved when payment data is output by Innovative's acquisitions system, then reformatted to be compatible with a parent organization's accounting system. When this interface works successfully, it makes it possible to issue payments to vendors much faster, because the data does not have to be re-keyed.

At the program, Patricia Smith and Joan Lamborn distributed an updated copy of their Power Point presentation. Following the handout, Patricia discussed briefly the products that need to be purchased from Innovative, the file transfer software and the output accounting software, in order for the data to be output from the acquisitions system. She emphasized that the interface to the parent accounting system is not automatic, that it requires good programming in order for the data to interface correctly. Their library was fortunate to have the services of a senior systems analyst, who had already worked with their system. Early in the process, it is important to become familiar with Innovative's data specifications, to know where the data is being pulled from, and review the fund and vendor set-up so that data can be mapped correctly. (See handout with record specifications.) Not all of the data that is output is needed, and some of the data needs to be reformatted to the parent system's requirements. For example, Colorado State's FRS system requires 10 digits for the voucher number, so their interface had to be able to add characters. In her presentation, Patricia mentioned a couple of programming

suggestions, which included maintaining the vendor file in only one system. Their parent accounting system (FRS) uses a temporary vendor number instead of maintaining their own file. Also, Innovative's voucher system generates a check for each payment, and Colorado State through programming its interface was able to consolidate the invoices by vendor so Accounts Payable only had to issue one check.

Joan took over the presentation to discuss the logistical decisions that need to be made to implement the file transfer of data. These decisions include determining whose PC will be used for this process since the computer needs to be able accept FTP connections, and a decision where the data file will sit on a remote host. An important decision is who is going to initiate the file transfer. Joan emphasized the importance of human intervention in the process, so that the file does not move automatically to the parent organization's accounting system. It does not matter whether the file is checked before being sent in the Innovative format, or after it has been reformatted. However, Joan cautioned that you do want to be careful about what files are being sent. Referring to the handout on "creating and outputting a payment file," she went through the steps involved in the process, noting that determining the record number which corresponds to the voucher number was the trickiest part. The posting log is helpful in this determination. The resulting output file, named chargeact.out, remains in the acquisitions system until it is overridden.

Once the output file has been created, the next step is to test different kinds of situations that occur with payments, such as multiple payments, or payments with different external funds to see if the file exported correctly from Innovative. Then, check the data after reformatting it for the parent accounting system. How does it look? At this point also, it is a good idea to look at the file and determine whether there are payments made that do not need to go through the parent organization's accounting system, and edit them out. Finally, look at the library's workflow to determine responsibility for exporting the payment data, and reconciling the Innovative acquisitions system accounts with the parent organizations. Final comments about the interface process reiterated the need to build in human intervention, pay attention to which files are exported so files are not exported twice, make sure you are done with the payment history file before printing any fund activity reports or the file will be cleared, and pay attention to the parent institution's cycle for producing checks.

In terms of an institutional context, Patricia noted that Colorado State University follows the approach of editing the output payment file once it has been reformulated, while Joan's institution, University of Northern Colorado edits the output payment file when it is in the Innovative format before reformatting occurs. The need for ongoing communication between the library, programmer, and parent organization was mentioned, since nothing remains static and when there are enhancements to Innovative products, any impact on the interface has to be assessed. For the future, Patricia and Joan suggested the possibility that Innopac could trigger an electronic fund transfer payment from a vendor record, a move that would eliminate the paper check and allow even faster payments to vendors. Overall, Patricia and Joan are pleased with the interface because the procedure reduces staff time and speeds up payments to the vendors.

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*Reported by: Virginia Bryant, George Washington University Law Library*

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