PALS Users' Group Newsletter 1988

University of Alabama in Huntsville

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The PALS/UNISYS meeting held in Chicago on April 21, 1988 provided a platform for UNISYS to discuss their corporate policy regarding PALS. More than 30 people attended the meeting, where they were given a corporate perspective on current support for PALS and on corporate plans for the future development and marketing of the product. Marcey Dudakoff, UNISYS Vice President for Cross Industry Program Management, explained that PALS has been placed under her office and that future development of the product will be managed by Jim Turner, Director of Cross Industry Development. It was noted that 19 PALS systems are in use outside of Minnesota, including two systems that are serving more than one library. Ms. Dudakoff stressed that UNISYS feels strongly that PALS is a significant product and that it is being given new prominence within UNISYS.

Jim Turner then spoke about issues relating to the development of the system. UNISYS concedes that development of PALS had not been without confusion, particularly as it relates to the relationship between UNISYS and the PALS development team working at Mankato State. The result seems to have been a UNISYS effort that is lagging behind Minnesota's. He also noted that significant questions have been identified relating to the need for a generic MARC editor, the existence of various generations of software in different locations, the attempts to break an integrated product into modules for marketing, difficulties with documentation, and the limited amount of support for the product in the field. Customer support issues were specifically addressed. Neither UNISYS nor SMC have library expertise; therefore, customer education is inadequate. Customer implementations are neither being managed nor guided effectively. UNISYS resources have been fragmented and diluted, and SMC has been put in the position of keeping each installation operational. Mr. Turner recognized the paucity of adequate documentation, education and training that is currently available.

The bottom-line for all end-users of the system is that UNISYS plans for PALS 1100 will return to the original concept and all installations will converge on the latest version developed by the Mankato State development team. Users will migrate to this new level of PALS by a re-basing of the data. UNISYS will take responsibility for creating a migration path for each installation. UNISYS representatives (which may include SMC personnel) will visit each installation this summer to evaluate
each system and to schedule the migrations. Once the migration is completed, PALS will be marketed as an integrated asynchronous system with all changes and upgrades to the program provided to users as part of the maintenance agreement.

To provide support for this system, UNISYS will create a support center in Eagan, Minnesota. This center will take responsibility from SMC for frontline technical support for PALS users. In the future, SMC’s role will be to help in product maintenance and in developing new products, migration aids, bibliographic utilities, and regression testing aids. According to Mr. Turner, UNISYS is committed to supporting and upgrading PALS as one of its own products. Initial staffing of the support center will include four library automation consultants and three product installers and technical advisors. Hiring efforts to recruit this staff are underway. To improve documentation, UNISYS will take current Mankato documentation and 'unisyze' it. PALS will be added to PRIMUS, the database for UNIX 1100 problems/solutions, as part of the support effort. After all sites are brought up to the current level, UNISYS will provide an annual PALS release with quarterly preventative maintenance releases. The goal is to maintain currency with the Mankato developments at all PALS installations.

A final component of the development plans for PALS is the formation of a 'library-care' program. Library-care is a cooperative effort between UNISYS and PALS users to enhance the product. They would jointly determine development priorities and schedules. PALS users' library expertise would be used to review/approve product specifications for new products and product enhancements. Although there was definite interest in the creation of such a program the feeling of the group was that this needed further discussion.

At the same time, the development of PC PALS and UNIX PALS will continue to provide a reasonable option for future development as will the development of the serials, acquisition and interlibrary loan options. The targets for implementing these options range from JULY 1988 to early 1989.

The new level of commitment of UNISYS to PALS bodes well for the future, and we look forward to working with Ms. Dudakoff and Mr. Turner to make PALS a better product for all of us.
ALABAMA
The University of Alabama in Huntsville
Library
Huntsville, AL 35899
Director: Del Williams
(205) 895-8540

CALIFORNIA
Cypress College Library
9200 Valley View St.
Cypress, CA 90630
Director: Chester Dalton
(714) 826-0180

Fullerton College
William T. Boyce Library
321 E. Chapman Avenue
Fullerton, CA 92834
Director: Shirley Bosen
(714) 592-7061

No. Orange Co. Comm. College District
Information Services
1000 N. Lemon
Fullerton, CA 92834
Contact: Jean Guyton or
Jack Raubolt
District Dir. of Info. Services
(714) 871-4030

GEORGIA
Georgia State
William Russell Pullen Library
100 Decatur Street
Atlanta, GA 30303
Asso. Director: Carolyn Robison
(404) 651-2172
Computer Center: Phil Williams

IOWA
Loras College
Wahlert Memorial Library
1450 Alta Vista
P.O. Box 178
Dubuque, IA 52004-0178
Contact: Robert Klein
(319) 586-7125

NEBRASKA
Creighton University
Health Science Library
California Street
Omaha, NE 68178
Director: Marge Mannaka
(402) 280-3020

NEW YORK
Westchester Community College
Learning Resource Center
75 Grasslands Road
Valhalla, NY 10595
Contact: Bill Sorensian
(914) 285-6962
Romanne Kalick
(914) 285-6965

NORTH DAKOTA
North Dakota State University
Library
P.O. Box 5599
Fargo, ND 58105
Director: John Beecher
(701) 237-8887

North Dakota State Library
Liberty Memorial Building
Capitol Grounds
Bismarck, ND 58505
Contact: Patricia Harris
State Librarian
(701) 224-2492

PENNSYLVANIA
East Stroudsburg University
Kent Library
East Stroudsburg, PA 18301
Contact: George Summers
(717) 424-3465

SOUTH DAKOTA
*Augustana College
Mikkelsen Library & Learning
Resource Center
Sioux Falls, SD 57197
Director: Ronelle Thompson
(605) 336-4921

Black Hills State College
E. Y. Berry Library
1200 University Avenue
Spearfish, SD 57783
Director: Ed Erickson
(605) 642-6833

Dakota State College
Karl E. Mundt Library
Madison, SD 57042
Contact: Ethelle Bean
(605) 256-5203
SOUTH DAKOTA (Cont.)

• Dakota Wesleyan University
  1200 W. University
  Mitchell, SD 57301
  Asst. Librn: Linda Ritter
  (605) 995-6511

• North American Baptist Seminary
  1321 W. 22nd Street
  Sioux Falls, SD 57105
  Director: George Lang
  (605) 336-6588

• Northern State College
  Williams Library & Learning Resource Center
  14th Avenue & S. Washington
  Aberdeen, SD 57401
  Contact: Wade Woodard
  (605) 622-2645

• Rapid City Public Library
  610 Quincy Street, Box 3090
  Rapid City, SD 57709
  Director: Susan Sandness
  (605) 394-4171

• Sioux Falls College
  22nd and Prairie
  Sioux Falls, SD 57105
  Director: Elizabeth Healy
  (605) 331-6660

• South Dakota School of Mines & Technology
  Devereaux Library
  Rapid City, SD 57701-8858
  Director: Bernice McKibben
  (605) 384-2418

• South Dakota State Library
  800 N. Governors
  Pierre, SD 57501
  Contact: Jane Kolbe
  (605) 773-3191

• South Dakota State University
  Hilton M. Briggs Library
  Box 2115
  Brookings, SD 57007
  Dean: Leon Raney
  (605) 688-5106

• University of South Dakota
  I.D. Weeks Library
  Vermillion, SD 57099
  Contact: John VanBalen
  (605) 677-5371

• University of South Dakota
  Christian P. Lommen Health Sciences Library
  School of Medicine
  Vermillion, SD 57099-2390
  Director: David Hulkonen
  (605) 677-5347

• University of South Dakota
  McKusick Law Library
  414 E. Clark Street
  Vermillion, SD 57099
  Contact: Deores A. Jorgenson
  (605) 677-5259

UTAH

• Weber State College
  Stewart Library
  3750 Harrison Blvd.
  Ogden, UT 84408
  Director: Craig Hall
  (801) 626-6403

AUSTRALIA

• University of Queensland
  Brisbane, Australia
  Contact: S. McKnight

• University of Wollongong
  Michael Birt Library
  P.O. Box 1144
  Wollongong, NSW 2500 Australia
  Librarian: John Shipp

CANADA

• St. Boniface General Hospital
  Medical Library
  409 Tache Avenue
  Winnipeg, Manitoba R2H2A8
  Director: Dallas Bagby
  (204) 237-2007

• University of Manitoba
  Elizabeth Dafoe Library
  Winnipeg, Manitoba R3J2HT
  Director: E. C. Ferguson
  Contact: Pat Nicholls
  (204) 474-8881

• University of Manitoba
  Medical Library
  770 Bannatyne Avenue
  Winnipeg, Manitoba R3E0N3
  Director: Audrey Kerr
  (204) 789-5424

*Database loaded but not on-line.*
One of the suggestions made during the course of the Chicago meeting was that PALS users develop a newsletter at the first possible opportunity. This is the result of that suggestion. To get this issue in your hands before ALA in New Orleans, this issue had to be done quickly and is a bit rougher than we hope that it will eventually be. It is hoped that we can do better in the future. We hope to publish another issue each quarter, and with your help, this can be done.

To make it work we need your ideas - news about PALS at your site, information about manuals and other training materials you have produced, programs you have produced to help with the implementation of the system (e.g., we at UAH used "smart" barcodes for automatic item record generation), and any other kind of information that you might want to share with other users. We would also like to have a picture of your library, any pictures you have that relate to your automation efforts, and perhaps a copy of your university's crest. Most importantly, we need your ideas as to what should be in future issues. Please send your information and ideas to Del Williams, University of Alabama in Huntsville Library, Huntsville, AL 35899.

The PALS Newsletter is now in the position of the Shakespearean actor in the musical The Fantastiks who must sell his services with the line "Don't see us as we are but as we could be". With your help we will be back in the fall with a new costume and hopefully with a service that can serve PALS users well.

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AGENDA

PALS USER GROUP MEETING

Friday, July 8, 1988

7:00-10:00 p.m.

Bacchus Room, New Orleans Marriott

1. Welcome

2. Update from UNISYS Cross-Industry Marketing

3. Update from UNISYS Cross-Industry Development

4. Update from Mankato State

5. Discussion of the Library-Care Program

6. Open Discussion