



# Innovative Users Group Eleventh Annual Conference

April 25-28, 2003  
San Jose, California

## Final Program

**Pre-Conference for  
New Users**  
Friday, April 25  
*Prior registration is required.*

**Registration Desk –**  
7:30-10:00 a.m. for Pre-Conference Attendees  
10:00-6:00 p.m. for Main Conference Attendees  
.....Market Street Foyer

**Innovative Interfaces' Pre-Conference  
Training Seminar**  
.....*Regency II*  
>>*Prior registration required*<<

**All-day Seminar**  
Friday, April 25  
9:00 a.m. – 5:00 p.m.

**Advanced System Access and Administration**  
**Judith Clark, Customer Services Training  
Coordinator**

A one-day workshop designed to make you a behind-the-scenes power user. We will teach you how and why to update a variety of system configuration files including rules for record deletion, record suppression, and requesting plus special menus for branches, languages, scopes, and holding symbols. You will learn how to re-configure the number and capacity of review files and how to add new printer definitions. Completion of this workshop and installation of Release 2002 Phase 3 (or later versions) are the pre-requisites to accessing these tools and tables on your own system. However, you may attend the workshop in advance of upgrading your system to Release 2002 Phase 3.

**Morning Break for Innovative Seminar – 10:30-10:45 a.m.**  
.....*Regency Foyer*

**New Users Conference Welcome & Opening  
Remarks – 10:00 a.m. - 10:15 a.m.**  
..... *Crystal*

**Friday, April 25 Session A – 10:30-11:30 a.m.**

**A1 Choosing Your Indexing & Keyword Searching  
Profile**

.....*Empire*  
**Coordinator/Presenter:** Sheila Corman, Head of  
Cataloging/Reference Librarian, San Diego County Public  
Law Library

<http://innovativeusers.org/iug2003/programs/A1/>

Designed for the new user who needs to decide which fields will be indexed and how. Based on our own experience, we discuss how to gather information from other libraries and compare their selections with Innovative suggestions to make your library's decisions based on your patrons' needs. Includes decisions for Advanced Keyword Searching and preparation for Z39.50 needs. We will also talk about testing the TestPac and how to make the most of your profile choices.

**A2 How the IUG Works for You**

..... *Valley*  
**Coordinator/Presenter:** Anne Myers, Head of Technical  
Services, Boston University Law Library  
**Presenter:** Elizabeth Nichols, Assistant Director, Iowa City  
Public Library  
Katrina Anderson, Director, Customer Services, Innovative  
Interfaces, Inc.  
Gail Bonath, Associate Librarian of the College, Grinnell  
College  
Virginia Lyons, Director, Implementation Services,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/A2/>

Whether you just signed your contract or are a seasoned user of the system, there may be things about the IUG of which you are unaware. This session outlines the responsibilities of the Steering Committee, how the IUG interacts with Innovative Interfaces, and explains the many functions and programs that the IUG has to offer. Opportunities for members to get involved through the enhancements process, the annual conference, and other services will be described. Bring your questions, be informed, and get involved.

**A3 Circulation and the Truth About Customer  
Service**

*Also presented as HI* ..... *California*  
**Coordinator/Presenter:** Dorothy Hargett, Circulation  
Supervisor, Regent University

**Presenter:** Leslie Christianson, Public Services Assistant,  
Regent University

<http://innovativeusers.org/iug2003/programs/A3/>

Customer service is a crucial issue for library circulation departments. Library operations overall will be enhanced by providing effective customer service at circulation. Millennium Circulation, with its patron-at-a-glance record, makes life much easier for both staff and patrons. Though geared toward circulation services, all library staff will benefit from this highly interactive and fun session. Features of this session include role-playing to stimulate interaction, customer service tips that will change your library, and "We're all ears" -- a call for innovative customer service tips. The presenter will also demonstrate how Millennium has improved customer service at Regent University, and suggest system improvements.

**Friday, April 25 Session B – 1:30-2:30 p.m.**

**B1 The Many Uses of FTS**

..... *Empire*

**Coordinator/Presenter:** John Dillon, Library Systems Administrator, Saint Anselm College

**Presenter:** Karl Henson, Library Systems Administrator, Tutt Library - Colorado College  
Amy Fleming, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/B1/>

This program examines the many faces, enormous power, and practical uses of Innovative's File Transfer Software (FTS) in the Innovative system. FTS is examined in the following contexts: reading/writing MARC records, loading and exporting other batch files, system printing and "create list" outputs, Acquisitions order and invoice transfers, and Webpac file maintenance. Examples will include a MARCIVE bibliographic load, EBSCO invoice pickups, and list outputs to Excel. Other sample transfers will be discussed as well as settings common to each application. A web page of FTS guidelines for additional uses will also be introduced.

**B2 Ask the Circ Experts**

..... *Valley*

**Coordinator/Presenter:** Kriss Ostrom, Head of Circulation and Information services, Michigan State University

**Presenter:** Michael McClellan, Supervisor Circulation Department, Minneapolis Public Library  
Barbara Vance, Product Manager, Innovative Interfaces, Inc.  
Heidi Bruss, SWAN Field Consultant, Suburban Library System

<http://innovativeusers.org/iug2003/programs/B2/>

Talk with other circulation staff about MilCirc, the enhancements process as related to circulation, or any aspect of circulation (holds, recalls, patron records, fines, bills, bookings, reserve, checkouts/checkins, notices, etc). If there is interest, the forum will be structured and discussed on the InnoCirc list in advance. (Subscribe at: <http://lists.umd.umich.edu/mailman/listinfo/innocirc> and scroll down to "Subscribing to InnoCirc.")



**B3 Using CSDirect**

*Also presented as O8* ..... *California*

**Coordinator/Presenter:** Katrina Anderson, Director, Customer Services, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/B3/>

Innovative's annual update on CSDirect's evolution as it becomes your most effective communication, troubleshooting, and training tool.

**Afternoon Break for New Users – 2:30-2:45 p.m.**  
..... *Outside California Room*

**Friday, April 25 Session C – 2:45-3:45 p.m.**

**C1 WebOPAC Page Editing and Design**

*Also presented as K11* ..... *Empire*

**Coordinator/Presenter:** Leigh A. French, Systems Librarian, Wright State University

<http://innovativeusers.org/iug2003/programs/C1/>

Want to learn how to edit and design WebOPAC pages? In this session, you'll learn how to customize the static and dynamic pages in the WebOPAC, as well as some of the forms. We will also examine interesting WWW options and some tools available from Innovative to assist in a WebOPAC redesign. This session is appropriate for the beginner and intermediate audience.

**C2 Global Update: Database Cleanup Projects**

*Also presented as H8,Q6* ..... *California*

**Coordinator/Presenter:** Georgia Fujikawa, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/C2/>

Ideas for using Millennium Cataloging's Global Update functionality to make database changes that go way beyond the character based Globally Update Headings. This very powerful module can be used for a wide variety of cleanup tasks. We will discuss different approaches to different tasks, including how to identify and isolate problem records, as well as various strategies for making changes.

**C3 More Bark Than Bite: Running Fiscal Close and Living to Tell About It.**

*Also presented as N4* ..... *Valley*

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

<http://innovativeusers.org/iug2003/programs/C3/>

Rarely do two words strike fear into the hearts of INNOPAC Coordinators as much as "fiscal close." However, the process is far easier and far less painful than it sounds. Coordinators and acquisitions staff can adapt the process to nearly every possible financial environment and situation. This program is designed to introduce users to the process of closing out their fiscal year and opening the new one. We will discuss the three basic ways to close your fiscal year, but focus on the most common method of running fiscal close. In addition, we will talk about other topics including possible ways to streamline the process, handling endowments, and the steps you need to take before, during, and after fiscal close.

**Afternoon Break for Innovative Seminar – 3:00-3:15 p.m.**  
..... *Regency Foyer*

**Friday, April 25 Session D – 4:00-5:00 p.m.**

**D1 What Fun! Creating Lists in Millennium**

*Also presented as P4 ..... Empire*

**Coordinator/Presenter:** Sheila Corman, Head of Cataloging/Reference Librarian, San Diego County Public Law Library

<http://innovativeusers.org/iug2003/programs/D1/>

Creating lists in Millennium provides a much more intuitive format than the text-based system and allows more options in saving searches. Staff being trained in create lists at the San Diego County Public Law Library have provided positive feedback on the Millennium system in comparison to the text-based version. This program will focus on the differences between the two systems and the benefits of creating lists in Millennium.

**D2 Holds Management - Letting Innovative Do the Work**

*Also presented as O5 ..... Valley*

**Coordinator/Presenter:** Trish Conners, Circulation Supervisor, LA II, Selby Public Library

**Presenter:** Angie Hunek, Circulation Supervisor, LA II, Frances T. Bourne, Jacaranda Library  
Melisse Hypponen, III System Administrator, Sarasota County Library System

<http://innovativeusers.org/iug2003/programs/D2/>

Join us in talking about the intricacies of the Innovative holds module: placing holds, understanding the hold queue and its reflection on a patron record, transferring holds and the automated hold cleanup process. Discussion will include holds on single versus multiple copies, the benefits of the note field, using Innovative features in clearing the database of unnecessary information, including VIEW outstanding holds, clear the hold SHELF, and display and transfer PAGED items, and letting the program perform the work for you. Open discussion and Q & As with an Innovative staff member included.

**D3 A Tour through the Documentation and Using the On-Line User Manual**

*Also presented as L10 ..... California*

**Coordinator/Presenter:** Katie Wilson, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/D3/>

Discover Innovative's online learning tools available via the CSDirect home page: informative FAQs, step by-step how to use product tutorials, vital tips and training materials. Explore and learn the finer points of the web-based User Manual.

**Reception for New Users  
5:30-7:00 p.m.  
Club Regent**

Attendees of the New Users' Pre-Conference are invited to attend this special reception



**Main Conference  
Saturday, April 26**

**Special Services**

**Registration Desk 7:00 a.m.-5:00 p.m.**

..... *Market Street Foyer*

**Birds of a Feather Rooms 11:30 a.m.-5:30 p.m.**

..... *Redwood and Garden*

**Job Placement Room 12:00-5:30 p.m.**

..... *Terrace*

**Innovative Area 12:00-5:30 p.m.**

..... *Gold Room*

Includes: **Demo Room**

**Help Desk Annex**

**Exhibit Hall 11:30 a.m.-5:30 p.m.**

..... *Regency Ballroom I*

**E-mail/Internet Room 12:00-8:00 p.m.**

..... *Glen Ellen*

**Poster Sessions 11:30 a.m.-5:30 p.m.**

..... *Belvedere*

**General Opening Session  
9:00 a.m.-11:30 a.m.**

..... *Imperial Ballroom*

Kick off the conference at the general opening session for all attendees, presented by the Innovative Users Group and Innovative Interfaces. The session includes a brief IUG business meeting and a company update from Jerry Kline, Chairman and CEO of Innovative Interfaces, Inc..

Featured keynote speaker Chris Batt will address the topic of the development of information technology for public use. Chris is Deputy Chief Executive and Director of the Libraries and Information Society Team for Resource: The Council for Museums, Archives and Libraries in the United Kingdom.

**Innovative Law Users Group Luncheon  
11:45 a.m.-1:15 p.m.**

..... *Club Regent*

Come join your law librarian colleagues for lunch and an informal sharing of experiences with Innovative. Newer law librarians are encouraged to attend as a opportunity to meet other law librarians and find out how the Innovative Law Users Group can assist you.



**Saturday, April 26 Session E – 1:30-2:30 p.m.**

**E1 Enhancements General Update Forum**

.....Piedmont

**Coordinator/Presenter:** Rich Aldred, Catalog Librarian,  
Haverford College

**Presenter:** Betsy Graham, Vice President, Product  
Management, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/E1/>

Description: We will give a general overview of the IUG enhancements process, including how Innovative handles our requests. We are always looking for ways to improve the process, so bring your suggestions.

**E2 Stylesheets for Beginners**

.....Crystal

**Coordinator/Presenter:** Bob Duncan, Systems Librarian,  
Lafayette College

<http://innovativeusers.org/iug2003/programs/E2/>

The STYLESHEET WWOption introduced with Release 2002 provides the ability to customize the appearance of WebOPAC browse screens and patron record displays through the use of Cascading Style Sheets (CSS). Intended for those with little or no experience with style sheets, this program will provide an introduction to the basic concepts of style sheet theory and practice. Although we will discuss theories applicable beyond the WebOPAC, the practical focus will be on creating and implementing a style sheet used to control the appearance of screens generated by the WebOPAC.

**E3 E-Journals: Can You See Me Now?**

.....Empire

**Coordinator/Presenter:** John Wynstra, Library Information  
Systems Specialist, University of Northern Iowa

<http://innovativeusers.org/iug2003/programs/E3/>

Electronic journals present a frustrating series of management challenges for libraries. One of these challenges is how to maintain up-to-date bibliographic records in our OPACs so that patrons can easily discover what we have. The UNI Rod Library addresses this challenge by loading converted Serials Solutions records into our catalog. This presentation covers the decisions, processes, staff involved, and implications related to loading these records. While Serials Solutions can now provide full MARC records, the extra cost may be prohibitive to some libraries, and UNI's locally developed process may be a useful alternative.

**E4 Innovation: Using Serials for Non-Serial Uses**

.....Sacramento

**Coordinator/Presenter:** Sheila Corman, Head of  
Cataloging/Reference Librarian, San Diego County Public  
Law Library

<http://innovativeusers.org/iug2003/programs/E4/>

This session presents ways to use Serials checkin records for depository items, standing orders for materials cataloged separately, binders added by the library to house the materials and reminders to order materials. Also included is setting up a record for "route and toss" items and as a "tickler" file in the system. It will be geared to intermediate users and especially special (law) and academic libraries.

**E5 Staff Data Goes Public: Beyond Featured Lists**

.....Hillsborough

**Coordinator/Presenter:** Kelly L. Shook, KentLINK Systems  
Coordinator, Kent State University

**Presenter:** Rick Wiggins, Web Programmer, Kent State  
University

<http://innovativeusers.org/iug2003/programs/E5/>

The New Materials and Serials Holdings Search Forms provide a method for the end-user to search the system, limit those searches, and extract useful data from both "staff" and "public" system components. This program will demonstrate how we developed the idea for the forms, how we created search strategies to extract the data, the scripting we use to create and FTP lists, and the programming used to manipulate the extracted information for web page display and data searching.

**Birds of a Feather, or,  
Make Your Own Meeting**

One of the great things about the IUG is meeting with colleagues from other Innovative libraries and sharing ideas with them. This year, opportunities for small meetings are available throughout the conference. If you would like to meet with others, pick a topic, pick a time, reserve the Redwood Room or the Garden Room and let others know by posting your session on the bulletin board near the registration desk.



**E6 Millennium Create Lists and Beyond**

.....Atherton

**Coordinator/Presenter:** Elizabeth Thomsen, Member Services  
Manager, NOBLE, the North of Boston Library Exchange

<http://innovativeusers.org/iug2003/programs/E6/>

Millennium Create Lists is a powerful and versatile program that can be used for many different purposes in all types of libraries. This program will demonstrate different ways to use Create Lists for everything from maintaining database quality to producing children's booklists. Beyond Create Lists, we will show you how to make the most of the program, including ideas for automating the creation of basic review files, getting data into other programs like Access and Excel, and using scripts to take data from a review file and turn it into a web page linked to the catalog.

**E7 Editing Records in the Millennium Editor**

.....Regency II

**Coordinator/Presenter:** Claudia Conrad, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/E7/>

The Millennium Editor has lots of new features and is highly customizable. Learn how to set it up and tips for using it efficiently, regardless of record type and module.

**E8 Introduction to Millennium Statistics**

.....Imperial Ballroom

**Coordinator/Presenter:** Judith Clark, Customer Services  
Training Coordinator, Innovative Interfaces, Inc.

**Presenter:** Ted Fons, Product Manager, Innovative Interfaces,  
Inc.



<http://innovativeusers.org/iug2003/programs/E8/>

Everything you need to know about settings, new features, queries, and results files. A good session to attend if you plan to go to the two Advanced Millennium Statistics sessions.

### E9 Innovative Service

..... *Valley*  
**Coordinator/Presenter:** Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/E9/>

Come hear Innovative Library Service staff describe the current status of projects underway as well as new service initiatives being undertaken

### E10 Z39.50 Development Update

..... *California*  
**Coordinator/Presenter:** Steve Bade, Help Desk Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/E10/>

This session will provide an overview of Innovative's Z39.50 server and client products. We will also cover the new enhancements available with Release 2002 Phase 3 for conformance to the Bath Profile in the three functional areas of Bibliographic Search and Retrieval, Holdings Search and Retrieval, and Cross Domain Search and Retrieval.

### E11 Millennium Circulation Training

*Also presented as P9* ..... *Fairfield*  
**Coordinator/Presenter:** Flora Jeanne Hoch, Head of Circulation, Chester County Library

**Presenter:** Barbara Bailey, Assistant Head of Circulation, Chester County Library

<http://innovativeusers.org/iug2003/programs/E11/>

This program focuses on setting up a training module for public library circulation staff moving from Innovative's text-based circulation system to the Millennium version. First we present "How we put it all together," from gathering information and knowledge about Millennium Circulation and determining our goals/instructional methods to creating a PowerPoint teaching tool and a training library of materials for hands-on experience during the workshop. Next we provide a "Bird's eye view of Millennium," highlighting key functions including the main circulation window, buttons and icons, and the checkout, checked out items, holds, fines and check in tabs.

**Afternoon Break – 2:30-3:00 p.m.**  
**Sponsored by Unique Management**  
..... *Regency Foyer & South Tower Foyer*

## Saturday, April 26 Session F – 3:00-4:00 p.m.

### F1 The Care and Feeding of Staff: or How to Keep Staff Informed of System Developments and Changes

*Also presented as P1* ..... *Club Regent*  
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

**Presenter:** Anita Cook, Director of Library Systems, OhioLINK

<http://innovativeusers.org/iug2003/programs/F1/>

Keeping staff members informed about new developments, providing refresher training, getting new staff up to speed -- all these and more are reasons for developing forms of communication to spread the word. The panel will discuss communications methods in a library with one main site, a library with several branches and multiple accounting units, and a central site for an INN-Reach consortium.

### F2 Smart Links--WebBridge Resource Linking

*Also presented as N1* ..... *Crystal*

**Coordinator/Presenter:** Richard R. Guajardo, Head, Cataloging & Electronic Access, University of Houston  
**Presenter:** Flo Denny, Assistant Director, Suffolk Cooperative Library System  
Steve Kafka, Product Engineer, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F2/>

WebBridge provides links to library-selected resources such as OPACs, full-text databases, and internet resources. Each resource is referenced only if specific criteria are met. Library patrons can select a supported link from the WebBridge pop-up screen in the Web OPAC and staff can link to selected resources from the Millennium staff modules. This presentation will highlight the implementation of WebBridge at the Suffolk Cooperative Library System, a public library consortium, and will also include details of the beta-site implementation of WebBridge for patrons of the University of Houston (main campus), University of Houston Downtown, and the University of Houston--Clear Lake.

### F3 Public Access Computers and the API

..... *Hillsborough*  
**Coordinator:** Eileen Donlon, Network System Specialist, Longwood Public Library

**Presenter:** Derek Peterson, Computers by Design, Inc (CybraryN (tm))  
Frank Cappuccio, Computers By Design, Inc. (CybraryN (tm))  
Troy Peterson, Computers By Design, Inc. (CybraryN(tm))  
Barbara Vance, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F3/>

Computers By Design Inc. offers CybraryN(tm) and companion products that, along with the Innovative API, has changed the way a library can manage public access computers. We will demonstrate how CybraryN(tm) and API can let libraries look at all fields in the patron record. This gives the library the ability to customize every public access experience by fines owed, expired cards, adult vs. children, and unlimited groups – all defined by the library. This also helps libraries customize session length, produce usage reports and enforce library policies.

### F4 Shedding Light on Inventory Control

*Also presented as M4* ..... *Piedmont*

**Coordinator/Presenter:** Sara Leake, Circulation/Interlibrary Loan Associate, St. Olaf College Libraries  
**Presenter:** Jill Engle, Systems and Electronic Resources Associate, St. Olaf College Libraries

<http://innovativeusers.org/iug2003/programs/F4/>

This presentation will describe St. Olaf College Libraries' experiences using Innovative's Inventory Control. A brief overview of St. Olaf's inventory procedures will be presented along with references for getting started on your own inventory. We will discuss in detail the challenges we faced reading the

inventory reports, including understanding how Inventory Control operates and interpreting system messages. This program targets users who are interested in implementing Inventory Control at their library and users who have unsuccessfully tried using Inventory Control in the past.

**F5 Using Book Vendor Websites to Download Brief/Order Records with Agency/Location, Fund and Collection Code Information**

*Also presented as I2 ..... Empire*  
**Coordinator/Presenter:** Mairi McFall, Principle Librarian - Technical and IT Services, Alameda County Library  
**Presenter:** Jennifer Rooth, Western Sales Manager, Book Wholesalers, Inc.  
Sandy Nunes, Supervisor - Acquisitions, Alameda County Library  
Sally Lancaster, Supervising Librarian - Cataloging, Alameda County Library  
Debi Krimm, Information Systems Specialist, Alameda County Library  
Kelly Chambers, Cataloging Manager, Book Wholesalers, Inc.  
Marie Robertson, Vice-President of Technical Services, Book Wholesalers, Inc.  
Melanie Anderson, Programmer, Book Wholesalers, Inc.

<http://innovativeusers.org/iug2003/programs/F5/>

Many Innovative Public Library users want to be able to download brief records with agency/location, fund, and collection code information from book vendor websites (BWI's TitleTales, Ingram's I-Page, Brodart's Bibz.com, and B&T's TitleSourceII) to create order records in Innovative. Some of these libraries have successfully accomplished this and others are in the process of experimenting with steps that will work within the library's workflow. Other libraries are interested but need further information.. Alameda County Library System in Fremont, CA, and BWI have a successful method to download brief records and will share their experiences and answer questions.

**F6 It's All in the List: Innopac as the Public Librarian's Premier Collection Development Tool**

*Also presented as O4 ..... Atherton*  
**Coordinator/Presenter:** Hikmet Sidney Loe, Technical Services Manager, Salt Lake City Public Library  
**Presenter:** Joan S. Boone, Reference Specialist, Washington County Public Library

<http://innovativeusers.org/iug2003/programs/F6/>

Along with regular searches in our database, Innopac provides us with two powerful ways to extract information: Create Lists and Statistical Reports. This session will highlight the ways quick lists, create lists, and reports can be used by collection development/management librarians in a public library setting. Topics covered range from learning about current collections to researching order records and determining how to best perform collection maintenance based on usage. Sample questions related to collections will be provided with examples of how to extract information and export data based on these three lists.

**Mail Call!**

Check your e-mail in Glen Ellen during the conference. Each session is limited to 10 minutes while others are waiting. This service is co-sponsored by CybrarN, who is providing the time-management software.

**F7 Loading and Maintaining Lexis-Nexis Academic Records in Innopac**

*..... Sacramento*  
**Coordinator/Presenter:** Lai-Ying Hsiung, Electronic Resources/Serials Librarian, University of California, Santa Cruz

<http://innovativeusers.org/iug2003/programs/F7/>

To provide title-level access to LexisNexis Academic in our local Innovative catalog, a procedure requiring no programming has been devised to create brief MARC records with individual URL for each of the 5000+ titles. This procedure uses vendor's Excel data, Word's mail-merge function, Library of Congress' free MarcMakr software, and Innovative's record loader and create lists functionality. Monthly creation, loading and removal of records takes about three hours. This presentation includes a description of the step-by-step process, the rationale for the cataloging approach adopted and future possible enhancements for libraries who are interested in providing a similar service for their users. Once in place, this procedure can be performed by any level of staff in the library.

**Job Placement Service**

The job placement service is a resource provided at the IUG for job seekers and for Innovative libraries with vacant positions.

If you are an experienced Innovative user looking for a new opportunity, or a library seeking to fill a vacancy, we hope you can make a connection here at the IUG meeting. Look for the notebooks in the Registration area with job descriptions for some interesting and challenging positions that are currently available. The Terrace Room has been set aside for those interested in getting together to talk about a job opportunity.

**F8 Release 2003 Development Update**

*Also presented as N8 ..... Imperial Ballroom*  
**Coordinator/Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F8/>

Hear about new development underway at Innovative. This session will cover development coming in Release 2002 Phase3 and also introduce what's coming in Release 2003.

**F9 Beautifying Your WebOPAC: Getting More Out of What You Already Have!**

*Also presented as M8 ..... Regency II*  
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F9/>

Over the years, the Innovative Web OPAC has added features which make it more attractive and easy to use. Most of these are very easy to turn on. We'll take a tour through them and discuss the new library-customizable file examples, which can help you make the best of what you have. This session will be focused on the decisions to be made with "how-to" information referenced for you to work with in detail later. New editing and file management capabilities coming in 2002 phase 3 and 2003 releases will also be highlighted.



## **F10 Internationalization: Display Options**

..... Valley

**Coordinator/Presenter:** Beth Hoffmann, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F10/>

Library collections contain titles in multiple languages. The Innovative Millennium system gives you the option to use Unicode to display multiple Character sets. However, there are questions: What fonts are needed and how do you acquire them? Is there a charge? When editing these records, how do you key Arabic, Chinese, Cyrillic or Hebrew if that is not your default input method? This session will present some options available to you and offer the opportunity to share questions and experiences.

## **F11 Electronic Resources Management: the Development of a New Module**

..... Fairfield

**Coordinator/Presenter:** Diane Grover, Electronic Collections  
Coordinator, University of Washington

**Presenter:** Ted Fons, Product Manager, Innovative Interfaces,  
Inc..

Laura Tull, Systems Librarian, Ohio State University

<http://innovativeusers.org/iug2003/programs/F11/>

Since mid-2002, several libraries, including the University of Washington and Ohio State University, have been engaged in a partnership with Innovative to develop an electronic resources management module. This program will cover the background and nation-wide initiatives related to electronic resource management, as well as the status of the Innovative project. Innovative's software is now in beta test, and includes features and functionalities suggested by the development partners.

### **Saturday April 26 Session G – 4:30-5:30 p.m.**

## **G1 Exporting and Manipulating Data**

*Also presented as P2* ..... Club Regent

**Coordinator/Presenter:** Andrea Peterson, Head of Library  
Systems, Western Washington University Libraries

<http://innovativeusers.org/iug2003/programs/G1/>

This session will review different ways data can be exported from the Create Lists Function. Step-by-step instructions will be provided for "List Some of the Data" and "Output User-Selected Format" options, with examples from text-based and Millennium interfaces. Understanding how to create lists is a pre-requisite to exporting the data; this session will not cover information on creating lists. The session will address ways to automate the manipulation of the data after successful export using find and replace, macros, and/or PERL scripts.

## **G2 Trainer's Forum**

..... Empire

**Coordinator/Presenter:** Heidi Bruss, SWAN Field Consultant,  
Suburban Library System

**Presenter:** Kriss Ostrom, Head of Circulation & Information  
Services, Michigan State University  
Gerald Russell, Manager Access Services, Brooklyn Public  
Library  
Georgia Fujikawa, Library Training Consultant, Innovative  
Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/G2/>

Whether you are moving from the text-based interface to Millennium, implementing a new module, or are just getting started with implementing Innovative's software, this forum will give trainers the opportunity to network and exchange training plans, materials, and ideas.

## **Remember To Visit the Exhibit Hall!**

## **G3 E-Reserves Using Millennium Media Management**

..... Sacramento

**Coordinator/Presenter:** Pat Crawford, Access Services  
Librarian, Bryant College

<http://innovativeusers.org/iug2003/programs/G3/>

This session will cover the fundamentals of using Millennium Media Management within the electronic reserve environment. The focus will be directed towards anyone currently familiar with the Innovative Interfaces Cataloging & Scanning Workstation application (GUICAT). This session will be most relevant to academic institutions or other libraries currently using E-Reserves. A detailed demonstration of how to apply Millennium Media Management as it relates to E-Reserves will highlight this session. Such features and demonstrations will include importing a variety of file types, scanning, and attaching URLs.

## **G4 Electronic Reserves: Implementation Issues and Opportunities**

*Also presented as I11* ..... Hillsborough

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for  
Library Systems, University of Toledo

**Presenter:** Gail J. Bonath, Associate Librarian of the College,  
Grinnell College Libraries

<http://innovativeusers.org/iug2003/programs/G4/>

Implementing new products in a library can generate additional questions and problems besides those related to using the software. One example is the Electronic Reserves module. For many libraries, implementing Electronic Reserves is a more difficult process than simply "turning on" the existing reserves module. In this session, the presenters will discuss the issues faced by two libraries (Grinnell College and the University of Toledo) in implementing this software. Issues discussed will include image file size, copyright issues, quality of reserves records and reintroducing patrons to searching for course records through the WebPAC.

## **G5 Using Innovative's Automated Authorities Module and OCLC Authority Services to Do Authority Work**

*Also presented as K5* ..... Atherton

**Coordinator/Presenter:** Lihong Zhu, Interim Cataloging  
Manager/Monographic Cataloging librarian, Washington  
State University Libraries

<http://innovativeusers.org/iug2003/programs/G5/>

WSU and EWU embarked on an authority control project in 2000. The project involved three major phases. First, the existing database was sent to OCLC for processing. Second, new records are sent to OCLC on a bimonthly basis for authority "washing." Third, librarians review OCLC authority reports and use Innovative Automated Authority Control and Global Update to solve any problems not addressed by the OCLC authority control process. The presentation will focus on

how we use the Automated Authority Control module and global update function to accomplish what cannot be completed by OCLC automatic authority wash.

**G6 INN-Reach Forum**

.....Fairfield

**Coordinator/Presenter:** Anita Cook, Director of Library Systems, OhioLINK

<http://innovativeusers.org/iug2003/programs/G6/>

The INN-Reach Forum is for current or possible INN-Reach customers. It's a place to come with questions and have your colleagues from other INN-Reach sites share their thoughts with you. It's a place where group discussion is encouraged and welcome.

**G7 Automating Innovative Procedures With Macros**

Also presented as H2 .....Crystal

**Coordinator/Presenter:** Charles Papirmeister, Computer Services Law Librarian, Vermont Law School  
**Presenter:** Eric Friedman, Law Student, Vermont Law School

<http://innovativeusers.org/iug2003/programs/G7/>

Administrative users of Innovative run procedures involving a complex series of commands. Infrequent periodic procedures (e.g., URL checking, creating new acquisitions list) require users to consult a how-to manual each time the procedure is run. For frequently run procedures, users must repeatedly go through and back out of the Innovative menu system. This presentation will demonstrate how macro programs allow users to automate Innovative procedures including how to create, run and view the output of macro procedures for URL checking, creating a monthly new acquisitions list, and daily Innovative tasks.

**G8 OCLC: New Cataloging Developments**

Also presented as J8 .....Imperial Ballroom

**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.  
**Presenter:** Robin Buser, Product Manager, Cataloging and Metadata Services, OCLC

<http://innovativeusers.org/iug2003/programs/G8/>

Learn about the future direction of OCLC cataloging services (including Connexion) and related projects.

**G9 The World of Holds**

.....Regency II

**Coordinator/Presenter:** Judith Clark, Customer Services Training Coordinator, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/G9/>

From initial design to daily workflow, what you need to know to set up and manage holds optimally for your library's specific needs.

**G10 Legato Backup**

.....Valley

**Coordinator/Presenter:** Doug Randall, Technology Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/G10/>

A new option in system backup, support for Legato Networker will permit the Innovative server to participate in the Legato Networker centralized server backup scheme used by many institutions.

**G11 Millennium Materials Booking**

.....California

**Coordinator/Presenter:** Barbara Vance, Product Manager, Innovative Interfaces, Inc.

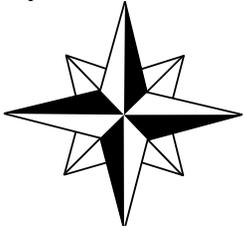
<http://innovativeusers.org/iug2003/programs/G11/>

This program will discuss the new Millennium Circulation mode for management of booking functions, including new features of the program.

**All-Conference Reception**  
8:00 p.m. – 10:00 p.m.

**San Jose Museum of Art**

**Hosted by Innovative Interfaces**



**Main Conference**  
Sunday, April 27

**Special Services**

**Registration Desk** 9:00 a.m.-3:00 p.m.  
.....Market Street Foyer

**Birds of a Feather** 9:00-11:30 a.m., 1:30-5:30 p.m.  
.....Redwood and Garden

**Job Placement** 9:00-11:30 a.m., 1:30-5:30 p.m.  
.....Terrace

**Innovative Area** 8:00-11:30 a.m., 1:30-5:30 p.m.  
.....Gold Room  
Includes: **Demo Room**  
**Help Desk Annex**

**Exhibit Hall** 9:00-11:30 a.m., 1:30-5:30 p.m.  
.....Regency Ballroom I

**E-mail/Internet Room** 9:00-11:30 a.m., 1:30-8:00 p.m.  
.....Glen Ellen

**Poster Sessions** 9:00-11:30 a.m., 1:30-5:30 p.m.  
.....Belvedere



**Early Bird Live Demonstration 7:30 a.m.-8:15 a.m.**

..... Regency II

Millennium Statistics with Claudia Conrad and Barbara Vance, Innovative Interfaces, Inc.

**Sunday, April 27 Session H – 9:00-10:00 a.m.**

**H1 Circulation and the Truth About Customer Service**

*Also presented as A3 ..... Crystal*

**Coordinator/Presenter:** Dorothy Hargett, Circulation Supervisor, Regent University

**Presenter:** Leslie Christianson, Public Services Assistant, Regent University

<http://innovativeusers.org/iug2003/programs/A3/>

Customer service is a crucial issue for library circulation departments. Library operations overall will be enhanced by providing effective customer service at circulation. Millennium Circulation, with its patron-at-a-glance record, makes life much easier for both staff and patrons. Though geared toward circulation services, all library staff will benefit from this highly interactive and fun session. Features of this session include role-playing to stimulate interaction, customer service tips that will change your library, and "We're all ears" -- a call for innovative customer service tips. The presenter will also demonstrate how Millennium has improved customer service at Regent University, and suggest system improvements.

**H2 Automating Innovative Procedures With Macros**

*Also presented as G7 ..... Club Regent*

**Coordinator/Presenter:** Charles Papirmeister, Computer Services Law Librarian, Vermont Law School

**Presenter:** Eric Friedman, Law Student, Vermont Law School

<http://innovativeusers.org/iug2003/programs/G7/>

Administrative users of Innovative run procedures involving a complex series of commands. Infrequent periodic procedures (e.g., URL checking, creating new acquisitions list) require users to consult a how-to manual each time the procedure is run. For frequently run procedures, users must repeatedly go through and back out of the Innovative menu system. This presentation will demonstrate how macro programs allow users to automate Innovative procedures including how to create, run and view the output of macro procedures for URL checking, creating a monthly new acquisitions list, and daily Innovative tasks.

**H3 E-Journal Management Forum**

..... Hillsborough

**Coordinator/Presenter:** Janet Chisman, Systems Librarian, Washington State University

<http://innovativeusers.org/iug2003/programs/H3/>

Join us for a wide-ranging discussion of issues related to e-journal management and products that are available to assist in the task. Get in touch with others struggling with this issue – a great chance to network and share your successes.

**H4 Innovation: Using Serials for Non-Serial Uses**

*Also presented as E4 ..... Fairfield*

**Coordinator/Presenter:** Sheila Corman, Head of Cataloging/Reference Librarian, San Diego County Public Law Library

<http://innovativeusers.org/iug2003/programs/E4/>

This session presents ways to use Serials checkin records for depository items, standing orders for materials cataloged separately, binders added by the library to house the materials and reminders to order materials. Also included is setting up a record for "route and toss" items and as a "tickler" file in the system. It will be geared to intermediate users and especially special (law) and academic libraries.

**H5 Public Library Consortia Forum**

..... Sacramento

**Coordinator/Presenter:** Marilyn Weinberg, Administrator of Library Automation Services, Suffolk Cooperative Library System

**Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.

Barbara Vance, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/H5/>

An open forum to discuss the issues unique to public library consortia.

**Poster Sessions**

..... Belvedere

Poster Sessions are stationary exhibits that share some unique or interesting practice that IUG members have integrated with their Innovative systems. Nine sessions this year are available for your examination. Come see what your colleagues are doing!

<b>Sunday</b>	<b>11:30 a.m.-5:30 p.m.</b>
<b>Monday</b>	<b>9:00-11:30 a.m., 1:30-5:30 p.m.</b>
<b>Tuesday</b>	<b>8:00 a.m.-3:00 p.m.</b>

**H6 Portal Integration**

*Also presented as L6 ..... Piedmont*

**Coordinator/Presenter:** Elaine S. Allard, Systems Librarian, Plymouth State College

**Presenter:** N. Casey Bisson, Library Systems Liaison, Plymouth State College

<http://innovativeusers.org/iug2003/programs/H6/>

Like many colleges, Plymouth State College is working to consolidate its online resources inside a portal. Within this single point of service students can register for classes and check their grades, faculty can review their rosters and post grades, and staff can review benefits and vacation time. This presentation describes how the PSC's Lamson Library became part of the portal party so that patrons can view their record and access WAM-protected databases -- all inside the portal. The presentation will include technical aspects of integration between our portal (Campus Pipeline), student information system (POISE, moving to BANNER), and library system (Innovative, of course), as well as some brief discussion of the politics and philosophy of this integration.



## H7 Millennium Circulation and Touch Screen Technology

..... *Empire*  
**Coordinator/Presenter:** Kevin Jewell, Manager Lending & Supply Services, University of Ballarat

<http://innovativeusers.org/iug2003/programs/H7/>

This program outlines the adaptation of Touch Screen technology in conjunction with Millennium Circulation. Pop-up message windows in Millennium Circulation, particularly in Checkin mode, are no longer a problem to staff. Gone are the days of placing the handheld scanner on the desk and then making the choice between using the mouse or 'ALT' keys to clear the message screen. A must have for libraries with large volume Checkin areas. Is the technology suitable for other areas of Millennium? Capacitive or Resistive Touch Screen, which is suitable for your environment? Make your Checkin area more ergonomic.

## H8 Global Update: Database Cleanup Projects

*Also presented as C2, Q6* ..... *Regency II*  
**Coordinator/Presenter:** Katie Wilson, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/C2/>

Ideas for using Millennium Cataloging's Global Update functionality to make database changes that go way beyond the character based Globally Update Headings. This very powerful module can be used for a wide variety of cleanup tasks. We will discuss different approaches to different tasks, including how to identify and isolate problem records, as well as various strategies for making changes.

## H9 Profiling and Indexing

..... *Valley*  
**Coordinator/Presenter:** Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/H9/>

This session will cover the options Innovative offers for system customization.

## H10 WWWOptions for Beginners

..... *California*  
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/H10/>

The Web OPAC grows more customizable with every new release. All that freedom can make for some confusing choices. In this session we will help you understand the basic functional groups of web options and how they work together to make your catalog provide the user experience you seek. The latest default WWWoptions file will be provided as an example you can work from in deciding which settings are right for you and which let you take advantage of new functionality. If time permits, we'll also present an early design view of the graphical interface for web options editing coming in 2003 and get your feedback to help us deliver the tools which make your work easier.

## H11 Full Electronic Journal Access Through the OPAC

*Also presented as M1* ..... *Atherton*  
**Coordinator/Presenter:** Cheryl Gowing, ILS System Coordinator, University of Miami  
**Presenter:** Peter McCracken, Co-founder, Serials Solutions

Mark Braden, Catalog Librarian, Occidental College Library  
Andrea Kappler, Cataloging Manager, Evansville-Vanderburg (IN) Public Library

<http://innovativeusers.org/iug2003/programs/H11/>

This session will present practical information on how Innovative libraries can fully manage their access to electronic journals through complete MARC records from Serials Solutions. These records combine Serials Solutions' accurate holdings information with CONSER MARC records, ensuring the best possible access to a library's electronic journals. The presenters will discuss the implementation and use of the Serial Solution MARC records in a large academic, small academic, and public library setting.

### Morning Break – 10:00-10:30 a.m.

Sponsored by EBSCO Information Systems

..... *Regency Foyer & South Tower Foyer*

### Sunday, April 27 Session I – 10:30-11:30 a.m.

## I1 PERL Toolbox for Innopac Users

*Also presented as J11* ..... *Club Regent*  
**Coordinator/Presenter:** Caleb Tucker-Raymond, Systems Librarian, Golden Gate University

<http://innovativeusers.org/iug2003/programs/I1/>

Learn about writing and using PERL scripts to customize and format reports from Innopac review files. We will talk about a script that will let you customize reports for your library, and also give you a toolbox to help create your own scripts to suit your needs.

## I2 Using Book Vendor Websites to Download Brief/Order Records With Agency/Location, Fund and Collection Code Information

*Also presented as F5* ..... *Atherton*  
**Coordinator/Presenter:** Mairi McFall, Principle Librarian - Technical and IT Services, Alameda County Library  
**Presenter:** Jennifer Rooth, Western Sales Manager, Book Wholesalers, Inc.  
Sandy Nunes, Supervisor - Acquisitions, Alameda County Library  
Sally Lancaster, Supervising Librarian - Cataloging, Alameda County Library  
Debi Krimm, Information Systems Specialist, Alameda County Library  
Kelly Chambers, Cataloging Manager, Book Wholesalers, Inc.  
Marie Robertson, Vice-President of Technical Services, Book Wholesalers, Inc.  
Melanie Anderson, Programmer, Book Wholesalers, Inc.

<http://innovativeusers.org/iug2003/programs/F5/>

Many Innovative Public Library users want to be able to download brief records with agency/location, fund, and collection code information from book vendor websites (BWI's TitleTales, Ingram's I-Page, Brodart's Bibz.com, and B&T's TitleSourceII) to create order records in Innovative. Some of these libraries have successfully accomplished this and others are in the process of experimenting with steps that will work within the library's workflow. Other libraries are interested but need further information.. Alameda County Library System in Fremont, CA, and BWI have a successful method to download

brief records and will share their experiences and answer questions.

### 13 Circulation Forum - Check out, Check in, Holds, Recalls, Claim Returns, In Transit

..... *Crystal*  
**Coordinator/Presenter:** Nancy Helmick, INNOPAC System Manager, Ohio State University Libraries

**Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.,  
Barbara Vance, Product Manager, Innovative Interfaces, Inc.,  
Carol A. Brigham, Access Services Librarian, Temple University Libraries  
Michael McClellan, Circulation Department Supervisor, Minneapolis Public Library  
Karyn Y. Davis-West, Information/Circulation Department Head, Birmingham Public Library

<http://innovativeusers.org/iug2003/programs/I3/>

Join others interested in an open forum discussing circulation issues. Staff from all library types are welcome at this session, where the topics will focus on (but not be limited to) general circulation issues including check out, check in, holds, recalls, claim returns, and in transits. There will be an opportunity to ask questions and get input from others experienced in circulation routines as well as from Innovative representatives. This is the first of two circulation forums. Feel free to attend either or both of the forums.

### Innovative Interfaces' Demo Room

..... *Gold Room*

Be sure to stop by the Demo Room for product demonstrations and Help Desk assistance

### 14 Collection Agency Interface and Unique Management Services

..... *Empire*  
**Coordinator/Presenter:** Carol Gyger, Systems Administrator, Fort Collins Public Library

**Presenter:** John Goodyear, Manager - Information Services, Unique Management Services, Inc.

<http://innovativeusers.org/iug2003/programs/I4/>

Fort Collins Public Library uses Innovative's Collection Agency Interface and Unique Management Services for their debt and materials collection solution. Their goals are materials recovery and maintaining good customer relations. Carol Gyger will discuss initial setup and testing of Innovative's Collection Agency Interface, advantages and disadvantages of the system, ongoing circulation procedures, how to be vigilant, and making sure the interface continues to function properly through software updates. John Goodyear will discuss Unique Management Services' procedures including what they need from the Innovative Collection Agency Interface reports.

### 15 OCLC PromptCat Users Panel and Forum

..... *Sacramento*  
**Coordinator/Presenter:** Richard R. Guajardo, Head, Cataloging & Electronic Access, University of Houston

**Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.  
Robin Buser, PromptCat Library Liaison, OCLC Online Computer Library Center, Inc.

<http://innovativeusers.org/iug2003/programs/I5/>

This is an opportunity for users to share their experiences with implementation of PromptCat on an Innopac system. Current and prospective users are encouraged to bring questions to the session. The forum will focus on discussion of issues, policies, and practices. A brief update on OCLC's PromptCat Service will be presented.

### 16 Dynamic Pathfinders

..... *Piedmont*  
**Coordinator/Presenter:** Melodie Frances, Head of Cataloging, Graduate Theological Union

**Presenter:** Ann Hotta, Head of Reference, Graduate Theological Union

<http://innovativeusers.org/iug2003/programs/I6/>

Uniform titles and LC subject headings have benefits, but often they make it difficult for patrons to find simple things. "See" references, handouts, and bibliographic instruction are traditional solutions to the problem. However, with the web-based OPAC and command links, the catalog itself can become a dynamic pathfinder that seamlessly performs the correct search for the patron. In this presentation, we will discuss:

- How we applied command links and how the concept evolved
- How we created the pathfinders
- How we tweaked the catalog to make this concept work even better
- Pitfalls and issues to consider

### 17 Up the Download Staircase - Patron Downloads from Datatel to Innovative

..... *Hillsborough*  
**Coordinator/Presenter:** Catherine Cox, Electronic Resources Librarian, Mission College Library

**Presenter:** Toma Iglehart, Circulation Coordinator, Austin Community College

<http://innovativeusers.org/iug2003/programs/I7/>

A growing number of colleges use Datatel as their administrative software. Downloading patron data into Innovative can save a tremendous amount of staff time and effort, but is not directly supported by either Innovative or Datatel. This presentation will review the entire process of developing a (mostly) automated patron download from Datatel to Innovative at two different community colleges, including a description of known problems, working with IS/IT departments, testing and troubleshooting the process.

### 18 Electronic Resource Management Development Update

*Also presented as N9* ..... *California*

**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/I8/>

An introduction to Innovative's new electronic resource license management software. This presentation will feature a review of what Electronic Resource Management is about and how it works



## I9 System Hierarchies--There's More to it Than Location Codes

..... *Valley*  
**Coordinator/Presenter:** Jodi Williamschen, Implementation Consultant, Innovative Interfaces, Inc.

**Presenter:** Georgia Fujikawa, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/I9/>

For multi-branch libraries or multi-library consortia, location hierarchies are a critical element of system design. They provide a base for efficiencies in creating lists and wildcarding, as well as a readable format that makes ongoing maintenance easier to check. But location hierarchies are just the beginning. The same principles, and in fact the same hierarchies, can also be used for fund codes, for statistic group numbers, for logins, and for passwords. The larger the system, the more important this design structure becomes. Intended for libraries just beginning to be installed, or libraries that are unsatisfied with their current code structures and who might be interested in rethinking them.

## I10 System Security

..... *Regency II*  
**Coordinator/Presenter:** Doug Randall, Technology Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/I10/>

This session will cover different security issues and options relating to the Millennium server.

## All Conference Lunch

11:45 a.m.-1:15 p.m. ....Imperial Ballroom

Join your colleagues, members of Innovative's staff and our invited vendors during this time to meet new friends and renew old acquaintances.



## I11 Electronic Reserves: Implementation Issues and Opportunities

..... *Fairfield*

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

**Presenter:** Gail J. Bonath, Associate Librarian of the College, Grinnell College Libraries

<http://innovativeusers.org/iug2003/programs/G4/>

Implementing new products in a library can generate additional questions and problems besides those related to using the

software. One example is the Electronic Reserves module. For many libraries, implementing Electronic Reserves is a more difficult process than simply "turning on" the existing reserves module. In this session, the presenters will discuss the issues faced by two libraries (Grinnell College and the University of Toledo) in implementing this software. Issues discussed will include image file size, copyright issues, quality of reserves records and reintroducing patrons to searching for course records through the WebPAC.

## Sunday, April 27 Session J – 1:30-2:30 p.m.

### J1 Enhancements Forum: Acquisitions, Cataloging/Database Maintenance/Authorities Ballots

..... *Crystal*  
**Coordinator/Presenter:** Rich Aldred, Catalog Librarian, Haverford College

**Presenter:** Katherine Johnson, Head, Technical Services, California Institute of Technology

<http://innovativeusers.org/iug2003/programs/J1/>

We will discuss the enhancements on the upcoming ballot in the Acquisitions and Cataloging/Database Updates modules. If you have a particular enhancement submission for which you want to advocate, or want to be sure you understand the items on the ballot, be sure to attend.

### J2 Moving to Millennium Acquisitions

..... *Empire*

**Coordinator/Presenter:** Paul Orkiszewski, Coordinator of Acquisitions, Appalachian State University

**Presenter:** Amy Fleming, Library Training Consultant, Innovative Interfaces, Inc.  
Carolyn Jones, Manager, Innopac, University of Queensland

<http://innovativeusers.org/iug2003/programs/J2/>

Millennium Acquisitions offers a more intuitive interface and many new features that can be used to improve and streamline the acquisitions process. This session covers issues involved in moving from Innovative's text-based acquisitions module to Millennium Acquisitions. Topics include preparation, staff training, revising in-house documentation, and incorporating new features into the workflow.

### J3 Circulation Forum - Circ Notices, Report Collection, Reserves, Financial Functions

..... *Club Regent*  
**Coordinator/Presenter:** Nancy Helmick, INNOPAC System Manager, Ohio State University Libraries

**Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.  
Barbara Vance, Product Manager, Innovative Interfaces, Inc.  
Carol A. Brigham, Access Services Librarian, Temple University Libraries  
Michael McClellan, Circulation Department Supervisor, Minneapolis Public Library  
Sande Cirian, Circulation Coordinator, Jefferson County Public Library

<http://innovativeusers.org/iug2003/programs/J3/>

Join others interested in an open forum discussing circulation issues. Staff from all library types are welcome at this session, where the topics will focus on (but not be limited to) circulation notices (all types), report collection for circulation purposes, reserves and financial functions. There will be an opportunity to ask questions and get input from others experienced in circulation routines as well as from Innovative representatives. This is the second of two circulation forums. Feel free to attend either or both of the forums.

#### **J4 Load Profile Open Forum**

..... *Sacramento*

**Coordinator/Presenter:** Cheryl Gowing, ILS System Coordinator, University of Miami

**Presenter:** Matt Ciszek, Project Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/J4/>

An open forum designed primarily for those who have taken Innovative's Load Profile Training workshop, although discussions may also interest those considering this training. Forum topics may include new developments in Innovative's load profile functions, tips and tricks from users, and Q&A regarding the use of specific profile functions/expressions. Discussions will be applicable to all library types.

#### **J5 WebOPAC Enrichment Services: Have You Read the Catalog Lately?**

Also presented as Q1 ..... *Atherton*

**Coordinator/Presenter:** Karen Perone, Systems Coordinator, Rodman Public Library

**Presenter:** Terry Ballard, Automation Librarian, Quinnipiac University  
Jonathan Jiras, Software Specialist, Rochester Institute of Technology  
Jeff Calcagno, Director, Sales & Customer Support, Syndetic Solutions, Inc

<http://innovativeusers.org/iug2003/programs/J5/>

Today's WebOPAC is much more than a finding aid to materials housed within your building's walls. Catalog enrichment services offer your users access to reviews, tables of contents, book jacket cover art, author biographies, first chapters, excerpts, and much more. This program will feature users from public and academic libraries who subscribe to Syndetic Solutions' catalog enrichment services and offer the product by way of WWWOptions and an OpenURL link server. They will describe setup, access, and users' reactions to the features.

#### **J6 Regional Users Group Roundtable**

..... *Fairfield*

**Coordinator/Presenter:** John Culshaw, Faculty Director for Systems, University of Colorado at Boulder

<http://innovativeusers.org/iug2003/programs/J6/>

This roundtable session is an opportunity for regional user group leaders, planners, and organizers to share concerns and issues they face with their organizations. This session is intended to provide a time to discuss ideas and problems including organizational concerns, distance, target audiences, maintaining momentum, and relationship with the national IUG.

#### **J7 Migration of Holdings Data from Bibliographic Records to Millennium Checkin Records**

..... *Piedmont*

**Coordinator/Presenter:** Julie Su, Head of Serials Unit, San Diego State University Library

**Presenter:** Stella Tang, Serials Librarian, F. W. Olin Library, Mills College  
Ted Fons, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/J7/>

The implementation of MARC 21 format for holdings data in Millennium Serials has automated the formation and update of holdings statement. However, this requires holdings data be stored in the Checkin record in MARC format. What to do if your retrospective holdings are embedded in the bibliographic record? This program will demonstrate the use of a loader program to move retrospective holdings from 15,000 bibliographic records to MARC 866 in Millennium holdings records. Strategies, issues, and limitations will be addressed. The program also explores the use of Innovative's Electronic Holdings Update product to map embedded holdings to existing checkin records.

#### **J8 OCLC: New Cataloging Developments**

Also presented as G8 ..... *Regency II*

**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**Presenter:** Robin Buser, Product Manager, Cataloging and Metadata Services, OCLC

<http://innovativeusers.org/iug2003/programs/G8/>

Learn about the future direction of OCLC cataloging services (including Connexion) and related projects.

#### **J9 INN-Reach Basics**

..... *Valley*

**Coordinator/Presenter:** Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.

**Presenter:** Tim Auger, Manager, Union Database Services Department, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/J9/>

INN-Reach seamlessly connects multiple library systems and allows patrons from one library to request and borrow materials belonging to another. Find out how INN-Reach works and if it can work for your group of libraries.

#### **J10 Trouble-Shooting Your System Problems**

..... *California*

**Coordinator/Presenter:** Jason Boland, Systems Librarian, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/J10/>

We'll cover analytical principles, as well as handy practical tricks. We'll talk about categorizing and identifying problems for Innovative to work on, but also solving ones you can solve on your own; from data gathering to duplicating the problem, to implementing changes, to confirming a resolution.

#### **J11 PERL Toolbox for Innopac Users**

Also presented as I1 ..... *Hillsborough*

**Coordinator/Presenter:** Caleb Tucker-Raymond, Systems Librarian, Golden Gate University

<http://innovativeusers.org/iug2003/programs/I1/>



Learn about writing and using PERL scripts to customize and format reports from Innopac review files. We will talk about a script that will let you customize reports for your library, and also give you a toolbox to help create your own scripts to suit your needs.

**Afternoon Break – 2:30-3:00 p.m.**

..... *Regency Foyer &  
South Tower Foyer*

**Sunday, April 27 Session K – 3:00-4:00 p.m.**

**K1 Enhancements Forum: OPAC/WebPAC, Web Access Management Ballots**

..... *Atherton*

**Coordinator/Presenter:** Rich Aldred, Catalog Librarian, Haverford College

**Presenter:** Mary M. Strouse, Head of Technical Services, The Catholic University of America  
Mieko Yamaguchi, Technical Services Manager/System Coordinator, University of Wales Bangor, UK

<http://innovativeusers.org/iug2003/programs/K1/>

We will discuss the enhancements on the upcoming ballot in the Opac/Webpac and Web Access Management/Gateway modules. If you have a particular enhancement submission for which you want to advocate, or want to be sure you understand the items on the ballot, be sure to attend.

**K2 Employee Development for the Innovative Integrated Library System**

*Also presented as O2* ..... *Piedmont*

**Coordinator:** Deb Kulczak, Database Maintenance Librarian/Music Cataloger, University of Arkansas Libraries

**Presenter:** Necia Parker-Gibson, Social Sciences Librarian, Library Instruction Coordinator, University of Arkansas Libraries  
Kate Kluttz, Cataloger, University of Arkansas Libraries  
Lorraine Lorne, Interim Director, Young Law Library, University of Arkansas

<http://innovativeusers.org/iug2003/programs/K2/>

Do employee turnover and software changes create challenges for training employees to use the integrated library system? If so, come hear how the University of Arkansas Libraries, Fayetteville, developed a PowerPoint program to combat these evils! This program may be presented in a classroom setting, completed by employees via the Web, or used by supervisors for training. The program covers basic information about Millennium and text-based modules. The presenters will offer information about its creation, maintenance, use, audiences, and the resulting spin-offs. Armed with this information, you may want to create a similar presentation at your own institution.

**K3 Millennium Cataloging Forum**

..... *Crystal*

**Coordinator/Presenter:** Rich Edwards, Technical Services Program Manager, Washington State Library

<http://innovativeusers.org/iug2003/programs/K3/>

An open forum to discuss issues of interest to users of Millennium Cataloging.

**K4 System Management Forum - Turnkey**

..... *Empire*

**Coordinator/Presenter:** Lynne Lysiak, Coordinator, Systems and Automation Team, Appalachian State University  
**Presenter:** Katrina Anderson, Director, Customer Services, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K4/>

This is an open discussion forum to examine any issues of interest to system managers of Innovative turnkey sites.

**K5 Using Innovative's Automated Authorities Module and OCLC Authority Services to Do Authority Work**

*Also presented as G5* ..... *Sacramento*

**Coordinator/Presenter:** Lihong Zhu, Interim Cataloging Manager/Monographic Cataloging Librarian, Washington State University Libraries

<http://innovativeusers.org/iug2003/programs/G5/>

WSU and EWU embarked on an authority control project in 2000. The project involved three major phases. First, the existing database was sent to OCLC for processing. Second, new records are sent to OCLC on a bimonthly basis for authority "washing." Third, librarians review OCLC authority reports and use Innovative Automated Authority Control and Global Update to solve any problems not addressed by the OCLC authority control process. The presentation will focus on how we use the Automated Authority Control module and global update function to accomplish what cannot be completed by OCLC automatic authority wash.

**K6 Making Use of the Oracle Interface**

..... *Hillsborough*

**Coordinator/Presenter:** Jonathan Jiras, Software Specialist, Rochester Institute of Technology

**Presenter:** Grant Gelinias-Brown, Systems Manager, University of Winnipeg Library  
David Doko, Systems Integration Engineer, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K6/>

Several projects completed at the University of Winnipeg and the Rochester Institute of Technology that make use of the optional Oracle interface will be presented. UW will present their web accessible new videos list, a spine label printing application, and an e-journals title list. RIT will present a web-accessible recent acquisitions list. Innovative staff will be on hand to discuss accessing the Oracle database through MS Excel and/or MS Access.

**K7 Millennium Circulation Development Update**

*Also presented as M7* ..... *Imperial Ballroom*

**Coordinator/Presenter:** Barbara Vance, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K7/>

Preview the newest Circulation software, including administrative functions, additional patron fields, and exciting new products.



## **K8 Millennium Acquisitions Development Update**

..... *Regency II*

**Coordinator/Presenter:** Ted Fons, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K8/>

What is new for Acquisitions in Release 2002 Phase 3 and beyond.

## **K9 INN-Reach "Pick-up Anywhere"**

..... *Valley*

**Coordinator/Presenter:** Sandy Westall, Vice President, Library  
Service, Innovative Interfaces, Inc.

**Presenter:** Tim Auger, Manager, Union Database Services  
Department, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K9/>

The Pickup Anywhere product allows patrons to place INN-Reach requests and have their items delivered or returned to any participating location within the consortium. This session will outline the details of the Pickup Anywhere product and how it can work for your INN-Reach system.

## **K10 Getting the Right Information in a Consortial Setting**

..... *California*

**Coordinator/Presenter:** Georgia Fujikawa, Library Training  
Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K10/>

A look at statistics in a multi-library or multi-branch setting. How to most efficiently gather statistics for state reports, collection development, and ongoing management needs. Includes ideas for code design that facilitate statistic gathering, as well as a look at consortial statistics and how they can be used to track borrowing patterns between libraries or branches.

## **K11 WebOPAC Page Editing and Design**

*Also presented as C1* ..... *Club Regent*

**Coordinator/Presenter:** Leigh A. French, Systems Librarian,  
Wright State University

<http://innovativeusers.org/iug2003/programs/C1/>

Want to learn how to edit and design WebOPAC pages? In this session, you'll learn how to customize the static and dynamic pages in the WebOPAC, as well as some of the forms. We will also examine interesting WWW options and some tools available from Innovative to assist in a WebOPAC redesign. This session is appropriate for the beginner and intermediate audience.

**Sunday, April 27 Session L – 4:30-5:30 p.m.**

## **L1 Using Innovative Statistical Tools for Academic Library Collection Management**

*Also presented as Q4* ..... *Crystal*

**Coordinator/Presenter:** Regina Beach, Head, Technical  
Services, Texas A&M University - Kingsville

**Presenter:** Peggy Firman, Associate Director for Technical  
Services, University of Puget Sound  
Han Ouyang, Head of Technical Services and Acquisitions  
Librarian, David A. Clarke School of Law Library  
Natalie Beach, Reference Librarian/Collection Coordinator,  
Washington - Bothell and Cascadia Community College  
Nancy Hessler, Collection Management Librarian, Moraine  
Valley Community College

<http://innovativeusers.org/iug2003/programs/L1/>

This panel presentation highlights different methods for using Innovative's statistical features for academic library collection development. The panelists represent a wide variety of academic library types--law, private college, community college, multi-site community college, and small state university. The audience should have some basic familiarity with create lists, SCAT tables, and statistical reports functions. The presentation will be informal and audience participation is encouraged. Attendees may gain new insight into using Innovative as a tool in collection management through this informal exchange of ideas.

## **L2 Millennium Create Lists and Beyond**

*Also presented as E6, Q9* ..... *Club Regent*

**Coordinator/Presenter:** Elizabeth Thomsen, Member Services  
Manager, NOBLE, the North of Boston Library Exchange

<http://innovativeusers.org/iug2003/programs/E6/>

Millennium Create Lists is a powerful and versatile program that can be used for many different purposes in all types of libraries. This program will demonstrate different ways to use Create Lists for everything from maintaining database quality to producing children's booklists. Beyond Create Lists, we will show you how to make the most of the program, including ideas for automating the creation of basic review files, getting data into other programs like Access and Excel, and using scripts to take data from a review file and turn it into a web page linked to the catalog.

## **L3 Service Issues Open Forum**

..... *Empire*

**Coordinator/Presenter:** Jennifer Merrill, Head, Digital Library  
Technologies Group, Dartmouth College

**Presenter:** Katrina Anderson, Director, Customer Services,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L3/>

An open forum to discuss service issues and customer satisfaction. Innovative Operations Managers from Customer Services (Help Desk) and Implementation Services will be on hand to respond to your comments. This program is for all attendees at all levels of experience.

## **L4 Public Library Forum**

..... *Piedmont*

**Coordinator/Presenter:** Liz Nichols, Assistant Director, Iowa  
City Public Library

**Presenter:** Betsy Graham, Vice President, Product  
Management, Innovative Interfaces, Inc.  
Barbara Vance, Product Manager, Innovative Interfaces,  
Inc.

<http://innovativeusers.org/iug2003/programs/L4/>

Innovative staff will discuss product developments of particular interest to public libraries and answer questions from Forum participants. There will also be time for discussion on topics of interest to Public Library Forum participants.

### **Looking for a Good Read?**

Check out the book swap table in the Market  
Street Foyer. Take a book or leave one  
for someone else to enjoy.

## L5 Millennium Serials Forum

..... *Sacramento*

**Coordinator/Presenter:** Sheryl Williams, Head, Serials Department, University of Nebraska Medical Center  
**Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L5/>

An open forum to discuss issues of interest to those involved with Millennium Serials.

## L6 Portal Integration

..... *Hillsborough*

**Coordinator/Presenter:** Elaine S. Allard, Systems Librarian, Plymouth State College  
**Presenter:** N. Casey Bisson, Library Systems Liaison, Plymouth State College

<http://innovativeusers.org/iug2003/programs/H6/>

Like many colleges, Plymouth State College is working to consolidate its online resources inside a portal. Within this single point of service students can register for classes and check their grades, faculty can review their rosters and post grades, and staff can review benefits and vacation time. This presentation describes how the PSC's Lamson Library became part of the portal party so that patrons can view their record and access WAM-protected databases -- all inside the portal. The presentation will include technical aspects of integration between our portal (Campus Pipeline), student information system (POISE, moving to BANNER), and library system (Innovative, of course), as well as some brief discussion of the politics and philosophy of this integration.

## L7 Millennium Cataloging Development Update

..... *Imperial Ballroom*

**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L7/>

This will be an overview of new features in Millennium Cataloging for Release 2003. New Millennium functionality is planned for authority control, holdings records for non-serials, Z39.50 and more!

## L8 WebOPAC Development Update

..... *Regency II*

**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L8/>

Innovative's Web Development team created so much good stuff for us in 2002 that we're still getting it out to you! This session will review the last of this work coming in the "2002 phase 3" release and we will tell you about the enhancements coming later this year with the 2003 release. We have a great mix of things for you this calendar year, not only new features and enhancements, but also improved tools for maintaining library-customizable files and a brand-new example set of these including HTML files, button images, a stylesheet and wwwoptions file.



## L9 Millennium Access Plus Development Update

..... *Valley*

**Coordinator/Presenter:** Sarah Hickman, Product Engineer, Innovative Interfaces, Inc.  
**Presenter:** Steve Kafka, Product Engineer, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L9/>

The MAP suite of access tools enables libraries to integrate access to valuable web-based resources through a meta-searching portal interface and a smart-linking OpenURL resolution server, and to control which users are granted that access using an integrated authentication component. Come hear about the latest features and upcoming enhancements to all three of these powerful products: MetaFind, WebBridge, and Web Access Management.

## L10 A Tour through the Documentation and Using the On-Line User Manual

..... *California*

**Coordinator/Presenter:** Katie Wilson, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/D3/>

Discover Innovative's online learning tools available via the CSDirect home page: informative FAQs, step by-step how to use product tutorials, vital tips and training materials. Explore and learn the finer points of the web-based User Manual.

## L11 URL Maintenance: A Millennial Update, Part 1

..... *Atherton*

**Coordinator/Presenter:** Mary Strouse, Head of Technical Services, Catholic University of America Law Library  
**Presenter:** Tom Tyler, Associate Director for Budgets and Planning, Penrose Library, University of Denver

<http://innovativeusers.org/iug2003/programs/L11/>

A demonstration and critique of the latest version of Innovative's URL Checker link maintenance program, which either comes bundled with Web Access Management, or as a separate product. Beginning with Release 2002 Phase 2, URL Checker incorporates several of the features suggested in previous programs. For example, the error report can now be accessed via Millennium Cataloging for maintenance work. Other development needs that have not yet been addressed will be discussed.

### International Users Reception

Sunday, 5:30-7:00 p.m.

*Hyatt Sainte Claire*

*By Invitation*

*Hosted by Innovative Interfaces*



## Main Conference Monday, April 28

### Special Services

**Birds of a Feather Rooms 9:00 a.m.-5:30 p.m.**  
.....*Redwood and Garden*

**Job Placement Room 8:00 a.m.-3:30 p.m.**  
.....*Terrace*

**Innovative Area 8:00 a.m.-3:30 p.m.**  
.....*Gold Room*

Includes: **Demo Room**  
**Help Desk Annex**

**Exhibit Hall 8:00 a.m.-3:30 p.m.**  
.....*Regency Ballroom I*

**E-mail/Internet Room 8:00 a.m.-3:30 p.m.**  
.....*Glen Ellen*

**Poster Sessions 8:00 a.m.-3:30 p.m.**  
.....*Belvedere*

**Early Bird Live Demonstration 7:30 a.m.-8:15 a.m.**  
..... *Regency II*

Millennium Acquisitions with Ted Fons, Innovative  
Interfaces

### Monday, April 28 Session M – 9:00-10:00 a.m.

#### **M1 Full Electronic Journal Access Through the OPAC**

*Also presented as H11* .....*Piedmont*

**Coordinator/Presenter:** Cheryl Gowing, ILS System  
Coordinator, University of Miami

**Presenter:** Peter McCracken, Co-founder, Serials Solutions  
Mark Braden, Catalog Librarian, Occidental College  
Library  
Andrea Kappler, Cataloging Manager, Evansville-  
Vanderburg (IN) Public Library

<http://innovativeusers.org/iug2003/programs/H11/>

This session will present practical information on how Innovative libraries can fully manage their access to electronic journals through complete MARC records from Serials Solutions. These records combine Serials Solutions' accurate holdings information with CONSER MARC records, ensuring the best possible access to a library's electronic journals. The presenters will discuss the implementation and use of the Serial Solution MARC records in a large academic, small academic, and public library setting.



#### **M2 URL Maintenance: A Millennial Update, Part 2**

..... *Atherton*

**Coordinator:** Mary Strouse, Head of Technical Services,  
Catholic University of America Law Library

**Presenter:** Tom Tyler, Associate Director for Budgets and  
Planning, Penrose Library, University of Denver

<http://innovativeusers.org/iug2003/programs/M2/>

This program continues from session L11. Part 2 addresses additional tools and approaches for catalog link maintenance, including third-party link checking software and options for manipulating error report data. Tom Tyler will present his freeware utilities (including MarcXgen and URLVexpt), and offer tips for maintaining very large collections of URLs.

#### **M3 The Nuts and Bolts of Z39.50**

..... *Crystal*

**Coordinator/Presenter:** Elaine S. Bean, Systems Librarian,  
Rivier College

**Presenter:** Jennifer Diffin, Keene State College

<http://innovativeusers.org/iug2003/programs/M3/>

Does your Z39.50 contain only the entries left there by Innovative? For anyone in any type of library with a Z39.50 in their server, beginner or advanced, this program will show you how to set up a functional Z39.50 without struggling through the manual. The presentation includes finding and setting up entries in the Z39.50 server file, creating a pass-through Z39 search button on your OPAC, creating single searches on a web page, and getting the broadcast check box page to display. Z39.50 limitations and the benefits of public and staff use will be addressed.

#### **M4 Shedding Light on Inventory Control**

*Also presented as F4* .....*Empire*

**Coordinator/Presenter:** Sara Leake, Circulation/Interlibrary  
Loan Associate, St. Olaf College Libraries

**Presenter:** Jill Engle, Systems and Electronic Resources  
Associate, St. Olaf College Libraries

<http://innovativeusers.org/iug2003/programs/F4/>

This presentation will describe St. Olaf College Libraries' experiences using Innovative's Inventory Control. A brief overview of St. Olaf's inventory procedures will be presented along with references for getting started on your own inventory. We will discuss in detail the challenges we faced reading the inventory reports, including understanding how Inventory Control operates and interpreting system messages. This program targets users who are interested in implementing Inventory Control at their library and users who have unsuccessfully tried using Inventory Control in the past.

#### **M5 INN-Reach Enhancements Forum, Part 1**

..... *Sacramento*

**Coordinator:** Anita Cook, Director of Library Systems,  
OhioLINK

**Presenter:** Gary Harris, , MOBIUS Consortium Office  
Sandy Westall, Vice President, Library Service, Innovative  
Interfaces, Inc.

Tim Auger, Manager, Union Database Services  
Department, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/M5/>

Proposed INN-Reach enhancements are discussed and voted on at this session. INN-Reach is a set of tools developed by Innovative and sold to consortia. It consists of a centrally

shared catalog, patron-initiated online borrowing, and more. Anyone may attend the session and participate in the discussion, but voting is limited to a designated representative of each consortia.

### **M6 System Management Forum - Software Only**

..... *Hillsborough*  
**Coordinator/Presenter:** Jennifer Merrill, Head, Digital Library Technologies Group, Dartmouth College  
**Presenter:** Katrina Anderson, Director, Customer Services, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/M6/>

An open forum to discuss issues of interest to system managers of software-only sites.

### **M7 Millennium Circulation Development Update**

*Also presented as K7* ..... *Regency II*  
**Coordinator/Presenter:** Barbara Vance, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/K7/>

Preview the newest Circulation software, including administrative functions, additional patron fields, and exciting new products.

### **M8 Beautifying Your WebOPAC: Getting More Out of What You Already Have!**

*Also presented as F9* ..... *Imperial Ballroom*  
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F9/>

Over the years, the Innovative Web OPAC has added features which make it more attractive and easy to use. Most of these are very easy to turn on. We'll take a tour through them and discuss the new library-customizable file examples, which can help you make the best of what you have. This session will be focused on the decisions to be made with "how-to" information referenced for you to work with in detail later. New editing and file management capabilities coming in 2002 phase 3 and 2003 releases will also be highlighted.

### **M9 Millennium Statistics: Order Records**

..... *Valley*  
**Coordinator/Presenter:** Judith Clark, Customer Services Training Coordinator, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/M9/>

Advanced reporting on orders -- collection management reports, budget reports, exporting to spreadsheets, and much more! We'll show you how to set up commonly run reports and how to output them.

### **M10 Automatic Authorities Processing**

..... *California*  
**Coordinator/Presenter:** Julie Dore, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/M10/>

An overview of Innovative's Automatic Authorities Processing software.

### **M11 RLIN Users Forum**

..... *Fairfield*  
**Coordinator:** Mary Jane Kelsey, Associate Director for Technical Services, Yale Law School Lillian Goldman Library

**Presenter:** Karen Smith-Yoshimura, Manager, Bibliographic Initiatives, The Research Libraries Group, Inc.  
Linda Driver, Senior Analyst, The Research Libraries Group, Inc.  
Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/M11/>

There are big changes ahead this year for RLIN users! A new Web search interface will replace telnet RLIN for retrieving, displaying, and exporting MARC bibliographic and authority records. The "put" and "pass" commands that we know and love will be replaced by an export feature that transfers MARC21 rather than RLIN MARC records. At the same time, a new Windows-based technical services client will replace the RLIN Terminal for Windows software currently used for cataloging, NACO authorities work, and record maintenance. Enhancements to the underlying RLG Union Catalog structure are also underway. We will start seeing these changes in the latter half of 2003.

This forum provides an opportunity for RLIN users to learn more about what is coming and to raise questions about the implications for working with RLIN records in our Innovative systems. The migration of RLIN ILL to RLG's ILL Manager (or other ISO ILL- compliant system) by mid-2003 will not be covered in this discussion.

**Morning Break – 10:00-10:30 a.m.**  
**Sponsored by Rasmussen Software**  
..... *Regency Foyer & South Tower Foyer*

**Monday, April 28 Session N – 10:30-11:30 a.m.**

### **N1 Smart Links--WebBridge Resource Linking**

*Also presented as F2* ..... *Crystal*  
**Coordinator/Presenter:** Richard R. Guajardo, Head, Cataloging & Electronic Access, University of Houston  
**Presenter:** Flo Denny, Assistant Director, Suffolk Cooperative Library System  
Steve Kafka, Product Engineer, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F2/>

WebBridge provides links to library-selected resources such as OPACs, full-text databases, and internet resources. Each resource is referenced only if specific criteria are met. Library patrons can select a supported link from the WebBridge pop-up screen in the Web OPAC and staff can link to selected resources from the Millennium staff modules. This presentation will highlight the implementation of WebBridge at the Suffolk Cooperative Library System, a public library consortium, and will also include details of the beta-site implementation of WebBridge for patrons of the University of Houston (main campus), University of Houston Downtown, and the University of Houston--Clear Lake.



## **N2 Enhancements Forum: Circulation General and Financial**

..... *Atherton*

**Coordinator/Presenter:** Rich Aldred, Catalog Librarian, Haverford College

**Presenter:** Kriss Ostrom, Department Head, Circulation & Information Services, Michigan State University

<http://innovativeusers.org/iug2003/programs/N2/>

We will discuss the enhancements on the upcoming ballot in the Circulation - General and Circulation - Financial modules. If you have a particular enhancement submission for which you want to advocate, or want to be sure you understand the items on the ballot, be sure to attend.

## **N4 More Bark Than Bite: Running Fiscal Close and Living to Tell About It**

..... *Empire*

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

<http://innovativeusers.org/iug2003/programs/C3/>

Rarely do two words strike fear into the hearts of INNOPAC Coordinators as much as "fiscal close." However, the process is far easier and far less painful than it sounds. Coordinators and acquisitions staff can adapt the process to nearly every possible financial environment and situation. This program is designed to introduce users to the process of closing out their fiscal year and opening the new one. We will discuss the three basic ways to close your fiscal year, but focus on the most common method of running fiscal close. In addition, we will talk about other topics including possible ways to streamline the process, handling endowments, and the steps you need to take before, during, and after fiscal close.

## **N5 One Database, Many Catalogs**

..... *Piedmont*

**Coordinator/Presenter:** Mieko Yamaguchi, Technical Services Manager/System Coordinator, University of Wales Bangor

**Presenter:** Jodi Williamschen, Implementation Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/N5/>

Innovative's scoping option allows libraries to offer many different views or subsets of a single database as separate catalogs, by confining searches to particular locations, collections or material types. This program will attempt to demystify scoping and explain how it works. By looking at sample WebOPACs, the program will demonstrate how scoping options are used by many Innovative libraries. New features such as Course Reserve scoping will also be discussed.

## **N6 INN-Reach Enhancements Forum, Part 2**

..... *Sacramento*

**Coordinator:** Anita Cook, Director of Library Systems, OhioLINK

**Presenter:** Gary Harris, MOBIUS Consortium Office  
Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.

Tim Auger, Manager, Union Database Services Department, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/N6/>

This is a continuation of INN-Reach Enhancements, Part 1 where proposed enhancements are discussed and voted on. See M5 for more details.

## **N7 Efficient Access to Government Document Records via MARCIVE: Two Case Studies**

..... *Hillsborough*

**Coordinator/Presenter:** Christopher C. Brown, Government Documents/Reference Librarian, University of Denver

**Presenter:** Jennifer D. Ware, Acquisitions Librarian, California State University, Sacramento Library  
Joan I. Chapa, MLS, Marketing Representative, MARCIVE, Inc.

<http://innovativeusers.org/iug2003/programs/N7/>

Controlling bibliographic access to U.S. federal documents is a challenging task for depository libraries. This presentation discusses how the University of Denver and California State University, Sacramento have used the MARCIVE service to provide brief, temporary shipping list records into their integrated library systems via FTP (file transfer protocol) and how these records are later replaced by permanent records. Areas covered will include designing initial specifications for record layout and customization, record loading procedures, impact on documents workflow, patron access to materials, and database maintenance. A MARCIVE representative will also share different options, pricing, and service initiation procedures.

## **N8 Release 2003 Development Update**

..... *Imperial Ballroom*

**Coordinator/Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/F8/>

Hear about new development underway at Innovative. This session will cover development coming in Release 2002 Phase3 and also introduce what's coming in Release 2003.

## **N9 Electronic Resource Management Development Update**

..... *Regency II*

**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/I8/>

An introduction to Innovative's new electronic resource license management software. This presentation will feature a review of what Electronic Resource Management is about and how it works

## **N10 Post-Merger Changes in the Corporate Landscape**

..... *Valley*

**Coordinator/Presenter:** Doug Randall, Technology Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/N10/>

An update on the Millennium server hardware marketplace, with an emphasis on future directions for systems using the Alpha processor. (Compaq announced in 2001 a gradual phase out of the Alpha processor over several years with a migration path to the Intel Itanium processor. Compaq subsequently merged with Hewlett Packard in 2002.)

## **N11 HelpDesk to HelpDesk**

..... *California*

**Coordinator/Presenter:** Katrina Anderson, Director, Customer Services, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/N11/>

A discussion of the similarities and differences between the Help Desk you manage and Innovative's Help Desk: processes, issue tracking, terminology. We will brainstorm about how we can maximize our relationships with each other and our effectiveness in our own organizations.

**Public Library Luncheon – 11:45 a.m.-1:15 p.m.**

..... *Club Regent*

>>Prior Registration Required<<

**Coordinator: Liz Nichols, Iowa City Public Library**

Innovative's Public Library customer base is growing. This is an opportunity to spend some concentrated time with folks from public libraries everywhere. Come prepared to share both ideas and issues and to enjoy a good visit.

**Monday, April 28 Session O – 1:30-2:30 p.m.**

**O1 Using API and SAM to Manage Your Public Access Computers**

..... *Piedmont*

**Coordinator/Presenter:** Donna Bacon, District Reference Manager, Springfield-Greene County Library, MO

**Presenter:** David Patillo, Computer Services Manager, Springfield-Greene County Library, MO  
Daniel Curtin, President, Comprise Technologies

<http://innovativeusers.org/iug2003/programs/O1/>

Comprise Technologies offers time management software called SAM that works with Innovative's API product to help you manage public access computers. Springfield-Greene County Library will discuss their experiences in implementing SAM and API. How did we decide which time management system was right for us? What can you do with Innovative's API product? A representative from Comprise will also explain in more detail the many features available in SAM, such as time management, filtering by birth date, usage reports, and making reservations.

**O2 Employee Development for the Innovative Integrated Library System**

*Also presented as K2* ..... *Empire*

**Coordinator:** Deb Kulczak, Database Maintenance Librarian/Music Cataloger, University of Arkansas Libraries

**Presenter:** Necia Parker-Gibson, Social Sciences Librarian, Library Instruction Coordinator, University of Arkansas Libraries  
Kate Kluttz, Cataloger, University of Arkansas Libraries  
Lorraine Lorne, Interim Director, Young Law Library, University of Arkansas

<http://innovativeusers.org/iug2003/programs/K2/>

Do employee turnover and software changes create challenges for training employees to use the integrated library system? If so, come hear how the University of Arkansas Libraries, Fayetteville, developed a PowerPoint program to combat these evils! This program may be presented in a classroom setting, completed by employees via the Web, or used by supervisors for training. The program covers basic information about Millennium and text-based modules. The presenters will offer information about its creation, maintenance, use, audiences, and

the resulting spin-offs. Armed with this information, you may want to create a similar presentation at your own institution.

**O3 Electronic Journals: Maintaining Two Databases**

..... *Sacramento*

**Coordinator/Presenter:** Sue Anderson, Acquisitions & Electronic Resources Librarian, Eastern Washington University

**Presenter:** Katie Cargill, Technical Services Manager, Eastern Washington University

<http://innovativeusers.org/iug2003/programs/O3/>

Is maintaining two databases for electronic journals – the OPAC and a cold fusion database – necessary or even useful to patrons? We will discuss how and why we select single titles, add titles from aggregator databases, enter 856 links into bibliographic records, add item records for online material and insert PURLS for government documents. We will describe the process of removing links for titles we no longer receive and discuss the importance of keeping statistics for our licensed and free electronic materials. We will also talk about our newest experience of adding links to our monographic titles.

**O4 It's All in the List: Innopac as the Public Librarian's Premier Collection Development Tool**

*Also presented as F6* ..... *Atherton*

**Coordinator/Presenter:** Hikmet Sidney Loe, Technical Services Manager, Salt Lake City Public Library

**Presenter:** Joan S. Boone, Reference Specialist, Washington County Public Library

<http://innovativeusers.org/iug2003/programs/F6/>

Along with regular searches in our database, Innopac provides us with two powerful ways to extract information: Create Lists and Statistical Reports. This session will highlight the ways quick lists, create lists, and reports can be used by collection development/management librarians in a public library setting. Topics covered range from learning about current collections to researching order records and determining how to best perform collection maintenance based on usage. Sample questions related to collections will be provided with examples of how to extract information and export data based on these three lists.

**O5 Holds Management - Letting Innovative Do the Work**

*Also presented as D2* ..... *Crystal*

**Coordinator/Presenter:** Trish Conners, Circulation Supervisor, LA II, Selby Public Library

**Presenter:** Angie Hunek, Circulation Supervisor, LA II, Frances T. Bourne, Jacaranda Library  
Melisse Hypponen, Innovative System Administrator, Sarasota County Library System

<http://innovativeusers.org/iug2003/programs/D2/>

Join us in talking about the intricacies of the Innovative holds module: placing holds, understanding the hold queue and its reflection on a patron record, transferring holds and the automated hold cleanup process. Discussion will include holds on single versus multiple copies, the benefits of the note field, using Innovative features in clearing the database of unnecessary information, including VIEW outstanding holds, clear the hold SHELF, and display and transfer PAGED items, and letting the program perform the work for you. Open

discussion and Q & As with an Innovative staff member included.

**O6 Millennium Cataloging Development Update**

*Also presented as L7 ..... Imperial Ballroom*

**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L7/>

This will be an overview of new features in Millennium Cataloging for Release 2003. New Millennium functionality is planned for authority control, holdings records for non-serials, Z39.50 and more!

**O7 Millennium Statistics: All Records Except Orders**

*..... Regency II*

**Coordinator/Presenter:** Judith Clark, Customer Services Training Coordinator, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/O7/>

Advanced reporting for every department. See how Millennium Statistics will assist you in library management and administrative reporting. We'll show you how to set up commonly run reports and how to output them.

**O8 Using CSDirect**

*Also presented as B3 ..... Valley*

**Coordinator/Presenter:** Katrina Anderson, Director, Customer Services, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/B3/>

Innovative's annual update on CSDirect's evolution as it becomes your most effective communication, troubleshooting, and training tool.

**O9 MetaSource Development Update**

*..... California*

**Coordinator/Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.

**Presenter:** Chick Markley, VP/Chief Architect, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/O9/>

Libraries need a multi-faceted solution for describing and digitizing collections. MetaSource, made up of Millennium Media Management, the XML Harvester and the Metadata Builder, is a solution for all of your digital needs.

**O10 Acquisitions Forum**

*..... Hillsborough*

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

<http://innovativeusers.org/iug2003/programs/O10/>

An open forum for users of the Acquisitions module with both telnet and Millennium. During this unstructured session, we will facilitate a discussion of a variety of issues raised by people in attendance as well as IUG members submitting questions ahead of time (sent to corey.seeman@utoledo.edu). Topics that may be covered include: fiscal close, setting up and using codes for reporting features, organizing fund reports, establishing a fund structure, as well as general questions and comments.

**O11 Implementation of Sun Ray Thin Clients for Millennium Circulation and for Public Use**

*..... Fairfield*

**Coordinator/Presenter:** Chris Hoogendyk, Network Specialist & Unix Systems Administrator, University of Massachusetts

**Presenter:** Linda Matson, Librarian for Integrated Library Systems and Staff Development, University of Massachusetts

<http://innovativeusers.org/iug2003/programs/O11/>

The W.E.B. Du Bois Library, University of Massachusetts, Amherst, began a pilot program with SunRay thin clients in the Fall of 2000. The objective was to reduce implementation and support costs of workstations. SunRays have now replaced staff dumb terminals in Circulation and some public PCs. As an early adopter, the library faced numerous technical difficulties as well as staff training concerns. This presentation will explore the resolution of most of these difficulties. Institutions with access to UNIX technical staff can benefit from this experience and significantly reduce workstation costs.

**Afternoon Break – 2:30-3:00 p.m.**

**Partially sponsored by Swets Blackwell**

*..... Regency Foyer & South Tower Foyer*

**Monday, April 28 Session P – 3:00-4:00 p.m.**

**P1 The Care and Feeding of Staff: or How to Keep Staff Informed of System Developments and Changes**

*Also presented as F1 ..... Piedmont*

**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Library Systems, University of Toledo

**Presenter:** Anita Cook, Director of Library Systems, OhioLINK

<http://innovativeusers.org/iug2003/programs/F1/>

Keeping staff members informed about new developments, providing refresher training, getting new staff up to speed -- all these and more are reasons for developing forms of communication to spread the word. The panel will discuss communications methods in a library with one main site, a library with several branches and multiple accounting units, and a central site for an INN-Reach consortium.

**P2 Exporting and Manipulating Data**

*Also presented as G1 ..... Atherton*

**Coordinator/Presenter:** Andrea Peterson, Head of Library Systems, Western Washington University Libraries

<http://innovativeusers.org/iug2003/programs/G1/>

This session will review different ways data can be exported from the Create Lists Function. Step-by-step instructions will be provided for "List Some of the Data" and "Output User-Selected Format" options, with examples from text-based and Millennium interfaces. Understanding how to create lists is a pre-requisite to exporting the data; this session will not cover information on creating lists. The session will address ways to automate the manipulation of the data after successful export using find and replace, macros, and/or PERL scripts.



### **P3 Stylesheets for Beginners**

*Also presented as E2 ..... Crystal*

**Coordinator/Presenter:** Bob Duncan, Systems Librarian,  
Lafayette College

<http://innovativeusers.org/iug2003/programs/E2/>

The STYLESHEET WWWoption introduced with Release 2002 provides the ability to customize the appearance of WebOPAC browse screens and patron record displays through the use of Cascading Style Sheets (CSS). Intended for those with little or no experience with style sheets, this program will provide an introduction to the basic concepts of style sheet theory and practice. Although we will discuss theories applicable beyond the WebOPAC, the practical focus will be on creating and implementing a style sheet used to control the appearance of screens generated by the WebOPAC.

### **P4 What Fun! Creating Lists in Millennium**

*Also presented as D1 ..... Club Regent*

**Coordinator/Presenter:** Sheila Corman, Head of  
Cataloging/Reference Librarian, San Diego County Public  
Law Library

<http://innovativeusers.org/iug2003/programs/D1/>

Creating lists in Millennium provides a much more intuitive format than the text-based system and allows more options in saving searches. Staff being trained in create lists at the San Diego County Public Law Library have provided positive feedback on the Millennium system in comparison to the text-based version. This program will focus on the differences between the two systems and the benefits of creating lists in Millennium.

### **P5 Millennium Serials: Tips & Tricks for Efficiency**

*..... Imperial Ballroom*

**Coordinator/Presenter:** Ted Fons, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/P5/>

A discussion of many of the features of Millennium in general and Millennium Serials specifically that can help streamline serials work. This presentation will feature specific examples and demonstrations of these tips and tricks in action.

### **P6 Authority Control Projects**

*..... Valley*

**Coordinator/Presenter:** Jodi Williamschen, Implementation  
Consultant, Innovative Interfaces, Inc.

**Presenter:** Barbara Cormack, Implementation Consultant,  
innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/P6/>

An outline of the process for third-party vendor processing of authority records, including data outputting and reloading.

### **P7 Library Websites as Portals: Reader's Advisory Writ Large**

*..... California*

**Coordinator/Presenter:** Dinah Sanders, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/P7/>

Web technologies such as those used by Innovative products give librarians much greater power to help patrons find the information they seek. This session will give a broad overview

of this evolving area, related products and features, and future directions. Through discussion of topics such as authentication and personalization, we hope to show how these tools allow you to anticipate patron needs and provide better service even when the patron isn't physically present.

### **P8 MARC Holdings Records**

*..... Regency II*

**Coordinator/Presenter:** Claudia Conrad, Product Manager,  
Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/P8/>

Not just for Serials any more! Starting in Release 2003, optional holdings records will provide enhanced functionality for maintaining single-part and multi-part materials.

### **P9 Millennium Circulation Training**

*Also presented as E11 ..... Sacramento*

**Coordinator/Presenter:** Flora Jeanne Hoch, Head of  
Circulation, Chester County Library

**Presenter:** Barbara Bailey, Assistant Head of Circulation,  
Chester County Library

<http://innovativeusers.org/iug2003/programs/E11/>

This program focuses on setting up a training module for public library circulation staff moving from Innovative's text-based circulation system to the Millennium version. First we present "How we put it all together," from gathering information and knowledge about Millennium Circulation and determining our goals/instructional methods to creating a PowerPoint teaching tool and a training library of materials for hands-on experience during the workshop. Next we provide a "Bird's eye view of Millennium," highlighting key functions including the main circulation window, buttons and icons, and the checkout, checked out items, holds, fines and check in tabs.

### **P10 Moving to Millennium Acquisitions**

*Also presented as J2 ..... Hillsborough*

**Coordinator/Presenter:** Paul Orkiszewski, Coordinator of  
Acquisitions, Appalachian State University

**Presenter:** Amy Fleming, Library Training Consultant,  
Innovative Interfaces, Inc.

Carolyn Jones, Manager, Innopac, University of  
Queensland

<http://innovativeusers.org/iug2003/programs/J2/>

This session covers making the move to Millennium Acquisitions from Innopac. Millennium Acquisitions offers a more intuitive interface and many new features that can be used to improve and streamline the acquisitions process. Topics include preparation, staff training, revising in-house documentation, and incorporating new features into the workflow.

## **Monday, April 28 Session Q – 4:30-5:30 p.m.**

### **Q1 WebOPAC Enrichment Services: Have You Read the Catalog Lately?**

*Also presented as J5 ..... Sacramento*

**Coordinator/Presenter:** Karen Perone, Systems Coordinator,  
Rodman Public Library

**Presenter:** Terry Ballard, Automation Librarian, Quinnipiac  
University

Jonathan Jiras, Software Specialist, Rochester Institute of  
Technology

Jeff Calcagno, Director, Sales & Customer Support,  
Syndetic Solutions, Inc

<http://innovativeusers.org/iug2003/programs/J5/>

Today's WebOPAC is much more than a finding aid to materials housed within your building's walls. Catalog enrichment services offer your users access to reviews, tables of contents, book jacket cover art, author biographies, first chapters, excerpts, and much more. This program will feature users from public and academic libraries who subscribe to Syndetic Solutions' catalog enrichment services and offer the product by way of WWWOptions and an OpenURL link server. They will describe setup, access, and users' reactions to the features.

## **Q2 E-Journals: Can You See Me Now?**

*Also presented as E3 ..... Empire*

**Coordinator/Presenter:** John Wynstra, Library Information Systems Specialist, University of Northern Iowa

<http://innovativeusers.org/iug2003/programs/E3/>

Electronic journals present a frustrating series of management challenges for libraries. One of these challenges is how to maintain up-to-date bibliographic records in our OPACs so that patrons can easily discover what we have. The UNI Rod Library addresses this challenge by loading converted Serials Solutions records into our catalog. This presentation covers the decisions, processes, staff involved, and implications related to loading these records. While Serials Solutions can now provide full MARC records, the extra cost may be prohibitive to some libraries, and UNI's locally developed process may be a useful alternative.

## **Q3 Staff Data Goes Public: Beyond Featured Lists**

*Also presented as E5 ..... Piedmont*

**Coordinator/Presenter:** Kelly L. Shook, KentLINK Systems Coordinator, Kent State University

**Presenter:** Rick Wiggins, Web Programmer, Kent State University

<http://innovativeusers.org/iug2003/programs/E5/>

The New Materials and Serials Holdings Search Forms provide a method for the end-user to search the system, limit those searches, and extract useful data from both "staff" and "public" system components. This program will demonstrate how we developed the idea for the forms, how we created search strategies to extract the data, the scripting we use to create and FTP lists, and the programming used to manipulate the extracted information for web page display and data searching.

## **Q4 Using Innovative Statistical Tools for Academic Library Collection Management**

*Also presented as L1 ..... Atherton*

**Coordinator/Presenter:** Regina Beach, Head, Technical Services, Texas A&M University - Kingsville

**Presenter:** Peggy Firman, Associate Director for Technical Services, University of Puget Sound  
Han Ouyang, Head of Technical Services and Acquisitions Librarian, David A. Clarke School of Law Library  
Natalie Beach, Reference Librarian/Collection Coordinator, Washington - Bothell and Cascadia Community College  
Nancy Hessler, Collection Management Librarian, Moraine Valley Community College

<http://innovativeusers.org/iug2003/programs/L1/>

This panel presentation highlights different methods for using Innovative's statistical features for academic library collection

development. The panelists represent a wide variety of academic library types--law, private college, community college, multi-site community college, and small state university. The audience should have some basic familiarity with create lists, SCAT tables, and statistical reports functions. The presentation will be informal and audience participation is encouraged. Attendees may gain new insight into using Innovative as a tool in collection management through this informal exchange of ideas.

## **Q5 Boolean Searching in Millennium**

*..... Imperial Ballroom*

**Coordinator/Presenter:** Katie Wilson, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/Q5/>

Create Lists in Millennium provides powerful report writing capabilities, enabling you to create files of all record types for analysis, review, updating and statistics. Come and find out about Create lists in Millennium, and discover new and exciting features available only in Millennium.

## **Q6 Global Update: Database Cleanup Projects**

*Also presented as C2, H8 ..... Regency II*

**Coordinator/Presenter:** Georgia Fujikawa, Library Training Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/C2/>

Ideas for using Millennium Cataloging's Global Update functionality to make database changes that go way beyond the character based Globally Update Headings. This very powerful module can be used for a wide variety of cleanup tasks. We will discuss different approaches to different tasks, including how to identify and isolate problem records, as well as various strategies for making changes.

## **Q7 Millennium Access Plus Development Update**

*Also presented as L9 ..... Valley*

**Coordinator/Presenter:** Sarah Hickman, Product Engineer, Innovative Interfaces, Inc.

**Presenter:** Steve Kafka, Product Engineer, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/L9/>

The MAP suite of access tools enables libraries to integrate access to valuable web-based resources through a meta-searching portal interface and a smart-linking OpenURL resolution server, and to control which users are granted that access using an integrated authentication component. Come hear about the latest features and upcoming enhancements to all three of these powerful products: MetaFind, WebBridge, and Web Access Management.

## **Q8 Project Management for Multi-Vendor Projects**

*..... California*

**Coordinator/Presenter:** Jodi Williamschen, Implementation Consultant, Innovative Interfaces, Inc.

**Presenter:** Barbara Cormack, Implementation Consultant, Innovative Interfaces, Inc.

<http://innovativeusers.org/iug2003/programs/Q8/>

More and more libraries receive records from an array of vendors, including Baker & Taylor, Syndetic Solutions, MARCIVE, and LTI. This program will discuss ways to plan and manage data loading projects from multiple sources.

**Q9 Millennium Create Lists and Beyond**

*Also presented as E6, L2 ..... Crystal*

**Coordinator/Presenter:** Elizabeth Thomsen, Member Services  
Manager, NOBLE, the North of Boston Library Exchange

<http://innovativeusers.org/iug2003/programs/E6/>

Millennium Create Lists is a powerful and versatile program that can be used for many different purposes in all types of libraries. This program will demonstrate different ways to use Create Lists for everything from maintaining database quality to producing children's booklists. Beyond Create Lists, we will show you how to make the most of the program, including ideas for automating the creation of basic review files, getting data into other programs like Access and Excel, and using scripts to take data from a review file and turn it into a web page linked to the catalog.

**Be Sure to Put IUG Boston on  
Your Calendar for Next Year!**

**Saturday - Monday  
April 3-5, 2004  
Pre-Conference, April 2**

**See you there!**