

InULA

# Innuendo

Vol. 6, No. 4 · July 1989

## IO (Information Online)

by Ed Stockey

The goal of IO is to expand and improve library service to the academic community and the citizens of Indiana by implementing the NOTIS library software package and making it available to all campuses. For the first time access to bibliographic information will be available both in the libraries and remotely, through faculty workstations, terminals, and personal computers that are connected to the University network either directly or by means of dial-in. Another first will be access to a database that contains the bibliographic and holdings information for ALL campuses.

This project takes place in the context of a larger statewide project being undertaken by the State Uni-

versities and Notre Dame. Briefly, each participant has already implemented or will implement NOTIS. The systems will then be linked on a network. This summer negotiations will begin with NOTIS, Inc. to develop NOTIS application-to-application software that will facilitate this linkage and improve resource sharing among the participants. Eventually, other non-NOTIS systems will be linked as well. The name chosen for this network is SULAN (State University Library Automation Network).

Before systems can be linked, however, they must be implemented. At Indiana University this process began in July, 1988 when funding first became available. The

NOTIS software package was purchased and installed on an IBM mainframe located at Bloomington. Advisory councils and task forces were formed to plan for the implementation process. Recognizing that this project is a joint effort between the Indiana University Libraries and Computing Centers, Carolyn Snyder, Acting Dean of Libraries convened a series of retreats to discuss IO implementation issues. The theme of the last retreat states very clearly the strategy for the project: "shared support for shared results."

In the spring of 1989 IO moved from planning to implementation. Implementation teams consisting of Library and Computing Center

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# From the Editor

by Anne McGreer

Volume 6, No. 4 is this year's last issue and marks the end of a truly enjoyable year for me as editor. This year's Publications Committee (Becky Cape, Mary Krutulis, Emily Okada, Steven Schmidt, Nancy Totten, and Maudine Williams) worked hard to plan each issue and I especially appreciate the travelling some of the people did to be able to meet as a committee. Some of us even became more adept with electronic mail when it was the only way to cover the distance!

This is our "IO" issue, which we have tried to tie closely to actual implementation of NOTIS in the I.U. Libraries. Some of those librarians and staff not closely involved with one of the active implementation teams may feel somewhat at a loss for just what stage the preparations are in. This was really important to our committee as we chose themes for this year's issues, and it is the main reason we asked Ed Stockey to present an outline of current IO implementation plans. Ed has given

us an up-to-date comprehensive view of the system, what we can expect to happen in the foreseeable future, and when. Emily Okada's interview with H. Scott Davis of Indiana State University explores some of the issues we will soon be facing in the I.U. Libraries.

*Anne McGreer is Manager, Bibliographic Searching and Exchanges, Monographic Processing Services Department, IUB.*

## InULA BUDGET 1989/90

Approved June 8, 1989

Research Incentive Fund .....	\$1,229.50
Scholarship.....	\$1,000.00
Committees:	
Constitution and Bylaws .....	-----
Continuing Education .....	\$400.00
Program and Social .....	\$500.00
Publications .....	\$1,000.00
National Library Week: Book Sale .....	\$150.00
Events .....	\$100.00
Membership .....	\$250.00
Discretionary Funds .....	\$300.00
Printing .....	<u>\$300.00</u>
TOTAL .....	\$5,229.50

# Notes from InULA

by Kristine Brancolini, President, 1988-89

As the academic year closed, InULA completed a number of projects that had been planned all year. In my final column as InULA President, I will describe the accomplishments of the past few months and alert you about what we have planned for the next couple of months.

The InULA Booksale held during National Library Week was our most successful ever, raising \$5,169.15. Erla Heyns, chair of the Booksale Committee, was aided by an excellent committee. Erla reports that the committee manual prepared by last year's chair, Rosann Auchstetter, made her job immeasurably easier. The booksale is a year-long project requiring the efforts of many InULA members. Members of the Booksale Committee include Rosann Auchstetter, Mary Bopp, Dave Frasier, Carl Horne, Lou Malcomb, Julie Nilson, Lorraine Olley, Jennifer Paustenbaugh, Nancy Pehlman, Joel Silver, Carolyn Tynan, and Andrea Wehrmeister. Erla asked me to single out Dave and Carl for special recognition, as both of them devoted many hours throughout the year to preparation for the

booksale.

Thanks to the hard work of Emily Okada, chair of the Program and Social Committee, and a small ad hoc auction committee comprised of Julie Bobay and Jackie Byrd, the annual auction held on May 23 earned \$1,229.50. This amount will be divided by four to determine the amount of money available each quarter for Research Incentive Grants, approximately \$307.00. If a grant is not awarded during a quarter, the money is divided among the remaining quarters of the year. The final two grants of the year were awarded to Barbara Seitz for her project, "The Folklore of Women and War in Nicaragua," and to Mary Bopp for her project, "A Guide to Resources in Dance." The deadline for the next Research Incentive Fund proposals is August 31.

James Baldwin single-handedly planned and created displays about IU librarians on all campuses during National Library Week. The displays tied in with the 1989 theme, "Ask a professional. Ask your librarian," which was chosen to highlight the Year of the Librarian. Jim's displays fo-

cused upon our interests and expertise outside the library to emphasize that we do have other lives!

Marlena Frackowski is the recipient of the \$1000 1989 InULA Scholarship given to an M.L.S. student in the IU School of Library and Information Science. The members of the Executive Board, who selected the recipient, were impressed with Ms. Frackowski's well-articulated statement of personal philosophy of librarianship and professional goals. In part, her statement read, "As a librarian I will build bridges between information and knowledge put in the library and those who look for them." We received many excellent applications and the decision was extremely difficult. Arlene Shaner was the first runner-up.

InULA has a new logo. The Publications Committee conducted a logo contest and the winner of the \$100 prize was Tom Dougherty, a Bloomington graphic designer. New stationery and membership cards have already been printed with the new logo in red and black. In fact, the publicity for the picnic was sent on the new letterhead. We plan to use the logo on all our publications and publicity.

The Membership Committee has completed the  
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# Going Online: The ISU Experience

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## An Interview with H. Scott Davis

by Emily M. Okada

One of the sites visited by the IO OPAC Implementation Advisory Council's End User Education Subcommittee was Indiana State University's Cunningham Memorial Library. This article is an extension of that visit. The issues addressed here have more to do with attitude/approach than with specific problems/solutions. In preparing for IO it seems the best approach is to take a deep breath, take advantage of all training opportunities and hands-on time available to you, put your flexibility and sense of adventure in gear and read on!

H. Scott Davis is Associate Librarian and Head of the Department of Library Instruction and Orientation, Indiana State University Libraries.

***How long has ISU been online--how long have the OPACs (Online Public Access) been available?***

Our OPAC, LUIS (Library User Information System), became publicly available in March 1985.

***Can you give us a brief description of LUIS?***

Initially there were nine OPAC terminals in the main-library; we now have 26. Since March 1985 a number of enhancements have been made to the system... public printers have been available for about three years, keyword/Boolean searching was installed in Spring 1988, government documents became accessible in 1987. Rose-Hulman Institute and Saint Mary-of-the-Woods College libraries are linked to our system. Dial-access into the system has been possible since the very beginning; however, we didn't actively promote dial-access for the first year . . . we wanted to make sure we had taken care of our in-house/on-campus users first.

***What kind of reaction was there to the OPACs when they first appeared? Do users seem to "like" the online catalog?***

From the very beginning patron reaction to the online catalog has been overwhelmingly positive. After LUIS

was made publicly available there was very little use of the traditional card catalog (which was located next to the LUIS terminal cluster until this past April). Our card catalog "died" in November 1985 --no cards were added after that date. During those rare occasions when LUIS was down, patrons by and large would not use the card catalog . . . they would ask how long we expected LUIS to be unavailable and would say that they would come back then.

Of course, there have been a very few individuals resistant to the idea of LUIS replacing their comfortable card catalog; and we have tried to be sensitive to this group's reluctance. We have offered training assistance, both group and individualized, and advertised the availability of assistance in campus publications.

***Was anything special done to prepare the library staff at ISU - especially public service staff--to help users learn the catalog? (any special training etc. for reference staff-librarians, support staff, student staff?)***

No training distinctions were made between professional and support staff, nor were there any differences in LUIS training for technical services and public services

staff. Instruction sessions were coordinated by a small group of library faculty who actually conducted the sessions. Staff attending the sessions were given appropriate instructional handouts (not much unlike what would be used with the public) and were also given hands-on time for practice. The instructors circulated among those attending, trouble-shooting questions and providing explanations of how the system worked. No special training was given for student assistants during the staff training period.

***What was the biggest "fear" that staff had about patrons & the online catalog? Was there some sort of worst-case-scenario? Did it happen?***

The biggest fear staff had was that we would not be able to answer patron questions about the system; however, as you will learn, the system is very user friendly (pardon the tired cliché)... and the more you use it, the more you learn about it in terms of shortcuts, search strategy, etc.

Worst case scenarios are specific to the functions of particular departments. For example, the worst case scenario from a BI standpoint is the system going down just as you're beginning to do a demonstration of the system

for a class. This worst case has happened, and we used overhead transparencies (being a firm believer in Murphy's law, I had prepared the transparencies ahead of time). Actually, we've only had this happen two or three times in over three years, which in my view is not a bad track record for the system's reliability.



***One of the most important things that you will have to get used to during the "early years" is that the system will be constantly changing (all for the better, of course)***

***Were there any misconceptions, on the part of staff, about OPACs, online catalogs, how automation would affect public service?***

There were a few - among them:

--some thought that an automated system would initially result in tons of patron questions about how to use the system; they were afraid that the usual number of reference librarians on duty

would not be able to handle the anticipated flood of questions. As it has turned out, patrons don't seem to have that many questions about the basic operation of the system... again, trite cliché, it's "user friendly." Those questions that do arise are easily handled by the reference librarian.

--some thought that there would be significant resistance to an automated system. As noted earlier, there have been some faculty members (very few students) who have expressed a dislike for the system, but the numbers certainly could not be considered significant.

***What's the biggest public misconception about the online catalog that you've come across?***

... That you can look up magazine articles in LUIS. This misconception continues despite considerable emphasis in BI sessions, help screen explanations, etc.

***How has going online changed public services -- Reference, Circulation, Bibliographic Instruction?***

Reference service is faster and more complete... with a LUIS terminal, printer, and LCSH set at the desk we've eliminated a long walk to the card catalog and  
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## Going Online

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we're able to give patrons a printout of results, i.e. subject headings, a list of possible titles, or the bib record for a specific source which includes location information and call number.

Circulation transaction time is faster . . . no more manual filling out of cards or forms for the usual transactions. BI is more "fun" for me than it used to be --since we have the projection system; we're no longer just a talking head boring a group of students with the traditional lecture/transparencies/handout format . . . the projection system allows us to demonstrate the interactive nature of the LUIS.

In terms of staffing patterns, at least for public services areas, I've not observed any cutbacks or major shifts in where people are assigned. The system simply allows us to do our traditional jobs better, faster and more completely. As far as technical services, there was probably more consideration given to staffing patterns because automation had more impact on the traditional ways of doing things in most technical services areas.

### ***Has library automation made people think about the library differently?***

Based on my observations and confirming statements from several of my public services colleagues, NOTIS implementation has raised the public's expectations about what is available, how much is available, and most notably, how quickly we can provide services and materials. Finally, I think our continued automation has raised the image of the library . . . I think the library is perceived by students and faculty as being modern, forward-looking, etc.

### ***Any words of wisdom or suggestions on how to prepare for NOTIS? And how to survive the first few years?***

One of the most important things that you will have to get used to during the "early years" is that the system will be constantly changing (all for the better, of course) . . . about the time you get comfortable with some new enhancement, screen display, whatever, along comes the "new and improved" version. In dealing with the changes, perhaps one of the most frustrating things is that seldom do you have any lead time to prepare for the changes . . . you don't get a chance to preview things --you see them when

the public sees them. This has been a real challenge in terms of maintaining current instructional handouts specific to the system.

### ***Do you have any other observations or comments about going online?***

Just a few miscellaneous comments:

--When adding public terminal printers, compatibility between terminals and printers can be a problem, but Ed is already aware of this. From a public services standpoint, printers will need to have clear instructions, staff will need to know how to troubleshoot certain problems and do basic maintenance like paper feed, paper changing, ribbon changing, making sure printer is online, etc.

--Appropriate signage for individual terminal stations needs to be carefully considered. Signage can be a real headache, because it's very easy to overdo visual cues to the point that students don't see any of the signs. Also, everybody has his or her own opinion as to what should have signs/labels and what shouldn't.

*Emily Okada is Public Services Coordinator, Undergraduate Library Services, IUB*

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staff have been organized on each campus. The Library Automation Officer has been given overall charge of the technical implementation. Through this summer and early fall, work will be underway to install the electrical and data communications wiring and equipment necessary to support the workstations and terminals for the project. During the late summer and early fall 346 terminals and workstations will be installed and connected to the network.

In September the first database tapes will be loaded and by October various cataloging agencies will begin using NOTIS for production work. In November we will start to make the OPAC (online public access catalog) available to the public for testing. January is the target date for making OPAC available on a production basis. The period between November and January will be one in which the Library and Computer Center staffs have an opportunity to test and make final adjustments to the system and database.

A major task in implementing any system is that of training. Plans have been made to start training in late

August. The training effort will be led and coordinated by Gary Charbonneau, the new Assistant Library Automation Officer. A training room has been completed on the 4th floor of the Main Library. The approach to training will be that recommended by NOTIS of "training the trainers." Key library



***When we go "live" in January we will have begun a long continual process of providing IU faculty and students with a tool that can tremendously increase their access to the collections of the Indiana University Libraries.***

faculty and support staff have already received NOTIS training. They in turn have begun to prepare training materials. They will train trainers from each unit and campus who will then be responsible for providing further training. This training will take into account IU practices and procedures which is something that NOTIS, Inc. trainers cannot provide. Scheduling the training will be somewhat dependent upon the installation of

the network. We do not wish to train someone who does not have access to a workstation or terminal on which to practice.

When we go "live" in January we will have begun a long continual process of providing IU faculty and students with a tool that can tremendously increase their access to the collections of the Indiana University Libraries. As we proceed with database cleanup, retrospective conversion and with the implementation of the acquisitions, serials control, and circulation modules of NOTIS, IO will become a better and more useful tool for users and library staff.

*Ed Stockey is Library Automation Officer, IU Libraries*

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## Notes from InULA

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membership survey and we will include a brief description of the results in the next issue of the *Innuendo*. We had an extremely high response rate, over 60 percent. Thanks to those of you who replied, the InULA Board and committees will be able to plan activities more concretely based upon your input.

Plans for the InULA picnic are well underway. I hope that as many of you as possible will attend. We realize that the date of August 12 falls in the middle of vacation for many of you, but any weekend in August would be difficult and we wanted to select a date when Jim Neal and his family could attend. Anyone who would like to volunteer to cook, set up, clean up, or organize activities for the picnic is urged to contact Emily

Okada (855-3798 or username OKADA). It's not too late!

In an effort to determine why registration was so low for our spring continuing education workshop, "Grants and Fund-Raising for Libraries and Librarians," Jackie Byrd and the Continuing Education Committee sent a questionnaire to all InULA members who did not register for the workshop. Out of 139 sent, 47 were returned. The respondents provided useful feedback and based upon their responses, the same workshop has been rescheduled in Bloomington on September 29. Please mark your calendars now! Details will be forthcoming. Jackie will pass on the results of her committee's survey to the next chair, as she also received numerous suggestions for program topics.

Finally, I wish to express my thanks to the InULA officers and committee chairs: Sylvia Burbach, Vice President; Maudine Williams, Secretary; Mary Krutulis, Treasurer; Wendell Johnting, Mary Popp, and Marie Wright, Representatives-at-Large; Rosann Auchstetter, Constitution and Bylaws Committee; James Baldwin, National Library Week Special Events Committee; Erla Heyns, Booksale Committee; Jackie Byrd, Continuing Education Committee; Emily Okada, Program and Social Committee; and Anne McGreer, Publications Committee. All contributed significantly to making 1988-89 a productive year for InULA.

*Kris Brancolini is Head,  
Media Services, IUB.*