# Innovative Users Group
# Twelfth Annual Conference

## April 2-5, 2004
## Boston, Massachusetts

## Final Program

---

### Pre-Conference for New Users
**Friday, April 2**
*\*\*Prior registration is required\*\**

### New Users Conference
**Welcome & Opening Remarks**
10:00 a.m. – 10:25 a.m.
*Salon E*

---

**Registration Desk**
   **7:30-2:00 p.m. for Pre-Conference & Innovative**
      **Workshops Attendees**
   **10:00-6:00 p.m. for Main Conference Attendees**
………………………………….*Fourth Floor Registration Area*

---

## Innovative Interfaces'
## Pre-Conference Workshop
………………………………………………....*Salon F*
*\*\*Prior registration is required\*\**

**Seminar 1**
**Friday, April 2**
9:00 a.m. – 12:00 p.m.

**Authority Control in Millennium**
**Dana Kemp, Library Training Consultant**

This half-day seminar will teach you how to use Millennium's Authority Control features to maintain the controlled headings in your database. You will learn how to use the new Millennium Headings Reports (with its more flexible features) to incorporate the headings reports into your authority control workflow. In addition, you will find out about other features of Millennium that you can use to keep your bibliographic and authority records up-to-date. These will include verifying headings, validating MARC tags, using Patron Search statistics to enhance your authority records, and additional sources useful in maintaining your authority records.

---

**Morning Break for Innovative Seminar – 10:15-10:30 a.m.**
………………………………………………….*Back of Salon F*

---

### Friday, April 2  Session A 10:30 – 11:30 a.m.

**A1  The Color of Money: Running Fiscal Close and Moving Financial Functions Into MilAcq**
*Also presented as J2*…………………………………………….....*Salon E*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo

**http://www.innovativeusers.org/iug2004/programs/A1**

We knew it was going to happen...now it's here. Many of the INNOPAC financial management functions are now in MilAcq or scheduled shortly in the future. With this change, Fiscal close is no longer a telnet-only activity. In this session, we will review financial management programs now available in Millennium and how they can be incorporated into the fiscal close. In addition, this program will introduce users to the basic parameters of fiscal close (which do not change from telnet to Millennium) and setting up the new year. 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.

**A2  A Tour Through the Documentation**
*Also presented as N11*………………………………………….....*Salon A/B*
**Coordinator/Presenter:** Sergey Obolonsky, Library Training Consultant, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/A2**

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.

**A3  Ask the Circ Experts**

……………………………………………………………………*Salon C/D*
**Coordinator/Presenter:** Kriss Ostrom, Department Head,
    Circulation & Information Services, Michigan State University
**Presenter:** Carol Gyger, Systems Administrator, Fort Collins Public
    Library
    Jill Palmer, Head of Holland Circulation/Media Materials &
    Reserves, Washington State University Libraries
    Sheryl VanderWagen, System Librarian, Lakeland Library
    Cooperative, Grand Rapids, Michigan
    Heidi Bruss, SWAN Field Consultant, Suburban (Chicago)
    Library System
    Georgia Fujikawa, Library Training Consultant, Innovative
    Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/A3**

Talk with other circ staff about "all things circ": 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.).  The forum could be
discussed on the InnoCirc list in advance.  (Subscribe at:
*http://lists.umd.umich.edu/mailman/listinfo/innocirc*
scroll down to "Subscribing to InnoCirc.")

---

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

---

**B1  Creative Create Lists for Booklists and More...**
*Also presented as E1, L3……………………………………………Salon E*
**Coordinator/Presenter:** Elizabeth Thomsen, Member Services
    Manager, NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/B1**

Using Create Lists to create lists of books for staff and the public, for
reference, children's services, reader's advisory services, and
collection management. The program will focus exclusively on bib
and item records, and will include many sample searches. This
program will include some of the material from my programs at the
last two IUGs, but with a focus on just the search strategies and data,
giving me time to expand on these topics.  The more technical
aspects of my previous programs (using Expect scripts to create
review file and Perl scripts to create booklists linked to the catalog)
will be covered in a separate program.

**B2  Tips & Tricks for Efficiency in Millennium Serials**
*Also presented as G9, K9……………………………………Salon A/B*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative
    Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/B2**

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.

**B3  Preparing for the III System: Setting Up Your Keyword
    Searching Profile and Testing It During the Evaluation
    Period**
……………………………………………………,………………*Salon C/D*
**Coordinator/Presenter:** Sheila Corman, Head of Cataloging /
    Reference Librarian, San Diego County Public Law Library

**http://www.innovativeusers.org/iug2004/programs/B3**

Designed for the new user who needs to decide which fields to index
for keyword searching and how to do it.  Based on our own
experience, the program will discuss how to make your decisions,
gather and use information from other libraries in the decision
process, comparing other libraries indexing profiles with Innovation
suggested indexing to best serve your patron. Indexing decisions are
based upon Advanced Keyword Searching and Z39.50.  Also goes
through the TestPac testing process and what needs to be
accomplished during the TestPac evaluation phase.

---

## Innovative Interfaces'
## Pre-Conference Workshop
…………………………………………………………...*Salon F*
*\*\*Prior registration is required\*\**

**Seminar 2**
**Friday, April 2**
2:00 – 5:00 p.m.

### WebOPAC Design and Options
**Sergey Obolonsky, Library Training Consultant**

This half-day seminar will explore the many configurations possible
with Web Options.  The new, graphical interface for editing the Web
Options file will be highlighted.  We will also cover basic HTML
issues such as the use of stylesheets and tokens.  The brief citation
display introduced in Release 2002 Phase 3 will be discussed and
possible modifications will be shown.

---

**Afternoon Break for New Users – 2:30-2:45 p.m.**
…………………………………………*Grand Ballroom Foyer*

---

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

---

**C1  Authority Control Using Millennium**
*Also presented as P9………………………………………….Salon B*
**Coordinator/Presenter:** Claudia Conrad, Product Manager,
    Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/C1**

The Millennium system offers powerful authority control tools.  This
session will cover authority control in an in depth look.

**C2  Working with CSDirect**
*Also presented as I11…………………………………….....…..Salon A*
**Coordinator/Presenter:** Monica Ertel, Director, Customer Services
    Department, Innovative Interfaces, Inc.
**Presenter:** Judith Clark, Customer Services Department, Training
    Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/C2**

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

**C3   So Many Trainees, so Little Time: Building Customized Online Training Tools for Your Millennium System**
*Also presented as G3, M2…………………………………….Salon C/D*
**Coordinator/Presenter:** John Culshaw, Faculty Director for Systems, University of Colorado at Boulder
**Presenter:** Holley Long, Systems Librarian for Digital Initiatives, University of Colorado at Boulder

**http://www.innovativeusers.org/iug2004/programs/C3**

Most libraries are challenged with keeping staff up-to-date on many constantly changing systems. This session will highlight a variety of software tools that can optimize Millennium staff training. The presenters will discuss the advantages and disadvantages of using three different web presentation tools (Microsoft PowerPoint, Macromedia Flash, and Qarbon ViewletBuilder) to build interactive, online training modules. These tools can even assist in the development of self-paced training modules. A variety of sample Millennium training tools will be demonstrated. To put all of this in context, the session will review some of the current literature in e-learning and instructional design.

> **Afternoon Break for Innovative Seminar – 3:15-3:30 p.m.**
> *…………………………………………………….Back of Salon F*

## Friday, April 2     Session D 4:00 – 5:00 p.m.

**D1   Circulation and the Truth About Customer Service**
*Also presented as M7…………………………………….Salon B*
**Coordinator/Presenter:** Dorothy Hargett, Library Circulation Supervisor, Regent University
**Presenter:** Shannon Howard, Access Services Supervisor, Regent University Law Library

**http://www.innovativeusers.org/iug2004/programs/D1**

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 presenters will also demonstrate how Millennium has improved customer service at Regent University, and suggest system improvements.

**D2   Millennium Statistics**
*Also presented as G8, J8…………………………………….Salon A*
**Coordinator/Presenter:** Judith Clark, Customer Services Department, Training Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/D2**

An overview of the features and functions of Millennium Statistics.

**D3   Know Your Web OPAC: A Tour Under the Hood**
*…………………………………………………….Salon C/D*
**Coordinator/Presenter:** Dao Rong Gong, Technical Services Librarian, Michigan State University
**Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/D3**

This presentation provides an overview of WebPAC from the system administrator's standing point. It will paint a picture of how WebPAC components are inter-related to each other through the discussion of topics in WebPAC system, its functionality and maintenance issues including the latest developments such as PureFTP and other enhanced features. Issue related to WebPAC design and tips for taking advantage of the web-based technology and tools will be discussed as well. This session will also provide a general introduction to customization opportunities and creating an efficient workflow for Web OPAC changes.

---

## Reception for New Users
### 5:30-7:00 p.m.

### *Salon E*



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

## Special Services

**Registration Desk**        **7:00 a.m. – 5:00 p.m.**
………………………………*Fourth Floor Registration Area*

**Birds of a Feather Rooms**     **11:30 a.m. – 5:30 p.m.**
………………………………………………..*Hyannis, Nantucket*

**Job Placement Room**      **12:00 – 5:30 p.m.**
………………………………….*Cape Cod (moves tomorrow)*

**Innovative Area**        **12:00 – 5:30 p.m.**
………………………………………………………..*Regis*
Includes:     **25th Anniversary Exhibit**
           **Demo Room**
           **Help Desk Annex**

**Exhibit Hall**        **12:00 p.m. – 5:30 p.m.**
………………………………………......*3rd Floor, Atrium Lounge*

**E-Mail/Internet Rooms**     **12:00 – 8:00 p.m.**
……………………………………………….*Vineyard,Yarmouth*

## Opening Session
9:00 – 11:00 a.m.
……………………………………….*Grand Ballroom E/F/G*

Start the conference by joining us at the opening session, presented by the Innovative Users Group and Innovative Interfaces. The program will begin with a presentation by Jerry Kline, Chairman and CEO of Innovative Interfaces, Inc. and followed by the keynote presentation.

Our featured keynote speaker is Marshall Keys. Marshall was the Executive Director of NELINET and is currently the principal of MDA Consulting, an organization that assists libraries and other information intensive organizations in developing strategic plans. He frequently writes and speaks on the impact of technology and social change on libraries. Marshall's presentation is entitled: "Lost in Translation: What today's trends show about tomorrow's libraries."

The opening session will conclude with a brief IUG business meeting and the very first IUG drawing of various local gifts. You must attend the session and be present to win!

## Poster Sessions
11:00 – 11:45 a.m.
……………………………………….*Grand Ballroom Foyer (4th)*

Poster Sessions are exhibits that share unique or interesting practices that IUG members have integrated with their Innovative systems. For the first time, poster sessions are showcased in a time slot that is not in conflict with other presentations. Come see what your colleagues are doing! The posters will remain on display throughout the conference.

## Innovative Law Users Group Luncheon
11:45 a.m. – 1:15 p.m.
…………………………………………………………..*Salon E*
**Prior Registration Required**

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

## Public Library Users Group Luncheon
11:45 a.m. – 1:15 p.m.
…………………………………………….*University Hall*
**Prior Registration Required**

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

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.

## Saturday, April 3     Session E 1:30 – 2:30 p.m.

**E1   Creative Create Lists for Booklists and More...**
*Also presented as B1, L3……………………………………...Simmons*
**Coordinator/Presenter:** Elizabeth Thomsen, Member Services
     Manager, NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/E1**

Using Create Lists to create lists of books for staff and the public, for reference, children's services, reader's advisory services, and collection management. The program will focus exclusively on bib

and item records, and will include many sample searches. This program will include some of the material from my programs at the last two IUGs, but with a focus on just the search strategies and data, giving me time to expand on these topics. The more technical aspects of my previous programs (using Expect scripts to create review file and Perl scripts to create booklists linked to the catalog) will be covered in a separate program.

**E2  Knowing Where They're Going: Counting Field 856 Click-Throughs in the OPAC**
*Also presented as P1…………………………………………………Salon A/B*
**Coordinator/Presenter:** Christopher C. Brown, Government Documents / Reference Librarian, University of Denver, Penrose Library

**http://www.innovativeusers.org/iug2004/programs/E2**

Do you want to keep statistics on which hyperlinks are actually visited in your OPAC? The University of Denver is now able to track every click-through for over 65,000 government document URLs. See the project described, how a Cold Fusion database was implemented, and how Microsoft Access is used to create meaningful statistical reports. The Cold Fusion source code will be given away to all attendees.

**E3  Full Journal Access Through the OPAC**
*Also presented as M3………………………………………………..Salon C/D*
**Coordinator/Presenter:** Cheryl Gowing, ILS System Coordinator, University of Miami
**Presenter:** Mike Showlater, Product Manager MARC Records, Serials Solutions, Inc.
Mark Braden, Catalog Librarian, Occidental College

**http://www.innovativeusers.org/iug2004/programs/E3**

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, loading, and use of the Serial Solution MARC records in a variety of library settings, as well as issues involved in converting from a single to separate record approach for electronic journals. This program is applicable to all library types and experience levels.

**E4  Batch Loading Electronic Journals Metadata with Electronic Resources Management (ERM)**
*Also presented as P4………………………………………..……..Suffolk*
**Coordinator/Presenter:** Paoshan W. Yue, Electronic Resources Access Librarian, University of Nevada, Reno Libraries
**Presenter:** Craig A. Summerhill, Applications Development Librarian, University of Nevada, Reno Libraries
Mark H. Kibbey, Head, Integrated Library Systems, University of Washington

**http://www.innovativeusers.org/iug2004/programs/E4**

The E-holdings load function provides a way to globally create and update e-journals holdings and URLs for sites using the new ERM module. It can be used alone or with other III tools for creating and maintaining the links that turn hundreds or thousands of separate titles into a single managed collection. The program will include a brief review of the link structure used by ERM, two libraries' experiences of using the ERM loader/other tools to build and maintain a collection, exporting e-journals metadata to other

interfaces, and issues of system integration. Primary focus will be on all steps of the E-holdings load in ERM.

**E5  How MilStat Saved the Arts...and My Arse: Using MilStat for Accreditation Reports**
*…………………………………………………………….………….Salon H/I*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo
**Presenter:** Nancy Helmick, INNOPAC System Manager, The Ohio State University Libraries

**http://www.innovativeusers.org/iug2004/programs/E5**

We are often asked to produce reports to support accreditation efforts in academic departments. With MilStat, INNOPAC libraries have a great new tool that can help them create a large number of reports with great ease that they may not have been able to do in Telnet. However, some of the reports may produce misleading result sets. The presenters will be discussing the use of the MilStat program and what the users at the Ohio State University and the University of Toledo did to create these reports. While this is geared towards academic accreditation, the session would hopefully be useful for IUG members from different library types.



**The IUG Steering Committee congratulates Innovative Interfaces for 25 years of being innovative!**

**E6  Keeping Circulation Staff Across District Up to Speed: Using Print, Electronic and Human Resources**
*……………………………………………………………….…....Vermont*
**Coordinator/Presenter:** Toma Iglehart, Circulation Coordinator, Austin Community College

**http://www.innovativeusers.org/iug2004/programs/E6**

Keeping circulation desk staff up to speed on procedures, upgrades, and changes can be difficult in a multi-library system. This session will present what ACC has done and indicate our problems and successes. We make use of a large print circulation desk manual, a smaller Millennium Circulation training manual (in print and on the web), internal web pages (featuring quick reference information on forms, procedures, codes, etc.), e-mail, workshops, discussion groups, campus and district-wide functional experts, and who-to-call lists. After the presentation, there will an opportunity for the audience to exchange ideas and discuss successes and failures.

**E7  Automated Storage & Retrieval System & the Link to III**
*……………………………………………………………….……..Boston College*
**Coordinator/Presenter:** Paula Hammett, Head of Collection Development & Web Coordinator, Sonoma State University
**Presenter:** Sandy Heft, Technical Services Librarian, Sonoma State University

**http://www.innovativeusers.org/iug2004/programs/E7**

An Automated Storage and Retrieval System (ASRS) allows on-site storage of library materials in 1/7th the space needed for conventional shelving and 1/4 the square footage required for conventional storage. A custom interface to the III system allows for user-initiated requests

from the Web OPAC to be retrieved and the items delivered within a few minutes rather than the days it usually takes for off-site storage. This presentation will describe the user interface, staffing requirements, staff workflow, and ongoing costs. The presenters will examine the cost-effectiveness of such a system, based on almost four years of operation in an academic library.

**E8  Better, Faster, Easier: Using Style Sheets with the Web OPAC**
*Also presented as J11……………………………………………....Salon F*
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/E8**

The growing trend in web design and in the Web OPAC is the separation of presentation from structure and behavior.  Learn how you can improve the look & feel of your catalog while putting in LESS time working on it.  This session has both an introduction for beginners and useful Web OPAC details for advanced users of CSS (cascading style sheets).

---

### 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 idea 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 *Hyannis* or the *Nantucket* room and let others know by posting your session on the bulletin board near the registration desk.

---

**E9  Output Accounting Information: Using Innovative's Accounting Interface for Sending Invoice Data to the Finance Office**
*…………………………………………………………………....Salon G*
**Coordinator/Presenter:** David Jones, Library Systems Manager, Santa Clara University
**Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.
**http://www.innovativeusers.org/iug2004/programs/E9**

Are you tired of having to key your invoices twice?  How many times have you or your finance office made small typos when rekeying your invoices?  Wouldn't it be nice if you could key your invoices once in the Innovative system and have your finance office use that data to automatically generate checks to pay your book and serial vendors?  This presentation is a review of the capabilities of the Output Accounting Information interface.  It includes an overview of the product, a real life user's description of how to implement the interface for transmitting invoice information from the library to the finance office and some a discussion on the future of the interface.

**E10 Cataloging and OCLC: New Developments**
*Also presented as H8…………………………………………….Salon J/K*
**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.
**Presenter:** Robin Buser, Cataloging and MetaData Services, OCLC
**http://www.innovativeusers.org/iug2004/programs/E10**

A co-presentation by OCLC staff and Claudia Conrad from Innovative discussing the future direction of OCLC cataloging services and their interaction with the Millennium software.

**E11 Oracle Development Update**
*………………………………………………………....…………Wellesley*
**Coordinator/Presenter:** Laurie Davidson, Product Manager, Innovative Interfaces, Inc.
**Presenter:** Chick Markley, VP, Chief Product Architect, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/E11**

The Oracle option has been significantly enhanced.  This session will cover the new files included in the Oracle database as well as explore performance enhancements.

---

**Afternoon Break – 2:30-3:00 p.m.**
**Sponsored by EBSCO Information Systems**
*……………..Atrium Lounge (3rd) & Grand Ballroom Foyer (4th)*

---

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

**F1  Staff Training and Millennium: How to Implement a Program**
*Also presented as O1……………………………..……………....Salon A/B*
**Coordinator/Presenter:** Sheila Corman, Head of Cataloging / Reference Librarian, San Diego County Public Law Library

**http://www.innovativeusers.org/iug2004/programs/F1**

Ongoing staff training is one of the most important areas in making the Innovative system work efficiently at your library. We have designed various formats for our staff. These include both group presentations and individualized instruction. In addition, we have reference materials and procedures available via our intranet. This presentation consists of examples of what we have done, how it has worked and how setting up systematic training can benefit any library. Appropriate for all users.

**F2  Electronic Resources Management: From Development to Implementation**
*Also presented as M5………………………………………….Salon H/I*
**Coordinator/Presenter:** Diane Grover, Electronic Resources Coordinator, University of Washington Libraries
**Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.
**http://www.innovativeusers.org/iug2004/programs/F2**

This program will provide an introduction to the new Electronic Resource Management module (ERM) which manages licensing, business, and terms of use details for staff and patrons.  Since May 2002, Innovative has conducted a development project and beta testing for ERM, which includes thirteen libraries and more scheduled to begin in spring 2004.  We will talk about the development process, describe some new features and functionality, provide hints for implementation, including possible field values, tips on setting up some of the new functions, and example records and uses.

**F3 Index Your World in a CID**

…………………………………………………………………………*Simmons*
**Coordinator/Presenter:** Dennis G. Van Arsdale, Technical Services
  Librarian, Boreham Library, UA Fort Smith

**http://www.innovativeusers.org/iug2004/programs/F3**

Using the Community Information Database optional module to
create a regional index of newspapers, magazines, web sites and other
works. Practical considerations, problems, and current status of the
Fort Smith Regional Index.

**F4 Customizing Search Forms Using Javascript**

*Also presented as P6…………………………………………………Salon C/D*
**Coordinator/Presenter:** David Fuller, Systems Librarian, Union
  College

**http://www.innovativeusers.org/iug2004/programs/F4**

Union College has customized a Millennium search form to retrieve
student theses. The form utilizes javascript in order to prepare the
query for submission against the keyword index. This strategy may
be useful for other sites that have a particular collection or class of
items "buried" in their catalog. Options for customizing the search
forms will also be examined in a more general way.

**F5 Creative Uses of Course Reserves**

…………………………………………………………………………*Suffolk*
**Coordinator/Presenter:** Marilyn Weinberg, Administrator of
  Library Automation Services, Suffolk Cooperative Library
  System
**Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces,
  Inc.

**http://www.innovativeusers.org/iug2004/programs/F5**

Course Reserves is a product that is considered for academic use.
Our public library consortium uses this product rather differently.
Our members create Course Reserves for their new materials and
make these lists available to the public via the WebOPAC, for
holiday books and special assignments and anything else they can
think of!

**F6 Collaborating with III, Yankee Book Peddler and OCLC
PromptCat to Maximize Technical Services Efficiencies at
Record Load**

…………………………………………………………………………*Vermont*
**Coordinator/Presenter:** Kelly Shook, III Systems Coordinator, Kent
  State University Libraries and Media Services
**Presenter:** Margaret B. Maurer, Cataloging Manager, Kent State
  University Libraries and Media Services

**http://www.innovativeusers.org/iug2004/programs/F6**

Kent State University Libraries and Media Services took advantage
of a change in book vendors to re-engineer acquisition and cataloging
workflow. The process designed integrates and produces fund and
location specific item, order and electronic invoice records by
utilizing automated efficiencies. We also created a working
environment for staff that simultaneously maximizes decision-
making while minimizing routine and repetitive tasks. The library is
also realizing significant cost savings from the new workflow.
Descriptions will be provided of the data-mapping, the core of this
process, the loader used for both firm and approval plan records, and
an innovative method for de-duplicating orders.

**F7 Can a Public Library and a University Library Coexist
Within One Shared Online System?**

…………………………………………………………………*Boston College*
**Coordinator/Presenter:** Jeanne LoFranco, Head of Access Services,
  San Jose Public Library
**Presenter:** Julie Kowalewski Ward, Head of Access Services, San
  Jose State University Library
  Georgia Fujikawa, Library Training Consultant, Innovative
  Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/F7**

The San Jose State University Library and the San Jose Public
Library opened a joint library facility in August 2003. In conjunction
with the opening of a new building, we joined together in a single
Millennium database, which now serves borrowers of both
institutions. For details see *http://www.sjlibrary.org*. Previous to the
collaboration, San Jose State University had two library buildings,
with an annual circulation of 252,000 items, and 42,416 registered
borrowers. The San Jose Public Library had a Main Library, 18
branches, and a Bookmobile. The annual circulation was 11,635,848
with a borrower base of 650,000. The implementation of Millennium
in this environment posed some decidedly different situations. This
collaboration is unique and complicated, but it works. We are
interested in sharing our success story.

---

### 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. A room (*Cape Cod*
on Saturday and *Boston College* on Sunday and Monday) has been
set aside for those interested in getting together to talk about a job
opportunity.

---

**F8 Millennium Cataloging Development Update**
*Also presented as M9…………………………………………Salon F*
**Coordinator/Presenter:** Claudia Conrad, Product Manager,
  Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/F8**

Starting with Millennium Silver, most users will be able to use
Millennium Cataloging exclusively as their cataloging client.
Included are Authority control (including Headings Reports), more
robust Z39.50 searching (including overlaying records), batch
loading and exporting of records, and much more! A preview of the
next major release will also be presented.

**F9 Millennium Circulation Development Update**
*Also presented as P8…………………………………………Salon G*
**Coordinator/Presenter:** Barbara Vance, Product Manager,
  Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/F9**

There are many new features and products in Millennium Circulation
for the Release after Millennium Silver. This program will highlight

new development, including Material Bookings, Notice changes and different types of Mobile Collection.

**F10  System Changes: What Innovative Can Do to Fine Tune Your Millennium System**
*Also presented as N9……………………………………………….Salon J/K*
**Coordinator/Presenter:** Judith Clark, Customer Services
Department, Training Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/F10**

This session will be an overview of the settings that can be customized on your system, but that are changes that need to be made by Innovative staff.

**F11  Media Management and XML in Millennium**
*……………………………………………………………...………Wellesley*
**Coordinator/Presenter:** Laurie Davidson, Product Manager,
Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/F11**

Millennium is offering new solutions based on XML technology. This program will focus on elements of the MetaSource product suite which offer XML-based cataloging solutions, and will also cover Millennium Media which supports the importing and integration of digital objects into the Millennium system.

---

## Saturday, April 3        Session G 4:30 – 5:30 p.m.

**G1  FRBR: The Future of the Library Catalog**
*Also presented as L1…………………………………………….Salon E*
**Coordinator/Presenter:** Mary Wu, Cataloging/Database
Management Librarian, Roger Williams University
**Presenter:** Martha Rice Sanders, Providence College
Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G1**

Since the emergence of FRBR (Functional Requirements for Bibliographic Records) in 1998, cataloging experts as well as library system developers across the world have conducted numerous extensive researches in respect to the implementation of the FRBR model to bibliographic control and cataloging practices.  Because widespread adoption of FRBR will produce major changes to bibliographic databases, OCLC is conducting four projects to test the feasibility of FRBR structure in a large catalog database.  In addition, a commercially available FRBRized ILS system has been released by VTLS, Inc.  Can FRBR ultimately resolve issues confronting the cataloging community, and therefore be adopted as an applicable model worldwide?  This presentation will introduce the FRBR conceptual model and demonstrate how FRBRized OPAC can provide simple searches that return structured results for users.  It is hoped that the presentation will inspire more discussion among Innovative Users Group.

**G2  Enhancing Create Lists with Expect and Perl**
*Also presented as N1…………………………………………….Salon C/D*
**Coordinator/Presenter:** Martha Driscoll, Systems Manager,
NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/G2**

Create Lists is a powerful tool, but it becomes even more useful when review files can be created automatically during off hours.  Also, the output capabilities require that you look at other programs to manipulate review file data.  This session will cover ways to automatically run review files using scripting programs such as Expect.  It will also cover ways to format the output into webpages using Perl.  Although this session cannot teach Perl, the basics of what it is, how you get it, and why it is so useful will be explained.

**G3  So Many Trainees, so Little Time: Building Customized Online Training Tools for Your Millennium System**
*Also presented as C3, M2…………………………………….Salon H/I*
**Coordinator/Presenter:** John Culshaw, Faculty Director for
Systems, University of Colorado at Boulder
**Presenter:** Holley Long, Systems Librarian for Digital Initiatives,
University of Colorado at Boulder

**http://www.innovativeusers.org/iug2004/programs/G3**

Most libraries are challenged with keeping staff up-to-date on many constantly changing systems.  This session will highlight a variety of software tools that can optimize Millennium staff training.  The presenters will discuss the advantages and disadvantages of using three different web presentation tools (Microsoft PowerPoint, Macromedia Flash, and Qarbon ViewletBuilder) to build interactive, online training modules.  These tools can even assist in the development of self-paced training modules.  A variety of sample Millennium training tools will be demonstrated.  To put all of this in context, the session will review some of the current literature in e-learning and instructional design.

**G4  Enhancements General Update Forum**
*Also presented as O2……………………………………………...Simmons*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for
Resource & Systems Management, University of Toledo
**Presenter:** Mieko Yamaguchi, Technical Services Manager/System
Coordinator, University of Wales Bangor
Betsy Graham, Vice President, Product Management, Innovative
Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G4**

The IUG enhancements process was changed during the current cycle to provide greater flexibility for members to suggest enhancements for the INNOPAC/Millennium system. The new process includes flexible categories that can allow for a greater number of enhancements for more commonly used modules (Webpac) and Functional Expert teams to ensure that the needs of the different libraries that use the software will be met. In this session, we will provide a general overview of the IUG enhancements process, including how Innovative handles our requests.

---

## Don't Forget to Visit the Exhibits!!

---

**G5  Managing Holds in Busy Public Libraries**
*Also presented as P3…………………………………………...Salon A/B*
**Coordinator/Presenter:** Carol Gyger, Systems Administrator, Fort
Collins Public Library
**Presenter:** Sheryl VanderWagen, System Librarian, Lakeland
Library Cooperative, Grand Rapids, Michigan
Georgia Fujikawa, Library Training Consultant, Innovative
Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G5**

With the volume of holds increasing and expectations of customers pushing us to the limits, we have found ways to streamline the holds process. If you are part of a consortium, or even a single branch library, learn how to make the system work for you to improve customer satisfaction and increase turnaround. See an overview of system features for patron placed holds, self-help holdshelves, e-mail holds notification, create lists of stale holds, consortium settings for regional holds, pickup anywhere, book cart feature. In this world of shopping online, help your staff get on board with this great customer service.

**G6   Integrating Digital and Traditional Libraries – the Role of the XML Harvester**
*Also presented as O5…………………………………………..…..Suffolk*
**Coordinator/Presenter:** Arlene Hanerfeld, Associate University Librarian for Technical & Collection Services, Randall Library, UNC Wilmington
**Presenter:** Sue Cody, Associate University Librarian for Public Services, Randall Library, UNC Wilmington
Dan Pfohl, Associate University Librarian for Computing Services, Randall Library, UNC Wilmington

**http://www.innovativeusers.org/iug2004/programs/G6**

This presentation will report on a research project to integrate a digital library with a traditional research library catalog. The iLumina Digital Library, a collection of over 1,600 undergraduate teaching materials for science and mathematics, is one of 18 featured collections that comprise the National Science, Technology, Engineering, and Mathematics Education Digital Library, http://www.nsdl.org. Library researchers are working with the biology, chemistry, computer science, and mathematics faculty who created iLumina to develop a model for migrating and sustaining the resources in the Randall Library catalog. This program will focus on converting the iLumina metadata to MARC format with Innovative's XML Harvester and the dynamics involved in working on a team of librarians and scientists.

**G7   Enhancing Bibliographic Records with Value Added Information From Online Bookstores**
*…………………………………………………………………..……Vermont*
**Coordinator/Presenter:** Owen Tam, Technical Services Librarian, Lingnan University Library
**Presenter:** Patrick Lo, Catalouging Librarian, Lingnan University Library

**http://www.innovativeusers.org/iug2004/programs/G7**

This presentation will illustrate how Lingnan University Library has enhanced its bibliographic records by linking them with value added information from online bookstores. Using in-house developed software, Lingnan has matched its bibliographic records against the holdings of Amazon.com, with a matching rate of 85%. The software also automatically generates URLs to Amazon.com and inserts them into MARC field 856 of the relevant bibliographic records. Library users can then browse book reviews, table of contents, book covers, and even selected chapters of a book via the library WebOPAC. Lingnan also has begun to link its Chinese bibliographic records to Books.tw.com.

**G8   Millennium Statistics**
*Also presented as D2, J8………………………………………..…….Salon F*
**Coordinator/Presenter:** Judith Clark, Customer Services Department, Training Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G8**

An overview of the features and functions of Millennium Statistics.

**G9   Tips & Tricks for Efficiency in Millennium Serials**
*Also presented as B2, K9………………………………………….Salon G*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G9**

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.

**G10   The Five Top Technology Trends**
*Also presented as L8…………………………………………….....Salon J/K*
**Coordinator/Presenter:** Doug Randall, Technology Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G10**

How will existing and emerging technology trends affect you and your library.

**G11   How Can We Help? – Innovative Services**
*…………………………………………………………………..……Wellesley*
**Coordinator/Presenter:** Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.
**Presenter:** Virginia Lyons, Director, Implementation Service, Innovative Interfaces, Inc.
Monica Ertel, Director, Customer Services Department, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/G11**

What are the situations in which you may want to bring in help, what are your options, and what services does Innovative offer.



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

## Skywalk
## Prudential Tower

# Hosted by Innovative Interfaces, Inc.

### Special Services

**Registration Desk**          9:00 a.m. – 3:00 p.m.
………………………………*Fourth Floor Registration Area*

**Birds of a Feather Rooms**      9:00 – 11:30 a.m. &
                                1:30 – 5:30 p.m.
………………………………………*Hyannis, Nantucket*

**Job Placement Room**        9:00 – 11:30 a.m. &
                                1:30 – 5:30 p.m.
……………………………………………*Boston College*

**Innovative Area**            8:00 – 11:30 a.m. &
                                1:30 – 5:30 p.m.
……………………………………………………*Regis*
Includes:      **25th Anniversary Exhibit**
              **Demo Room**
              **Help Desk Annex**

**Exhibit Hall      9:00 – 11:30 a.m. & 1:30 – 5:30 p.m.**
……………………………….*Third Floor, Atrium Lounge*

**E-Mail/Internet Rooms**        7:30 – 11:30 a.m. &
                                1:30 – 8:00 p.m.
…………………………………………*Vineyard, Yarmouth*

---

**Early Bird Live Demonstration 7:30 – 8:15 a.m.**
……………………………………………………….*Salon F*

*Millennium Cataloging* with Claudia Conrad, Product
Manager, Innovative Interfaces, Inc.

---

**Sunday, April 4      Session H 9:00 – 10:00 a.m.**

**H1   Acquisitions Data for Collection Development**
*Also presented as N2………………………………….Salon C/D*
**Coordinator/Presenter:** Paul Orkiszewski,  Appalachian State
      University
**Presenter:** Dana Kemp, Library Training Consultant, Innovative
      Interfaces, Inc.
**http://www.innovativeusers.org/iug2004/programs/H1**

A program for acquisitions and collection development librarians on
gathering statistical information to support collection development
and management. The session will cover the use of the pre-packaged
reports as well as exporting and manipulating data in third party
applications such as Excel.

**H2   Next-Generation E-Journal Management: New Tools for
      One-Stop Shopping and Seamless Linking**
*Also presented as L4………………………………………….Salon E*
**Coordinator/Presenter:** Janet Crum, Head, Library Systems &
      Cataloging, Oregon Health & Science University
**Presenter:** Marda Johnson, Team Leader, University of Arizona
      Technical Services and Archival Processing

**http://www.innovativeusers.org/iug2004/programs/H2**

In this session, we will describe how Innovative's Electronic
Resources Management and WebBridge modules are allowing us to
move from practices that are labor-intensive for both patrons and
staff to a streamlined environment that greatly simplifies access to
electronic full text.  After a brief overview of our old, pre-ERM
methods, we will discuss our implementation of the new tools,
including: 1) end-user interface to print and electronic journal
holdings via Web OPAC and WebBridge; 2) managing electronic
holdings data from Serials Solutions and other sources; 3) managing
licensing information; and 4) issues and problems encountered in
implementation.

**H3   Tap the Power of AVS**
………………………………………………………...*Salon A/B*
**Coordinator/Presenter:** Jerry V. Caswell, Head of Library
      Information Technologies, University of Northern Iowa Library
**Presenter:** John Wynstra, Library Information Systems Specialist,
      University of Northern Iowa Library

**http://www.innovativeusers.org/iug2004/programs/H3**

Advanced Keyword Searching has brought a lot of power to the
WebOPAC.  However, users do not know how to tap that power
effectively to serve their research and study needs.  The University of
Northern Iowa Library has introduced both predefined and guided
searches into its new Library Gateway to tap the power of AVS and
to leverage the library's investment in its catalog as the database of
record for both print and electronic resources.

**H4   IUG Clearinghouse**
*Also presented as P5……………………………………...Salon H/I*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for
      Resource & Systems Management, University of Toledo
**Presenter:** Elizabeth Thomsen, Member Services Manager, NOBLE,
      North of Boston Library Exchange
      Sheila Corman, Head of Cataloging / Reference Librarian, San
      Diego County Public Law Library
      Michael VanHouten, Assistant Director, Albion College
      Sion Romaine, Serial Services Project Librarian, University of
      Washington

**http://www.innovativeusers.org/iug2004/programs/H4**

This session is to describe the new IUG Clearinghouse of scripts,
forms, web pages, system codes, training manuals, tutorials, etc. that
was developed by a group of IUG volunteers starting in September
2003.  This will be an IUG member-driven and IUG member-
supplied supplement to CSDirect that will include the solutions,
forms, procedures, etc. that the users have created and are willing to
share with others (similar to the NOBLE Swapshop).  We will
provide a progress report about what has been done to date, what we
expect the Clearinghouse to provide and how we intend to manage it
so it remains a useful and viable resource.  Members of the
committee that formed the Clearinghouse will be co-presenting this
session.

**H5 Serials Forum**

……………………………………………………………………………*Simmons*

**Coordinator/Presenter:** Berniece M. Owen, Interim Director, PCC
Libraries & Instructional Media Services, Portland Community
College
Stephanie S. Kaceli, Assistant Director, Technical
Services/Systems Librarian, Philadelphia Biblical University

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

**http://www.innovativeusers.org/iug2004/programs/H5**

This is an open forum for the discussion of topics, questions, and
comments related to serials control. New users may come to get
basic tips and alerts about dealing with the wonderful and changing
world of serials control. Experienced users may come to share war
stories about serials generally and about Innovative's approach to
tracking these slippery publications. Emphasis will be on
Millennium Serials.

---

### You've Got Mail!

Check your e-mail in *Vineyard/Yarmouth* during the conference.
Each session is limited to 10 minutes while others are waiting. This
service is sponsored by **CybraryN**.

---

**H6 Strategies for Recovering Data OR Ooops … What Do We Do Now?**

*Also presented as M4*……………………………………………*Suffolk*

**Coordinator/Presenter:** Paul Hamilton, Integrated Library Systems
Administrator, University of Western Ontario

**Presenter:** Karen Marshall, Director, Library Technical Services,
University of Western Ontario

**http://www.innovativeusers.org/iug2004/programs/H6**

As a library manager, what would you do if something goes terribly
wrong, leaving you with a choice of redoing days worth of work or
restoring from your last backup? What can you save? What will be
lost? Statistics show that many of us will be faced with this dilemma.
Our session discusses this heart-stopping experience and how we
managed our way through the process of returning to our backup,
what we did right and what we would do differently the next time.
Bring your experiences so we can share what works well and what
we should all avoid.

**H7 INN-Reach Enhancements, Part 1**

……………………………………………………………………………..*Vermont*

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

**Presenter:** Gary Harris, Assistant Director – Operations, MOBIUS
Consortium Office
Sandy Westall, Vice President, Library Service, Innovative
Interfaces, Inc.
Tim Auger, Manager, Union Database Services, Innovative
Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/H7**

This discussion is the finalization of INN-Reach enhancements for
2004 where the final list of enhancements to be presented to
Innovative is decided on and prioritized.

**H8 Cataloging and OCLC: New Developments**

*Also presented as E10*……………………………………………*Salon F*

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

**Presenter:** Robin Buser, Cataloging and MetaData Services, OCLC

**http://www.innovativeusers.org/iug2004/programs/H8**

A co-presentation by OCLC staff and Claudia Conrad from
Innovative discussing the future direction of OCLC cataloging
services and their interaction with the Millennium software.

**H9 Next Release Development Update**

*Also presented as M8*……………………………………………*Salon G*

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

**http://www.innovativeusers.org/iug2004/programs/H9**

Millennium Silver will be in general release very soon. What's
coming next?

**H10 Millennium Statistics – Working with Order Records**

………………………………………………………………………………*Salon J/K*

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

**http://www.innovativeusers.org/iug2004/programs/H10**

This session will cover the statistical reports that can be generated
from order records.

**H11 Millennium Circulation – Serving Patrons**

………………………………………………………………………………*Wellesley*

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

**http://www.innovativeusers.org/iug2004/programs/H11**

What new features enhance your services to your public? Find out
more about registration, receipts, and rules that can help both your
staff and your users.

---

**Morning Break – 10:00-10:30 a.m.**
*……………Atrium Lounge (3rd) & Grand Ballroom Foyer (4th)*

---

**Sunday, April 4      Session I 10:30 – 11:30 a.m.**

---

**I1 Blackboard \*AND\* Electronic Reserves – Access, Service, and Copyright Compliance**

.............................................................................................*Salon H/I*

**Coordinator/Presenter:** Jeff A. Steely, Assistant Director for Client
Services, Baylor University Libraries

**Presenter:** Sandy Bennett, Coordinator of Instructional Technology
Development, Baylor University – Electronic Library

**http://www.innovativeusers.org/iug2004/programs/I1**

Baylor University Libraries use Innovative's Course Reserves and
Millennium Media WITH a learning management system
(Blackboard). This presentation will cover:
- Our philosophy – how the synergy of these products
improves service and copyright management

- Creating automatic links within Blackboard to corresponding Reserve lists
- Creating structured Reserve lists
- Using electronic reserve links within Blackboard
- Promoting the service to faculty

The session will be applicable to libraries

- using or considering electronic Reserves,
- on campuses using learning management systems,
- whose faculty scan copyrighted materials, and/or
- that have services to promote.

**I2 Reports from Create Lists Using Reportster, the Microsoft Access Report Maker**
*Also presented as P2……………………………………………………Salon E*
**Coordinator/Presenter:** Michele Morgan, Technical Assistant, NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/I2**

The Reportster is a Microsoft Access utility that turns exported data from Create Lists into preformatted reports. No knowledge of Access is required. Simple report formats include booklist, shelflist, and weeding list reports. Other reports feature barcodes to easily retrieve records in the system, calculations of circulation totals grouped by title, circulation of course reserve items by professor and course, and patrons with items checked out and money owed. Using the Reportster and an introduction to Access skills necessary to further customize the reports will be covered. Reportster is available for download at the NOBLE Swapshop *(http://www.noblenet.org/swapshop)*.

**I3 Trainers' Forum**
*……………………………………………………………………Salon A/B*
**Coordinator/Presenter:** Heidi Bruss, SWAN Field Consultant, Suburban (Chicago) Library System
**Presenter:** Kriss Ostrom, Department Head, Circulation & Information Services , Michigan State University
Gerald Russell, Brooklyn Public Library
Georgia Fujikawa, Library Training Consultant, Innovative Interfaces, Inc.
Virginia Lyons, Director, Implementation Service, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I3**

As a reprise of last year's Trainer's Forum, this session is for anyone involved in training others to use Innovative's software. So, whether you are an old pro, moving from the text-based interface to Millennium, implementing a new module or are a new user of Innovative, join us for a chance to network and exchange training plans, materials and ideas.

**I4 Printing Outside the Box: Handling Your Special Printing Needs**
*Also presented as M6………………………………………………….Simmons*
**Coordinator/Presenter:** Joe Reimers, Technology Support Assistant, Notre Dame Kresge Law Library
**Presenter:** Bob Rasmussen, President, Rasmussen Software, Inc.

**http://www.innovativeusers.org/iug2004/programs/I4**

This program is essentially a how-to for printing issues when your needs don't match what the Millennium server can handle. The specific case study will investigate how the Notre Dame Law Library handles batch-printing of serials labels from within Millennium Serials using a third-party print handler (Anzio's Print Wizard, in this

case). This session is intended as a starting point for institutions wishing to address unique printing issues relating to both the character-based and Millennium clients, and is applicable across all modules. This session is more geared toward those who handle printer setup than end users.

**I5 Connecting With Datatel, Account Holds and Fine Collection**
*……………………………………………………………………Suffolk*
**Coordinator/Presenter:** Dave Wiseman, Manager Library Information Systems, Roanoke College

**http://www.innovativeusers.org/iug2004/programs/I5**

This program details how Roanoke College is using both Innovative and Datatel to manage patron delinquencies and dramatically reduce the number of lost books. We have developed a procedure for using Innovative to find patrons who have crossed a threshold of delinquency, and can place library specific holds on their college accounts. They are then compelled to (if they want to continue their enrollment) deal with their library obligations. The system includes checks and balances that prevent holds from existing that shouldn't and makes sure that all holds that should exist do. I have datatel scripts available that can be used to duplicate checks on that end.



**Innovative Interfaces' Demo Room**
*…………………………………………………………Regis*

Stop by the Demo Room for product demonstration and Help Desk assistance.

**I6 Into the Wild Inventory with PDA**
*Also presented as O3…………………………………………Salon C/D*
**Coordinator/Presenter:** Dennis G. Van Arsdale, Technical Services Librarian, Boreham Library, UA Fort Smith
**Presenter:** Edith Sirianni, Collection Development Librarian, Bergen Community College
Gloria Delfico, Bergen Community College

**http://www.innovativeusers.org/iug2004/programs/I6**

Two different approaches to using handheld computers for inventory. Bergen Community College's approach: custom programming. UAFS' approach: stock shareware and III Inventory software. Includes technical details of both methods and confronting sketchy documentation, Windows XP, and in-house barcode label creation.

**I7 INN-Reach Enhancements, Part 2**
*……………………………………………………………………Vermont*
**Coordinator/Presenter:** Anita Cook, Director of Library Systems, OhioLINK
**Presenter:** Gry Harris, Assistant Director – Operations, MOBIUS Consortium Office
Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.
Tim Auger, Manager, Union Database Services, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I7**

This discussion is the finalization of INN-Reach enhancements for 2004 where the final list of enhancements to be presented to Innovative is decided on and prioritized.

**I8  Planning for Growth: How to Project System Growth to Support New Functionality**
………………………………………………………………..*Salon F*
**Coordinator/Presenter:** Mary Chevreau, Director, North American Customer Sales, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I8**

A review of the impact of various types of new functionality on system resources, and how growth in catalog size, patrons and utilization are likely to impact system requirements.

**I9  Millennium Workflows: A Modern Approach to Tech Services Workflow**
*Also presented as N8*………………………………………….*Salon G*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.
**Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I9**

A dual-module look at the tools available in Millennium Acquisitions and Cataloging that allow the library to establish an efficient Tech Services workflow.

**I10  Web OPAC Development Update**
…………………………………………………………….*Salon J/K*
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I10**

It's another big release for the Web OPAC: new features, new products and many, many new customization options. This session will review the latest changes including e-commerce, related searches suggestions, limiting to available items, further interface design improvements, additional staff displays, and much more!

**I11  Working with CSDirect**
*Also presented as C2*………………………………………….*Wellesley*
**Coordinator/Presenter:** Monica Ertel, Director, Customer Services Department, Innovative Interfaces, Inc.
**Presenter:** Rochelle Wordsworth, Customer Services Department, Help Desk, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/I11**

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

---

## All Conference Lunch
### 11:45 – 1:15 p.m.

*University Hall (Third Floor)*

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

---

## Sunday, April 4     Session J 1:30 – 2:30 p.m.

**J1  Implementing OpenURL and Cross-Database Searching Using WebBridge and MetaFind**
*Also presented as O4*………………………………………..*Salon H/I*
**Coordinator/Presenter:** Jean-Marc Edwards, Assistant-Director, Systems, Concordia University Libraries

**http://www.innovativeusers.org/iug2004/programs/J1**

A presentation of a WebBridge and MetaFind implementation project at Concordia University Libraries in Montreal.

**J2  The Color of Money: Running Fiscal Close and Moving Financial Functions Into MilAcq**
*Also presented as A1*…………………………………………..*Salon C/D*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo

**http://www.innovativeusers.org/iug2004/programs/J2**

We knew it was going to happen...now it's here.  Many of the INNOPAC financial management functions are now in MilAcq or scheduled shortly in the future.  With this change, Fiscal close is no longer a telnet-only activity.  In this session, we will review financial management programs now available in Millennium and how they can be incorporated into the fiscal close.  In addition, this program will introduce users to the basic parameters of fiscal close (which do not change from telnet to Millennium) and setting up the new year.  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.

**J3  Using Perl to Automate and Customize Lists and Reports**
*Also presented as O7*…………………………………………..*Salon E*
**Coordinator/Presenter:** Don Zhou, Head, Technical Services, William Mitchell College of Law
**Presenter:** Stephen Wynn, Cataloger, Truman State University

**http://www.innovativeusers.org/iug2004/programs/J3**

Many of us create custom reports, new accessions lists and more using review files and Perl scripts. Perl scripts create valuable resources in a matter of minutes rather than hours. First part of this presentation demonstrates how you can make monthly new accessions list and integrate it with your WebOPAC in 15 minutes. But Perl scripts can do more. They can automate the entire process, from creating the review file to posting the converted webpage(s) to your web server. The second part of this presentation discusses several completely automated services and how they work. Some knowledge of Perl is assumed.

**J4    A New View of Subjects in INNOPAC/WebPAC: Recommendations of the Subject Analysis Committee**
……………………………………………………………......*Salon A/B*
**Coordinator/Presenter:** David Miller, Head of Technical Services, Levin Library, Curry College
**Presenter:** Mary Strouse, Associate Director & Head of Technical Services, Catholic University of America School of Law
    Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/J4**

The ALA/ALCTS Subject Analysis Committee has produced 'Recommendations for providing access to, display of, navigation within and among, and modifications of existing practice regarding subject reference structures in automated systems.' This is a best-practices document for librarians and vendors who wish to reexamine how their systems handle subject access. Innovative already fulfills some of the SAC recommendations, and coming developments will address others. There are still recommendations which Innovative either does not address, or could address more completely. The intent of this discussion is to form a core of IUG members to study these recommendations and produce a document for the IUG and Innovative.

**J5    Get Ready! Get Set! Electronic Reserves for Beginners**
……………………………………………………………*Suffolk*
**Coordinator/Presenter:** Donna Meeds, Electronic Reserves Coordinator, Portland Community College
**Presenter:** Moira Burke, Digital Services Coordinator, Portland Community College

**http://www.innovativeusers.org/iug2004/programs/J5**

Looking for a wildly popular service to offer your faculty and students? Join the academic libraries nationwide who have implemented **e**-reserves. Learn how to take those beginning steps, avoid pitfalls, and solve those annoying problems that always arise. In this session, presenters from Portland Community College will share their **e**-reserves story from initial implementation to submission of copyrighted materials. Discussion topics include the basics of using the **e**-reserves module, building templates, policies and procedures, training for library staff and faculty, copyright issues, and ways to sell your program college-wide. We'll share tips and tricks. Come with your questions.

**J6    Public Library Forum**
……………………………………………………………*Simmons*
**Coordinator/Presenter:** Pam Smith, Technical Services/Systems Librarian, Howe Library
**Presenter:** Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.
    Barbara Vance, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/J6**

The panelists will discuss product developments of particular interest to public librarians. Judy Humphreys, Library Services Manager for

Support Services at the Mountain View Public Library will do a presentation on a public library's experience with a largely academic INN-Reach system. There will also be time for discussion on topics of interest to the audience.

**J7    Requesting and Paging in a Reference Library**
……………………………………………………………*Vermont*
**Coordinator/Presenter:** Fran Hibbert, Library Systems Officer, The Wellcome Library
**Presenter:** Jette Nielsen, Assistant Librarian, The Wellcome Library

**http://www.innovativeusers.org/iug2004/programs/J7**

This presentation shares the experience of implementing online requesting and paging of items held in closed access stacks. How we tweaked Innopac to accommodate our mix of reference and borrowing patrons. Looking at:
   •    Circulation and OPAC parameters
   •    Reformatting the paging slip
   •    Automating paging slip printing
   •    Procedure changes and staff training
   •    Enhancements that we'd like III to consider for development
Potentially of interest to any library which has closed-access or remote holdings.

---

**Looking for Something to Read?**

**Check out the book swap table at the *Grand Ballroom Foyer*. Take a book or leave one for someone else to enjoy.**

---

**J8    Millennium Statistics**
*Also presented as D2, G8*…………………………………………*Salon F*
**Coordinator/Presenter:** Judith Clark, Customer Services Department, Training Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/J8**

An overview of the features and functions of Millennium Statistics.

**J9    Millennium Acquisitions Development Update**
……………………………………………………………*Salon G*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/J9**

What's new in Millennium Acquisitions in the Release after Millennium Silver and beyond.

**J10  Troubleshooting Your System Problems**
……………………………………………………………*Salon J/K*
**Coordinator/Presenter:** Steve Bade, Customer Services Department, Help Desk, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/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 Better, Faster, Easier: Using Style Sheets with the Web OPAC**
*Also presented as E8……………………………………………Wellesley*
**Coordinator/Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/J11**

The growing trend in web design and in the Web OPAC is the separation of presentation from structure and behavior. Learn how you can improve the look & feel of your catalog while putting in LESS time working on it. This session has both an introduction for beginners and useful Web OPAC details for advanced users of CSS (cascading style sheets).

---

**Afternoon Ice Cream Break – 2:30-3:00 p.m.**
**Sponsored by Unique Management Services**
*……………..Atrium Lounge (3rd) & Grand Ballroom Foyer (4th)*

---

# Sunday, April 4    Session K 3:00 – 4:00 p.m.

**K1 Playing with "Matches": Using Regular Expressions to Light Up Create Lists**
*Also presented as M1……………………………………………Salon E*
**Coordinator/Presenter:** Richard V. Jackson, Catalog Librarian / Database Manager, Huntington Library

**http://www.innovativeusers.org/iug2004/programs/K1**

Create Lists is more powerful than you thought. Using "matches," you can bring the power of regular expressions to your searches. This underutilized and sophisticated tool can find patterns of data that cannot be isolated any other way. This presentation will explain regular expression syntax and provide numerous practical examples. The focus will be on database maintenance, but applications to other functions will also be demonstrated. This program is primarily for those who are familiar with Create Lists but have little or no knowledge of regular expressions. Those who know regular expressions from areas outside of Innovative may also benefit.

**K2 Circulation Forum – Checkout, Checkin, Holds, Recalls, Claim Returns, In Transit**
*……………………………………………………………………Salon H/I*
**Coordinator/Presenter:** Nancy Helmick, INNOPAC System Manager, The Ohio State University Libraries
**Presenter:** Carol Brigham, Librarian II, Temple University Libraries
Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.
Barbara Vance, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K2**

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.

**K3 Load Profile Training Update and Forum**
*……………………………………………………………………Salon A/B*
**Coordinator/Presenter:** Cheryl Gowing, ILS System Coordinator, University of Miami
**Presenter:** Patrick Chu, Customer Services Department, Help Desk Manager, Innovative Interfaces, Inc.
Virginia Lyons, Director, Implementation Service, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K3**

An open forum designed primarily for those who have taken III's Load Profile Training workshop, although discussions may interest those considering taking the workshop. Audience will draw from across all library types. Coordinator will partner with the III staff person who normally provides the Load Profile Training. Forum topics may include new developments in III's load profile functions; tips and tricks from users; Q&A regarding the use of specific profile functions/expressions.

**K4 Getting the Most from MetaFind**
*……………………………………………………………………Simmons*
**Coordinator/Presenter:** Gail Herrera, Interim Assistant Dean for Technical Services & Automation, University of Mississippi Libraries
**Presenter:** Laurie Davidson, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K4**

University of Mississippi Libraries went live with MetaFind, a cross-database searching tool, in March of 2003. This session will discuss the process of going live with MetaFind, including the decision-making process, training, usage, and user interface issues. Specifically, we will talk about DBlist values, pass through searching, and the placement of search boxes across the library's website.

**K5 Inventory Tips and Tricks**
*……………………………………………………………………Suffolk*
**Coordinator/Presenter:** Karen Perone, Systems Coordinator, Rodman Public Library

**http://www.innovativeusers.org/iug2004/programs/K5**

This program offers tips and tricks to help avoid the traps that the inventory module may throw at you preventing you from successfully completing the project. It updates the presenter's earlier IUG program with new insights from Rodman Library's recently completed full inventory of four branches. The program deals only with INNOPAC inventory software and procedures and not hardware.

**K6 Regional Users Group Roundtable**
*……………………………………………………………………Vermont*
**Coordinator/Presenter:** John Culshaw, Faculty Director for Systems, University of Colorado at Boulder

**http://www.innovativeusers.org/iug2004/programs/K6**

This roundtable session is for regional user group leaders, planners, and organizers to get together and talk about concerns and issues they have faced with their organizations. This session is intended to provide a time to discuss and brainstorm ideas, issues, and problems such as organizational concerns, distance, target audiences, maintaining momentum, relationship with the national IUG, and the like.

**K7 Acquisitions and Cataloging Combined: Using Vendor Services and OCLC PromptCat**
………………………………………………………………*Salon C/D*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo
**Presenter:** Leah Black, Head of Current Processing, Michigan State University

**http://www.innovativeusers.org/iug2004/programs/K7**

As often is the case, the implementation of new products and services can provide opportunities for libraries to introduce new workflow and efficiencies. In 2002, the University of Toledo implemented OCLC PromptCat with YBP's Gobilink, essentially merging monographic acquisitions, cataloging and processing into a single workflow. Through the addition of this service, Toledo saw less redundancy in the catalog, improved processing time, and improved access by the patrons. At Michigan State University, monographs ordered through YBP's GOBI services are received shelf-ready through OCLC's PromptCat service, providing enhanced processing efficiency for half of the library's monographs orders. The presenters will be discussing the opportunities and challenges for establishing these types of workflows in the library.

**K8 Systems Administration on a Mature System**
………………………………………………………………*Salon F*
**Coordinator/Presenter:** Georgia Fujikawa, Library Training Consultant, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K8**

Once you've had your Innovative system for a period of time, you sometimes wonder if you're making best use of it's power and of the new tools introduced with each new Release. This session will look into these issues.

**K9 Tips & Tricks for Efficiency in Millennium Serials**
*Also presented as B2, G9*………………………………………*Salon G*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K9**

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.

**K10 Financial Report Overview**
………………………………………………………………*Salon J/K*
**Coordinator/Presenter:** Dana Kemp, Library Training Consultant, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K10**

A complete overview of the financial reports available with Millennium Acquisitions. Topics covered will include why some reports should be archived, which report to use for specific situations, and which reports contain information not available elsewhere. Reports covered will include Posting reports, Fund Activity reports, Financial reports (from Hierarchies), Web Management Fund reports, and information available in order records, vendor records and statistical reports.

**K11 Associate Libraries – the In's and Out's**
………………………………………………………………*Wellesley*
**Coordinator/Presenter:** Mary Chevreau, Director, North American Customer Sales, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/K11**

What does it mean to add an Associate library to your Millennium system? What does it mean to be an Associate library on another Millennium system? A look at merged systems from a managerial perspective.

## Sunday, April 4    Session L 4:30 – 5:30 p.m.

**L1 FRBR: The Future of the Library Catalog**
*Also presented as G1*…………………………………………*Salon E*
**Coordinator/Presenter:** Mary Wu, Cataloging/Database Management Librarian, Roger Williams University
**Presenter:** Martha Rice Sanders, Providence College
Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L1**

Since the emergence of FRBR (Functional Requirements for Bibliographic Records) in 1998, cataloging experts as well as library system developers across the world have conducted numerous extensive researches in respect to the implementation of the FRBR model to bibliographic control and cataloging practices. Because widespread adoption of FRBR will produce major changes to bibliographic databases, OCLC is conducting four projects to test the feasibility of FRBR structure in a large catalog database. In addition, a commercially available FRBRized ILS system has been released by VTLS, Inc. Can FRBR ultimately resolve issues confronting the cataloging community, and therefore be adopted as an applicable model worldwide? This presentation will introduce the FRBR conceptual model and demonstrate how FRBRized OPAC can provide simple searches that return structured results for users. It is hoped that the presentation will inspire more discussion among Innovative Users Group.

**L2 Circulation Forum – Circ Notices, Report Collection, Reserves, Financial Functions**
………………………………………………………………*Salon A/B*
**Coordinator/Presenter:** Nancy Helmick, INNOPAC System Manager, The Ohio State University Libraries
**Presenter:** Carol Brigham, Librarian II, Temple University Libraries
Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.
Barbara Vance, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L2**

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.

**L3  Creative Create Lists for Booklists and More...**
*Also presented as B1, E1…………………………………………...Suffolk*
**Coordinator/Presenter:** Elizabeth Thomsen, Member Services
  Manager, NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/L3**

Using Create Lists to create lists of books for staff and the public, for
reference, children's services, reader's advisory services, and
collection management.  The program will focus exclusively on bib
and item records, and will include many sample searches.  This
program will include some of the material from my programs at the
last two IUGs, but with a focus on just the search strategies and data,
giving me time to expand on these topics.  The more technical
aspects of my previous programs (using Expect scripts to create
review file and Perl scripts to create booklists linked to the catalog)
will be covered in a separate program.

**L4  Next-Generation E-Journal Management: New Tools for
  One-Stop Shopping and Seamless Linking**
*Also presented as H2…………………………………………Salon H/I*
**Coordinator/Presenter:** Janet Crum, Head, Library Systems &
  Cataloging, Oregon Health & Science University
**Presenter:** Marda Johnson, Team Leader, University of Arizona
  Technical Services and Archival Processing

**http://www.innovativeusers.org/iug2004/programs/L4**

In this session, we will describe how Innovative's Electronic
Resources Management and WebBridge modules are allowing us to
move from practices that are labor-intensive for both patrons and
staff to a streamlined environment that greatly simplifies access to
electronic full text.  After a brief overview of our old, pre-ERM
methods, we will discuss our implementation of the new tools,
including: 1) end-user interface to print and electronic journal
holdings via Web OPAC and WebBridge; 2) managing electronic
holdings data from Serials Solutions and other sources; 3) managing
licensing information; and 4) issues and problems encountered in
implementation.

**L5  Using the Rewrite Proxy Server and Multiple IP Product**
*…………………………………………………………………...Salon C/D*
**Coordinator/Presenter:** Gillian D. Ellern, Systems Librarian,
  Western Carolina University
**Presenter:** Dan Pfohl, Associate University Librarian for Computing
  Services, Randall Library, UNC Wilmington

**http://www.innovativeusers.org/iug2004/programs/L5**

Universal access to licensed resources is problematic at best.  The
rewrite proxy server and multiple IP product provide solutions to
many of these problems.  The presenters will discuss what the
problems are and how the various iterations of WAM have addressed
them.  They will explain in detail the procedures for setting these
products up, how each implemented them, issues of management and
maintenance of the products, and outstanding problems.

**L6  Acquisitions Forum**
*……………………………………………………………………...Simmons*
**Coordinator/Presenter:** Sandra Klein, Associate Librarian for
  Acquisitions & Collection Development, Notre Dame Law
  School
  Corey Seeman, Assistant Dean for Resource & Systems
  Management, University of Toledo
**Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L6**

An open forum for users of the Acquisitions module with both telnet
and MilAcq.  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 or to Klein.26@nd.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.

**L7  The National Institutes of Health Library WebOPAC
  Redesign and Customization**
*…………………………………………………………………….....Vermont*
**Coordinator/Presenter:** Rosalie H. Stroman, Chief, Collection
  Management and Delivery Branch, National Institutes of Health
  Library (Division of Library Services, Office of Research
  Services, National Institutes of Health)
**Presenter:** Joan M. Daghita, Biomedical Librarian, National
  Institutes of Health Library
  Mary Pham, Information Technology Specialist, National
  Institutes of Health Library
  Barbara Brandys, Technical Information Specialist, National
  Institutes of Health Library

**http://www.innovativeusers.org/iug2004/programs/L7**

This presentation will describe the experience of the National
Institutes of Health (NIH) Library in redesigning its Web OPAC as
well as its entire web site.  Recognizing that the website needed
enhancements, a redesign project was launched in 2002.  Usability
studies were conducted to identify problem areas of the website, the
old Web OPAC design, and to measure user needs.  By addressing
customer issues identified through these studies, the Library was able
to gain a better understanding of users' expectations and developed a
much improved design.  The look of the web site before and after the
redesign will be shown.

**L8  The Five Top Technology Trends**
*Also presented as G10…………………………………………...Salon F*
**Coordinator/Presenter:** Doug Randall, Technology Product
  Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L8**

How will existing and emerging technology trends affect you and
your library.

**L9  Using Statistics to Drive Management Planning**
*Also presented as O9…………………………………………...Salon G*
**Coordinator/Presenter:** Mary Chevreau, Director, North American
  Customer Sales, Innovative Interfaces, Inc.
**Presenter:** Virginia Lyons, Director, Implementation Service,
  Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L9**

This presentation will identify patterns in statistics to drive budget
and management planning.

**L10 My Millennium: News and the Introduction of E-Commerce**
*…………………………………………………………………......Salon J/K*
**Coordinator/Presenter:** Dinah Sanders, Product Manager,
  Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L10**

An in-depth look at My Millennium functionality and a strategic look
at how this Web OPAC offering can be used at your library.  This

discussion will include the new E-Commerce development that uses retail tools to add convenience for patrons and staff.

**L11 Institutional Repositories: Meeting the Challenge**
……………………………………………*Wellesley*
**Coordinator/Presenter:** Laurie Davidson, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/L11**

The primary purpose of an institutional repository is to capture, store, index, preserve, and redistribute the intellectual output of a university's research faculty and students. Come and hear about pending development in this exciting new area.

---

# International Users Reception
Sunday, 5:30 – 7:00 p.m.

### *Bello Mondo*

### *By Invitation*

### *Hosted by Innovative Interfaces, Inc.*

---

# Main Conference
## Monday, April 5

---

## Special Services

**Birds of a Feather Rooms**        9:00 – 5:30 p.m.
…………………………………………*Hyannis, Nantucket*

**Job Placement Room**        8:00 – 3:30 p.m.
…………………………………………*Boston College*

**Innovative Area**        8:00 – 3:30 p.m.
…………………………………………………*Regis*
Includes:        **25th Anniversary Exhibit**
                **Demo Room**
                **Help Desk Annex**

**Exhibit Hall**        8:00 – 3:00 p.m.
…………………………………………*Atrium Lounge*

**E-Mail/Internet Rooms**   7:30 – 3:00 p.m.
…………………………………………*Vineyard/Yarmouth*

---

**Early Bird Live Demonstration 7:30 – 8:15 a.m.**
……………………………………………*Salon F*

*Millennium Acquisitions* with Ted Fons, Product Manager, Innovative Interfaces, Inc.

---

## Monday, April 5    Session M 9:00 – 10:00 a.m.

---

**M1  Playing with "Matches": Using Regular Expressions to Light Up Create Lists**
*Also presented as K1……………………………………….Salon E*
**Coordinator/Presenter:** Richard V. Jackson, Catalog Librarian / Database Manager, Huntington Library

**http://www.innovativeusers.org/iug2004/programs/M1**

Create Lists is more powerful than you thought. Using "matches," you can bring the power of regular expressions to your searches. This underutilized and sophisticated tool can find patterns of data that cannot be isolated any other way. This presentation will explain regular expression syntax and provide numerous practical examples. The focus will be on database maintenance, but applications to other functions will also be demonstrated. This program is primarily for those who are familiar with Create Lists but have little or no knowledge of regular expressions. Those who know regular expressions from areas outside of Innovative may also benefit.

**M2  So Many Trainees, so Little Time: Building Customized Online Training Tools for Your Millennium System**

*Also presented as C3, G3…………………………………………Salon H/I*

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

**Presenter:** Holley Long, Systems Librarian for Digital Initiatives, University of Colorado at Boulder

**http://www.innovativeusers.org/iug2004/programs/M2**

Most libraries are challenged with keeping staff up-to-date on many constantly changing systems.  This session will highlight a variety of software tools that can optimize Millennium staff training.  The presenters will discuss the advantages and disadvantages of using three different web presentation tools (Microsoft PowerPoint, Macromedia Flash, and Qarbon ViewletBuilder) to build interactive, online training modules.  These tools can even assist in the development of self-paced training modules.  A variety of sample Millennium training tools will be demonstrated.  To put all of this in context, the session will review some of the current literature in e-learning and instructional design.

**M3  Full Journal Access Through the OPAC**

*Also presented as E3…………………………………………Salon A/B*

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

**Presenter:** Mike Showlater, Product Manager MARC Records, Serials Solutions, Inc.
Mark Braden, Catalog Librarian, Occidental College

**http://www.innovativeusers.org/iug2004/programs/M3**

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, loading, and use of the Serial Solution MARC records in a variety of library settings, as well as issues involved in converting from a single to separate record approach for electronic journals.  This program is applicable to all library types and experience levels.

**M4  Strategies for Recovering Data  OR  Ooops … What Do We Do Now?**

*Also presented as H6…………………………………………Suffolk*

**Coordinator/Presenter:** Paul Hamilton, Integrated Library Systems Administrator, University of Western Ontario

**Presenter:** Karen Marshall, Director, Library Technical Services, University of Western Ontario

**http://www.innovativeusers.org/iug2004/programs/M4**

As a library manager, what would you do if something goes terribly wrong, leaving you with a choice of redoing days worth of work or restoring from your last backup?  What can you save?  What will be lost?  Statistics show that many of us will be faced with this dilemma.  Our session discusses this heart-stopping experience and how we managed our way through the process of returning to our backup, what we did right and what we would do differently the next time.  Bring your experiences so we can share what works well and what we should all avoid.

**M5  Electronic Resources Management: From Development to Implementation**

*Also presented as F2…………………………………………Simmons*

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

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

**http://www.innovativeusers.org/iug2004/programs/M5**

This program will provide an introduction to the new Electronic Resource Management module (ERM) which manages licensing, business, and terms of use details for staff and patrons.  Since May 2002, Innovative has conducted a development project and beta testing for ERM, which includes thirteen libraries and more scheduled to begin in spring 2004.  We will talk about the development process, describe some new features and functionality, provide hints for implementation, including possible field values, tips on setting up some of the new functions, and example records and uses.

**M6  Printing Outside the Box: Handling Your Special Printing Needs**

*Also presented as I4…………………………………………Salon C/D*

**Coordinator/Presenter:** Joe Reimers, Technology Support Assistant, Notre Dame Kresge Law Library

**Presenter:** Bob Rasmussen, Rasmussen Software, Inc.

**http://www.innovativeusers.org/iug2004/programs/M6**

This program is essentially a how-to for printing issues when your needs don't match what the Millennium server can handle.  The specific case study will investigate how the Notre Dame Law Library handles batch-printing of serials labels from within Millennium Serials using a third-party print handler (Anzio's Print Wizard, in this case).  This session is intended as a starting point for institutions wishing to address unique printing issues relating to both the character-based and Millennium clients, and is applicable across all modules.  This session is more geared toward those who handle printer setup than end users.

**M7  Circulation and the Truth About Customer Service**

*Also presented as D1…………………………………………Vermont*

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

**Presenter:** Shannon Howard, Access Services Supervisor, Regent University Law Library

**http://www.innovativeusers.org/iug2004/programs/M7**

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 presenters will also demonstrate how Millennium has improved customer service at Regent University, and suggest system improvements.

**M8  Next Release Development Update**

*Also presented as H9…………………………………………Salon F*

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

**http://www.innovativeusers.org/iug2004/programs/M8**

Millennium Silver will be in general release very soon . What's coming next?

## M9  Millennium Cataloging Development Update
*Also presented as F8……………………………………………….Salon G*
**Coordinator/Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/M9**

Starting with Millennium Silver, most users will be able to use Millennium Cataloging exclusively as their cataloging client. Included are Authority control (including Headings Reports), more robust Z39.50 searching (including overlaying records), batch loading and exporting of records, and much more!  A preview of the next major release will also be presented.

## M10  WebBridge Development Update
*…………………………………………………………………….Salon J/K*
**Coordinator/Presenter:** Laurie Davidson, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/M10**

What's new in WebBridge – a discussion of what decisions are necessary to implement this program and suggestions on how to roll this out to staff and patrons.

## M11  INN-Reach Basics
*…………………………………………………………………….Wellesley*
**Coordinator/Presenter:** Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.
**Presenter:** Tim Auger, Manager, Union Database Services, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/M11**

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.

---

**Morning Break – 10:00-10:30 a.m.**
**Sponsored by Swets Information Services**
*……………Atrium Lounge (3rd) & Grand Ballroom Foyer (4th)*

---

## Monday, April 5    Session N 10:30 – 11:30 a.m.

## N1  Enhancing Create Lists with Expect and Perl
*Also presented as G2……………………………………….Salon E*
**Coordinator/Presenter:** Martha Driscoll, Systems Manager, NOBLE, North of Boston Library Exchange
**http://www.innovativeusers.org/iug2004/programs/N1**

Create Lists is a powerful tool, but it becomes even more useful when review files can be created automatically during off hours.  Also, the output capabilities require that you look at other programs to manipulate review file data.  This session will cover ways to automatically run review files using scripting programs such as Expect.  It will also cover ways to format the output into webpages using Perl.  Although this session cannot teach Perl, the basics of what it is, how you get it, and why it is so useful will be explained.

## N2  Acquisitions Data for Collection Development
*Also presented as H1…………………………………………….Salon H/I*
**Coordinator/Presenter:** Paul Orkiszewski,  Appalachian State University
**Presenter:** Dana Kemp, Library Training Consultant, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N2**

A program for acquisitions and collection development librarians on gathering statistical information to support collection development and management. The session will cover the use of the pre-packaged reports as well as exporting and manipulating data in third party applications such as Excel.

## N3  Public Library Consortium Forum
*………………………………………………………………………......Salon A/B*
**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://www.innovativeusers.org/iug2004/programs/N3**

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

## N4  Reaching Your Goal for 3M Self Check, or How 85% Became My Favorite Number
*………………………………………………………………………….Simmons*
**Coordinator/Presenter:** Jeanne LoFranco, Head of Access Services, San Jose Public Library

**http://www.innovativeusers.org/iug2004/programs/N4**

San Jose Public Library System and the merged King Library (San Jose Public Library and San Jose State University) believe that 85% of circulation can be accomplished on 3M Self-checks. What does it take to accomplish this?  It is far more than placing a machine in a prominent place. The San Jose Libraries currently have 46 machines through out the system, but reached the 85% goal in some branches with as few as two machines. Learn how Innovative and an innovative San Jose staff were able to accomplish this goal.

## N5  Service Issues Forum
*………………………………………………………………………….Suffolk*
**Coordinator/Presenter:** Karen Johnson, Director of Library Systems, University of San Francisco
**Presenter:** Monica Ertel, Director, Customer Services Department, Innovative Interfaces, Inc.
Sandy Westall, Vice President, Library Service, Innovative Interfaces, Inc.
Virginia Lyons, Director, Implementation Service, Innovative Interfaces, Inc.
Tim Auger, Manager, Union Database Services, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N5**

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.

**N6  Breaking the Sophomore Jinx: Electronic Reserves: Issues and Opportunities in a Module's 2nd Year on Campus**
*…………………………………………………………………………..Salon C/D*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo
**Presenter:** Gail Bonath, Associate Librarian of the College, Grinnell College Libraries

**http://www.innovativeusers.org/iug2004/programs/N6**

A sequel to last years session entitled "Electronic Reserves: Implementation Issues and Opportunities", the presenters are back to talk about the second year of going live and what that entails for a module like Electronic Reserves.  While implementing new products in a library can generate additional questions and problems besides those related to using the software, the successful use of the software may only manifest itself during the second year of its use.  In this session, the presenters will discuss the continued issues faced by two libraries (Grinnell College and the University of Toledo) in implementing and growing the use of this software.  The speakers will discuss Copyright issues, campus communication, assessment issues, connecting with visiting and part-time faculty, and the ongoing work of fine tuning the user and staff documentation.  They will also speak about expanding the services to the campus, especially in light of reduced money for photocopying.

**N7  OCLC PromptCat Users Forum**
*…………………………………………………………………………..Vermont*
**Coordinator/Presenter:** Richard R. Guajardo, Head, Cataloging and Electronic Access Department, University of Houston
**Presenter:** Robin Buser, PromptCat Library Liaison, OCLC

**http://www.innovativeusers.org/iug2004/programs/N7**

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.

**N8  Millennium Workflows: A Modern Approach to Tech Services Workflow**
*Also presented as I9…………………………………………………..Salon F*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative Interfaces, Inc.
**Presenter:** Claudia Conrad, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N8**

A dual-module look at the tools available in Millennium Acqustions and Cataloging that allow the library to establish an efficient Tech Services workflow.

**N9  System Changes: What Innovative Can Do to Fine Tune Your Millennium System**
*Also presented as F10………………………………………………..Salon G*
**Coordinator/Presenter:** Judith Clark, Customer Services Department, Training Coordinator, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N9**

This session will be an overview of the settings that can be customized on your system, but that are changes that need to be made by Innovative staff.

**N10  MetaFind Development Update**
*…………………………………………………………………………..Salon J/K*
**Coordinator/Presenter:** Laurie Davidson, Product Manager, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N10**

Federated searching is an expected part of the library system now.  MetaFind will open your electronic resources up to increased use and access.

**N11  A Tour Through the Documentation**
*Also presented as A2………………………………………………..Wellesley*
**Coordinator/Presenter:** Sergey Obolonsky, Library Training Consultant, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/N11**

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.

## Monday, April 5    Session O 1:30 – 2:30 p.m.

**O1  Staff Training and Millennium: How to Implement a Program**
*Also presented as F1…………………………………………………..Salon H/I*
**Coordinator/Presenter:** Sheila Corman, Head of Cataloging / Reference Librarian, San Diego County Public Law Library

**http://www.innovativeusers.org/iug2004/programs/O1**

Ongoing staff training is one of the most important areas in making the Innovative system work efficiently at your library. We have designed various formats for our staff. These include both group presentations and individualized instruction. In addition, we have reference materials and procedures available via our intranet. This presentation consists of examples of what we have done, how it has worked and how setting up systematic training can benefit any library. Appropriate for all users.

**O2  Enhancements General Update Forum**
*Also presented as G4…………………………………………………..Salon E*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for Resource & Systems Management, University of Toledo
**Presenter:** Mieko Yamaguchi, Technical Services Manager/System Coordinator, University of Wales Bangor
Betsy Graham, Vice President, Product Management, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/O2**

The IUG enhancements process was changed during the current cycle to provide greater flexibility for members to suggest enhancements for the INNOPAC/Millennium system. The new process includes flexible categories that can allow for a greater number of enhancements for more commonly used modules (Webpac) and Functional Expert teams to ensure that the needs of the different libraries that use the software will be met. In this session, we will provide a general overview of the IUG enhancements process, including how Innovative handles our requests.

**O3  Into the Wild Inventory with PDA**
*Also presented as I6……………………………………………….Salon A/B*
**Coordinator/Presenter:** Dennis G. Van Arsdale, Technical Services
Librarian, Boreham Library, UA Fort Smith
**Presenter:** Edith Sirianni, Collection Development Librarian, Bergen
Community College
Gloria Delfico, Bergen Community College

**http://www.innovativeusers.org/iug2004/programs/O3**

Two different approaches to using handheld computers for inventory.
Bergen Community College's approach: custom programming.
UAFS' approach: stock shareware and III Inventory software.
Includes technical details of both methods and confronting sketchy
documentation, Windows XP, and in-house barcode label creation.

**O4  Implementing OpenURL and Cross-Database Searching
    Using WebBridge and MetaFind**
*Also presented as J1…………………………………………………..Suffolk*
**Coordinator/Presenter:** Jean-Marc Edwards, Assistant-Director,
Systems, Concordia University Libraries

**http://www.innovativeusers.org/iug2004/programs/O4**

A presentation of a WebBridge and MetaFind implementation project
at Concordia University Libraries in Montreal.

**O5  Integrating Digital and Traditional Libraries – the Role of
    the XML Harvester**
*Also presented as G6……………………………………………...Simmons*
**Coordinator/Presenter:** Arlene Hanerfeld, Associate University
Librarian for Technical & Collection Services, Randall Library,
UNC Wilmington
**Presenter:** Sue Cody, Associate University Librarian for Public
Services, Randall Library, UNC Wilmington
Dan Pfohl, Associate University Librarian for Computing
Services, Randall Library, UNC Wilmington

**http://www.innovativeusers.org/iug2004/programs/O5**

This presentation will report on a research project to integrate a
digital library with a traditional research library catalog.  The
iLumina Digital Library, a collection of over 1,600 undergraduate
teaching materials for science and mathematics, is one of 18 featured
collections that comprise the National Science, Technology,
Engineering, and Mathematics Education Digital Library,
http://www.nsdl.org.  Library researchers are working with the
biology, chemistry, computer science, and mathematics faculty who
created iLumina to develop a model for migrating and sustaining the
resources in the Randall Library catalog.  This program will focus on
converting the iLumina metadata to MARC format with Innovative's
XML Harvester and the dynamics involved in working on a team of
librarians and scientists.

**O6  Systems Forum**
*……………………………………………………………………..Salon C/D*
**Coordinator/Presenter:** Matthew Ciszek, Systems Librarian,
Golden Gate University
**Presenter:** Monica Ertel, Director, Customer Services Department,
Innovative Interfaces, Inc.
Julie Kim, Customer Services Department, Help Desk Manager,
Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/O6**

Join others interested in an open forum to discuss system
administration issues.  This forum will focus on issues such as
backups, login and authorization setup, network access control,

system options, and other administration tasks.  There will be an
opportunity to ask questions and get input from other system
administrators as well as from Innovative staff.

**O7  Using Perl to Automate and Customize Lists and Reports**
*Also presented as J3………………………………………………….Vermont*
**Coordinator/Presenter:** Don Zhou, Head, Technical Services,
William Mitchell College of Law
**Presenter:** Stephen Wynn, Cataloger, Truman State University

**http://www.innovativeusers.org/iug2004/programs/O7**

Many of us create custom reports, new accessions lists and more
using review files and Perl scripts.  Perl scripts create valuable
resources in a matter of minutes rather than hours.  First part of this
presentation demonstrates how you can make monthly new
accessions list and integrate it with your WebOPAC in 15 minutes.
But Perl scripts can do more.  They can automate the entire process,
from creating the review file to posting the converted webpage(s) to
your web server.  The second part of this presentation discusses
several completely automated services and how they work.  Some
knowledge of Perl is assumed.

**O8  Electronic Resource Management Development Update**
*…………………………………………………………………………Salon F*
**Coordinator/Presenter:** Ted Fons, Product Manager, Innovative
Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/O8**

A review of the origin, development and uses of Electronic Resource
Management.  Focusing on the real-world needs of libraries in
managing their electronic resources.  This presentation explores the
solutions that Electronic Resource Management provides to the
library's problems of acquiring, reporting, troubleshooting and
providing access to electronic resources.

**O9  Using Statistics to Drive Management Planning**
*Also presented as L9…………………………………………..Salon G*
**Coordinator/Presenter:** Mary Chevreau, Director, North American
Customer Sales
**Presenter:** Virginia Lyons, Director, Implementation Service,
Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/O9**

This presentation will identify patterns in statistics to drive budget
and management planning.

**O10 Wireless Solutions**
*…………………………………………………………………….Salon J/K*
**Coordinator/Presenter:** Barbara Vance, Product Manager,
Innovative Interfaces, Inc.
**Presenter:** Dinah Sanders, Product Manager, Innovative Interfaces,
Inc.

**http://www.innovativeusers.org/iug2004/programs/O10**

Don't bring the stacks back to the office - go to the stacks!  Search
your catalog with AirPAC or perform in-house counts, inventory, and
rapid update in real time, using a PDA with the Wireless
Workstation.

**O11   INN-Reach Advanced**
……………………………………………………………………*Wellesley*
**Coordinator/Presenter:** Sandy Westall, Vice President, Library
Service, Innovative Interfaces, Inc.
**Presenter:** Tim Auger, Manager, Union Database Services,
Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/O11**

A more advanced look at the workings of an INN-Reach system.

---

**Afternoon Break – 2:30-3:00 p.m.**
……………..*Atrium Lounge (3rd) & Grand Ballroom Foyer (4th)*

---

## Monday, April 5      Session P 3:00 – 4:00 p.m.

**P1   Knowing Where They're Going: Counting Field 856 Click-
Throughs in the OPAC**
*Also presented as E2…………………………………………….Salon H/I*
**Coordinator/Presenter:** Christopher C. Brown, Government
Documents / Reference Librarian, University of Denver,
Penrose Library

**http://www.innovativeusers.org/iug2004/programs/P1**

Do you want to keep statistics on which hyperlinks are actually
visited in your OPAC? The University of Denver is now able to track
every click-through for over 65,000 government document URLs.
See the project described, how a Cold Fusion database was
implemented, and how Microsoft Access is used to create meaningful
statistical reports. The Cold Fusion source code will be given away to
all attendees.

**P2   Reports from Create Lists Using Reportster, the Microsoft
Access Report Maker**
*Also presented as I2………………………………………….….Salon E*
**Coordinator/Presenter:** Michele Morgan, Technical Assistant,
NOBLE, North of Boston Library Exchange

**http://www.innovativeusers.org/iug2004/programs/P2**

The Reportster is a Microsoft Access utility that turns exported data
from Create Lists into preformatted reports. No knowledge of
Access is required. Simple report formats include booklist, shelflist,
and weeding list reports. Other reports feature barcodes to easily
retrieve records in the system, calculations of circulation totals
grouped by title, circulation of course reserve items by professor and
course, and patrons with items checked out and money owed. Using
the Reportster and an introduction to Access skills necessary to
further customize the reports will be covered. Reportster is available
for download at the NOBLE Swapshop
*(http://www.noblenet.org/swapshop).*

**P3   Managing Holds in Busy Public Libraries**
*Also presented as G5……………………………………………..…..Suffolk*
**Coordinator/Presenter:** Carol Gyger, Systems Administrator, Fort
Collins Public Library
**Presenter:** Sheryl VanderWagen, System Librarian, Lakeland
Library Cooperative
Georgia Fujikawa, Library Training Consultant, Innovative
Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P3**

With the volume of holds increasing and expectations of customers
pushing us to the limits, we have found ways to streamline the holds
process. If you are part of a consortium, or even a single branch
library, learn how to make the system work for you to improve
customer satisfaction and increase turnaround. See an overview of
system features for patron placed holds, self-help holdshelves, e-mail
holds notification, create lists of stale holds, consortium settings for
regional holds, pickup anywhere, book cart feature. In this world of
shopping online, help your staff get on board with this great customer
service.

**P4   Batch Loading Electronic Journals Metadata with
Electronic Resources Management (ERM)**
*Also presented as E4………………………………………….....Salon C/D*
**Coordinator/Presenter:** Paoshan W. Yue, Electronic Resources
Access Librarian, University of Nevada, Reno Libraries
**Presenter:** Craig A. Summerhill, Applications Development
Librarian, University of Nevada, Reno Libraries
Mark H. Kibbey, Head, Integrated Library Systems, University
of Washington

**http://www.innovativeusers.org/iug2004/programs/P4**

The E-holdings load function provides a way to globally create and
update e-journals holdings and URLs for sites using the new ERM
module. It can be used alone or with other III tools for creating and
maintaining the links that turn hundreds or thousands of separate
titles into a single managed collection. The program will include a
brief review of the link structure used by ERM, two libraries'
experiences of using the ERM loader/other tools to build and
maintain a collection, exporting e-journals metadata to other
interfaces, and issues of system integration. Primary focus will be on
all steps of the E-holdings load in ERM.

**P5   IUG Clearinghouse**
*Also presented as H4………………………………………….Salon A/B*
**Coordinator/Presenter:** Corey Seeman, Assistant Dean for
Resource & Systems Management, University of Toledo
**Presenter:** Derrick Bulger, Systems, University of Ottawa
Kriss Ostrom, Department Head, Circulation & Information
Services, Michigan State University
Dennis G. Van Arsdale, Technical Services Librarian, Boreham
Library, UA Fort Smith
Michael VanHouten, Assistant Director, Albion College

**http://www.innovativeusers.org/iug2004/programs/P5**

This session is to describe the new IUG Clearinghouse of scripts,
forms, web pages, system codes, training manuals, tutorials, etc. that
was developed by a group of IUG volunteers starting in September
2003. This will be an IUG member-driven and IUG member-
supplied supplement to CSDirect that will include the solutions,
forms, procedures, etc. that the users have created and are willing to
share with others (similar to the NOBLE Swapshop). We will
provide a progress report about what has been done to date, what we
expect the Clearinghouse to provide and how we intend to manage it
so it remains a useful and viable resource. Members of the
committee that formed the Clearinghouse will be co-presenting this
session.

**P6   Customizing Search Forms Using Javascript**
*Also presented as F4……………………………………………..Simmons*
**Coordinator/Presenter:** David Fuller, Systems Librarian, Union
   College

**http://www.innovativeusers.org/iug2004/programs/P6**

Union College has customized a Millennium search form to retrieve
student theses.  The form utilizes javascript in order to prepare the
query for submission against the keyword index.  This strategy may
be useful for other sites that have a particular collection or class of
items "buried" in their catalog.  Options for customizing the search
forms will also be examined in a more general way.

**P7   Millennium Interlibrary Loan and OCLC at the Grinnell
      College Libraries**
*……………………………………………………………………..Vermont*
**Coordinator/Presenter:** Gail J. Bonath, Associate Librarian of the
   College, Grinnell College Libraries
**Presenter:** Dana Kemp, Library Training Consultant, Innovative
   Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P7**

Grinnell College Libraries began using INNOPAC for Interlibrary
Loan before the interlibrary loan module even existed. We have
advanced through the various iterations of the system and currently
use Millennium ILL along with OCLC. This presentation will be an
introduction to the interlibrary loan module explaining the workflow
and decisions made in a small liberal arts college library which
borrows 6500 items each year and loans 3000 items.

**P8   Millennium Circulation Development Update**
*Also presented as F9…………………………………………….Salon F*
**Coordinator/Presenter:** Barbara Vance, Product Manager,
   Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P8**

There are many new features and products in Millennium Circulation
for the Release after Millennium Silver.  This program will highlight
new development, including Material Bookings, Notice changes and
different types of Mobile Collection.

**P9   Authority Control Using Millennium**
*Also presented as C1…………………………………………….Salon G*
**Coordinator/Presenter:** Claudia Conrad, Product Manager,
   Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P9**

The Millennium system offers powerful authority control tools.  This
session will cover authority control in an in depth look.

**P10  Enterprise Solutions:  LDAP, Shibboleth, WebCT and
      Blackboard**
*………………………………………………………………….Salon J/K*
**Coordinator/Presenter:** Laurie Davidson, Product Manager,
   Innovative Interfaces, Inc.
**Presenter:** Chick Markley, VP, Chief Product Architect, Innovative
   Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P10**

Millennium integration with third-party solutions is of growing
interest.  This session will discuss work on several fronts.

**P11 Building a Business Case for Web Site Upgrades**
*……………………………………………………………………Wellesley*
**Coordinator/Presenter:** Virginia Lyons, Director, Implementation
   Service, Innovative Interfaces, Inc.
**Presenter:** Mary Chevreau, Director, North American Customer
   Sales, Innovative Interfaces, Inc.

**http://www.innovativeusers.org/iug2004/programs/P11**

An overview of current web design technologies targeted not for the
people actually doing the work but for management, followed by
specific examples (with sample numbers on spreadsheets) of how to
make a business case for implementing Web design standards.

---

# Thank you for attending IUG 2004.

## Have a safe trip home.

## Don't forget to mark
## your calendar

# IUG 2005
# San Francisco



## Pre-Conference

**Sunday
May 1, 2005**

# Main Conference

**Monday – Wednesday
May 2 – 4, 2005**