

University of Alabama in Huntsville

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PALS User Group Newsletters

M. Louis Salmon Library

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PALS Users' Group Newsletter 1988

University of Alabama in Huntsville

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PALS

USERS' GROUP

NEWSLETTER

CUSTOMER SUPPORT CENTER BEING ORGANIZED

The Library Systems Customer Support Center currently being established by UNISYS in Eagan, Minnesota, is designed specifically to serve PALS users around the world. According to Gene Guliani, manager of the center, "Our main purpose in life is to support our customers in installing the product and implementing the system, and to provide ongoing support."

Once established and organized, the center will provide assistance in areas specific to library systems as well as deal with broader problems common to large database systems. When staffing is complete, the center will have four library automation specialists knowledgeable in administration and automation and three technical experts ready to help PALS users with data processing questions. "We're looking at very high caliber people who already know how the system is used," said Guliani. "We've been fortunate to find more qualified people than we have openings, so we're able to hire the best."

One of the first projects Guliani has planned involves establishing profiles of each user site. Each site will be contacted for information on equipment, database size, and other background data needed to establish files which will assist center personnel in answering questions and making suggestions for specific users.

Guliani, who started his professional career as an electrical engineer, has worked in the computer field since joining Sperry in 1961. His experience includes diagnostics, applications and support. Prior to becoming manager of the Library Systems Customer Support Center, he established and headed a similar center for users of a Sperry financial system.



UNIVERSITY OF QUEENSLAND LIBRARIES

AUSTRALIA PALS SITE PROMOTES SYSTEM INNOVATIONS

The University of Queensland Libraries (UQL), one of the largest academic library systems in Australia, is serving as a catalyst for adding valuable new features to the PALS system. One of the most important of these innovations is subject authority control.

According to UQL Principal Librarian Sue McKnight, "With the assistance of UNISYS Brisbane, we have loaded, indexed and displayed Library of Congress subject headings in the PALS online catalog. This is in preparation for introducing a full authority-control subsystem, we hope by mid-1989."

(continued on page 2)

Australia PALS cont'd....

UQL has been using an automated circulation system since 1976 and in-house online catalog and data entry systems since 1983. All were developed at the university to run on Digital Equipment hardware accessed by over 70 terminals. However, when the library decided to expand the system to include public access terminals and a fully integrated system, it became clear that the time and effort required for continued in-house development were prohibitive. UQL examined several library automation packages and selected PALS to replace the existing system.

The PALS software runs on a 2200/204 midframe computer. A network of 220 terminals is handled by two UNISYS distributed communication processors. In addition, UNISYS Ofislink software provides electronic mail, word processing, file management, electronic diary and meeting scheduling for the library system.

UQL includes sixteen branch libraries, four of which are off-campus. Holdings include approximately one million titles (two million items). The PALS online catalog was brought up at the Central Library on August 29 and will be introduced to the branch libraries over the next year. It will also become available over the University's Ethernet network in 1989. McKnight reports that the library intends to introduce the circulation system in December and install serials, acquisitions and the online MARC editor modules in 1989.

The subject authority file is an important part of UQL's existing system and the ability to integrate it into the new system was an important consideration in choosing PALS. "The in-house system which PALS is replacing has full authority control and we were not willing to go backwards in this regard," says McKnight. UQL has

approximately 230,000 LC authority records loaded, primarily for topical and geographic subject headings and series headings. The library does not use LC authority for personal names but is converting manual authority files for personal authors also. "We feel that the inclusion of these records in the online catalog significantly enhances its usefulness to researchers," McKnight explains. Examples of the authority records are shown in the box on this page and page 3.

McKnight explains that UNISYS recognized the need for authority control and worked with UQL to integrate it into the PALS software. UQL has also initiated some other enhancements to PALS, including the ability to handle foreign currency in the acquisitions module. Approximately 80% of UQL's purchases are made in foreign currency.

In addition to participating in these joint development projects with UNISYS, UQL will be assisting with the marketing and support of PALS in the Australia/Pacific region, McKnight reports.

Subject Authority Records

Query: SU RHODESIA

Screen 001 of 001 Record 0001 of 0001 UQL
TYPE : AUTHORITY RECORD

HDING: Rhodesia

FOR WORKS ABOUT THIS COUNTRY SEE: Zimbabwe

HDING: Rhodesia nd Nyasaland

FOR WORKS ABOUT THIS COUNTRY SEE: Zimbabwe

HDING: Southern Rhodesia

FOR WORKS ABOUT THIS COUNTRY SEE: Zimbabwe

HDING: Zimbabwe-Rhodesia

FOR WORKS ABOUT THIS COUNTRY SEE: Zimbabwe

PALS TAKES OVER SOUTH DAKOTA

South Dakota has become the first state in the nation to have a single statewide library network, and that network runs on PALS.

The collections of the six state colleges, the South Dakota Historical Resource Center and the State Library can all be searched on the South Dakota Library Network (SDLN), giving users access to over one million items. The network became operational in May, more than a year ahead of schedule.

According to Ernest Buckley, executive director of the South Dakota Board of Regents, the early implementation was due to the leadership shown by state governor George S. Mickelson and UNISYS, who "demonstrated vision and took the risk of proceeding a whole year earlier than was planned."

Governor Mickelson, in the dedication ceremonies held in June, said "In this rural society we live in,

access to information is one of the most important things we can talk about. This truly is a giant step forward for information availability."

SDLN access is available to users at any of the participating libraries. Dial-up access is also planned for users with the appropriate equipment who wish to consult the holdings from their homes or businesses. The State Library is considering installing a toll-free number for schools that want to use the network without joining it. The system can be expanded to include city libraries, private colleges, schools and others.

The six state-supported institutions of higher education which form the basis of the network include Black Hills State College, Dakota State College, Northern State College, South Dakota State University, University of South Dakota, and South Dakota School of Mines and Technology.

Query: AU CATHOLIC CHURCH ARCHDEACONRY #

Screen 001 of 001

NMBR	DATE	TITLE	AUTHOR
0001 Ref		Catholic Church Archdeaconry of Surrey England	(NOTES AVAILABLE)
0002 Ref		Catholic Church Archdeaconry of Surrey England	
SEE ALSO: Church of England Archdeaconry of Surrey			
0003		The courts of the Archdeaconry of Buckingham,	Catholic Church
0004		Index of the probate records of the court of	Church of England
0005		Index of the probate records of the Court of	Catholic Church
0006		Indexes to original and registered wills, 148	Catholic Church
0007		Original wills not available in the extant re	Church of England
0008		Register of wills 1484-1525, 1529-1541, 1559-	Catholic Church

----Type DI NMBR(s) to Display specific records

DI 1

Screen 001 of 001 Record 0001 of 0008 UQL

TYPE : AUTHORITY RECORD

HDING: Catholic Church. Archdeaconry of Surrey (England)

NOTES: At the time of Reformation in the 16th century this body became part of the Church of England. For works on the period since the Reformation see Church of England. Archdeaconry of Surrey

A PERSPECTIVE FROM UNISYS:
CROSS-INDUSTRY BUSINESS MANAGEMENT

(Editor's note: The positioning of PALS marketing and support within Unisys' Cross-Industry Business Management umbrella program has raised a few questions among users. The following article from Unisys explains the positioning and introduces the individuals responsible for PALS within the Unisys organization.)

"PALS is now a Cross-Industry Business Management product because we recognize that there are many different types of libraries which could benefit from the PALS technology," states Marcey Dudakoff, Vice President, Cross-Industry Business Management, Unisys Software Business Management. "The placement of PALS within the Cross-Industry Program will allow us to build upon the strong PALS foundation in academic libraries to offer our customers a full-featured product that can meet the needs of virtually any library environment."

Ms. Dudakoff further stresses that, through the Cross-Industry Business Management and Cross-Industry Development organizations, Unisys brings a strong, comprehensive library solution to market and supports Unisys customers in implementing and using the solution.

Cross-Industry Business Management is the Unisys organization chartered to provide generic application solutions in response to worldwide market requirements. Under Ms. Dudakoff's direction, the group manages the "market-readying" process for both Unisys proprietary and third party developed solutions.

Reporting to Ms. Dudakoff are Donna Gurdak (Program Support Manager, Library Systems) and Virginia Erland (Program Marketing Manager, Library Systems), who together are responsible for PALS business management. Their combined expertise in libraries and education is a considerable asset in ensuring that PALS meets current and future market

requirements as reflected in the user base. Paramount among their goals for the next year is increasing the visibility of PALS through advertising, trade shows, newsletters, etc.

Heading up PALS development and support is Jim Turner, Director, Cross-Industry Development and Customer Services, Unisys Software Business Management. As is the case for Ms. Dudakoff, the scope of Mr. Turner's responsibility covers all cross-industry products, including PALS. Overall development responsibility for PALS resides with Jerry Robin, Director, Library and General Business Systems Development. "Since PALS is a tried and proven automated library system installed at multiple customer sites around the world today," explained Mr. Turner, "the product enjoys an excellent reputation within the library industry. This system, backed by an industry-experienced Unisys support team, positions Unisys to provide a very competitive offering to address the library requirements of academic, public and corporate institutions." According to Mr. Turner, "Our corporate commitment to the PALS program will enable Unisys to become a leading supplier to a rapidly expanding market for automated library systems."

Newly appointed as Director, Cross-Industry Customer Services is Jesus Rodriguez, whose responsibilities include PALS. "Within the next year, PALS users will see a significant increase in the number of Unisys people supporting this important program," says Mr. Rodriguez. "We are presently recruiting the kind of highly skilled library systems professionals who will be able to step right in with our current support staff to provide PALS users the total program support they want and deserve."

Supporting Mr. Rodriguez in this mission, as well as with the day-to-day responsibilities of the PALS support

(continued on page 5)



THE UNIVERSITY
OF MANITOBA
LIBRARIES
ONLINE
INTEGRATED
SYSTEM
PROJECT

In June 1988, the University of Manitoba and St. Boniface General Hospital purchased the PALS Library System, and the Unisys hardware required to operate it. The University will own and operate the system.

The University of Manitoba consists of the Fort Garry campus and the Health Sciences campus. The University has a student body of some 19,000 FTE enrolled in 20 faculties, schools, centers, and affiliated colleges. There are approximately 3,300 staff of which 1,400 are academic staff.

The University Libraries consist of 13 units with a total collection size of approximately 1.9 million volumes plus another 1,000,000 microforms and audio-visual materials. Approximately 12,000

UNISYS cont'd....

function, is Gene Guliani, Manager, PALS Customer Support. Mr. Guliani's group handles installations, implementations, customer support, product documentation, quality assurance, and training. Key members of the PALS support team include Barbara Moore, Gary Johnson, Curtis Hufeteling, and John Rogers. Their combined experience in library education, PALS, competitive products, and technical support in general helps them as a team and as individuals understand the issues which are of foremost concern to librarians.

Please don't hesitate to call upon the customer support people at (612) 687-2265, if they can be of help to you.

serial subscriptions are maintained. Processing for 9 of the 13 libraries is done by a centralized Technical Services. The remaining 4 do their own acquisitions and cataloguing. The Medical and Dental libraries are located on the Health Sciences campus. The other 11 libraries are located on the Fort Garry campus some 13 kilometers away. The Libraries have a total budget of approximately 9 million dollars with an acquisitions budget of approximately 2.7 million. The Libraries are a member of the Association of Research Libraries as well as the American Library Association and the Canadian Library Association.

The St. Boniface General Hospital Carolyn Sifton Library will be an integral part of the system. St. Boniface General Hospital is approximately 4 kilometers east of the Health Sciences campus and 9 kilometers north of the Fort Garry campus. It is a teaching hospital supporting the education of residents, interns, medical students and students in allied health fields. The medical library maintains a collection of 2,000 monographs and 250 serial subscriptions.

It is expected that the Unisys hardware will be installed by the end of 1988 and that the PALS online catalogue will be mounted early in 1989. Preparations for circulation will begin shortly thereafter.

The University of Manitoba Libraries are familiar with library automation. They have had an online circulation system and batch acquisitions system for almost 20 years. A serials bibliographic and order system was developed in the early 1980's and an online catalogue was made available in 1985. These are all separate systems, however, requiring separate files and separate data entry. The Libraries are looking forward to the efficiencies that an integrated system will provide for both patrons and staff.

MSUS/PALS UPDATE

Major activities this past summer at the MSUS/PALS office have included (1) completion and testing of the basic module of the acquisitions system (testing will continue during the fall), (2) enhancements for online catalog, circulation, serials, and ILL systems, (3) employment and orientation of a new staff person whose emphasis will be staff terminal programming, (4) revisions of existing user documentation, (5) completion of a serials system user manual, and (6) work on an initial draft of an acquisitions system user manual. The next updated release version of the MSUS/PALS software will be delivered to Unisys the last week in September. This version will include serials and acquisitions modules.

Along with this activity, the MSUS/PALS marketing agreement with Unisys has been updated and enhanced to provide for better communication and cooperative relationships between Unisys and MSUS/PALS. Also, planning has occurred for the addition of fifteen new library sites and four sites without libraries which are now participants in MSUS/PALS. As of September 12, 1988, the MSUS/PALS database includes 2,726,726 records, of which 1,217,373 are unique titles.

During the past year MSUS/PALS has been developing a formula for terminal and printer allocation, which is given below. Reactions, comments, suggestions for change, etc., would be much appreciated. The version presented below and continued on the following page is in its fifth edition and still is not considered to be the final revision, because new factors and/or variables are continually identified.

Recommended Terminal and Printer Allocation Formula

1. OLC Public Access

- a. One terminal for each 600 staff and currently enrolled students (head count).
- b. One terminal for reserve collection access.
- c. One terminal for each public service desk (reference and circulation).
- d. One terminal as spare for back-up use.

2. Staff Terminals

- a. One terminal for each circulation point, plus one terminal for each 25,000 circulations over the first 10,000 circulations.
- b. One terminal at OCLC terminal location.
- c. One terminal for ILL use.
- d. One terminal for use of Systems Librarian.
- e. One terminal for each regular staff member in cataloging.
- f. One terminal for bindery and serials check-in for each 2,000 current subscriptions.
- g. One terminal for each regular staff member in serials and acquisitions.
- h. One terminal for acquisitions check-in.
- i. One terminal for each three public service staff members officed in a common area.
- j. One terminal in each public service office area with fewer than three staff members.
- k. One terminal as spare for back-up use.

EAST STROUDSBURG UNIVERSITY
TO INSTALL PALS

One of the newest members of the PALS users group is East Stroudsburg University in East Stroudsburg, Pennsylvania. According to Library Director George Summers, although the system is not yet "up and running," everyone involved is excited about the program and looking forward to its implementation.

The library acquired PALS when the university's computing center upgraded their mainframe from a UNISYS A9 to an A12 and decided to add PALS as a turnkey system. Since it will be mounted on a midframe UNISYS 2200 located in the library, the PALS system will be independent of the university's mainframe, although Summers emphasizes that the library maintains close relations with the technical experts--and expertise--available from the computing center.

"We're starting with the public catalog and the circulation system," Summers said, "and plan to add the other modules as they become available. We hope to bring up the catalog for public access in early spring and have the circulation system running in September

of 1989. We're installing 12 catalog terminals in public areas in the library and will also attach the micros located in each department to the midframe for staff use."

East Stroudsburg, one of 14 universities in the state system, has approximately 5000 students enrolled at the bachelor's and master's level. Located in the Pocono mountains, the university is especially strong in teacher education, physical education, computer science and hotel/motel management. The library holds around 400,000 monographs and 1900 periodical subscriptions, plus an outstanding collection of more than one million microforms.

Since coming to East Stroudsburg two years ago, Summers has focused on automation. One of his first actions involved introducing microcomputers into every department. In addition to using the micros for word processing, database management and financial purposes, Summers is also trying out desk top publishing. Although he has been coordinating library automation since he arrived at East Stroudsburg, Summers hopes to add a library automation manager to his staff in the near future.

Allocation Formula, cont'd....

3. Printers

- a. One printer for each three OLC terminals.
- b. One printer for each two circulation and cataloging terminals.
- c. One printer for each ILL terminal.
- d. One printer for each serials and acquisitions terminal.
- e. One printer for each two public service staff terminals.
- f. One printer for each public service staff terminal in separate office area.
- g. One parallel and one serial printer as spares for back-up use.

NOTE: Based on the experience of MSUS/PALS member libraries, this terminal allocation formula represents an optimum (not minimum) number based on generalized factors relating to number of users, service points, and function. An additional factor which may result in either a need for more or a need for less terminals is the design of the library facility. Experience also indicates that the number of terminals may be less than the full formula allocation during the initial implementation of an online library system and the transition from a manual system for circulation and catalog access.

From the Chairman's Desk

I look back over the past year as a very positive time in the development of PALS. Support for PALS has been assigned some priority, the support center in Eagan has been set up, more and more calls come in from people who are interested in using PALS, and, at least at this institution, the migration has been completed.

There are still problems, however. Our institution, for example, is concerned about whether the system will accept and use SuDocs classification, about how the system proposes to use non-OC LC MARC records, about the shape that an interface with FAXON's LINX system for periodicals check-in might take, and about when developments on various modules of the system will be available. This is only a sampling of the concerns discussed at our meetings this year; if I tried to enumerate them all I am sure I would slight someone in doing so. Still, progress is being made.

This year has also seen development of the PALS Users Group. The original group has been expanded and we now have a reasonably good mailing list of those who either use the system or are interested in it. Members expressed interest in a newsletter, and this is the second issue of it to be produced. It has been prepared by Susan Herring of my staff with the assistance of my Administrative Assistant Donna Day. The new masthead came from Donna Hoffman of UNISYS in Blue Bell. I hope it meets your expectations.

Our group is beginning to mature and we now must make decisions about the future. Questions have arisen about developing bylaws for the group, and that will be discussed at our meeting at ALA Midwinter. At the same time we must elect leaders for the coming year.

We must also decide how the organization will be supported. UNISYS has agreed to pay for a meeting hall for

the group at ALA meetings, and this is most helpful, as is all of the support I have been given by Donna Gurdak and others at UNISYS. But Ms. Gurdak informs me that UNISYS users' groups are generally independent of the corporation and self supporting. This includes covering printing and mailing costs for a newsletter. My institution has underwritten this project so far, but I will not ask them to support additional issues. If the newsletter is to continue, a way must be found to pay for it. This will also be discussed in Washington.

In January I will hand over to Ed Erickson an organization of people who are committed to making PALS as good as it can be. We have come together around a common interest and for the common good, and I expect that this camaraderie will continue. Please join with me in helping Ed push forward in making the PALS Users Group even more useful.

I look forward to seeing you in the Arlington Room of the Washington Sheraton, Friday, January 6, 1989, at 7:00 p.m.

TECHNICAL NOTES

EXEC CHANGE CAN HELP PALS USERS

by Jim McCullars
UAH Computer Center

PALS is somewhat unique as a mainframe product, in that its typical user has no other exposure to the host computer. Therefore, cryptic error messages which are characteristic of mainframe systems are of little use to the PALS user.

One such message is the "INVALID TRANSACTION CODE" string that OS1100 returns when TIP input does not begin with a valid transaction name. Usually, this is caused by the user's failure to begin input with the Start-Of-Entry

(continued on page 9)

character (SOE). To make matters worse, OS1100 does not supply the SOE on output, so the user repeats the scenario until he or she finally gets discouraged and leaves.

To help alleviate this situation, the University of Alabama in Huntsville has applied a local TCF in EXEC to change OS1100's standard response to COMPOOL error type 035 code 03 (invalid transaction code). The following code printed below the string "UNRECOGNIZED COMMAND" followed by a carriage return, erase to end of line, and SOE:

```
*SEXEM
-106/4,9
sxae3a + 015,033,0143, 'U' .CR, ERS-TO-EOL
      'NREC'
sxae3b 'OGNIZED '
sxae3c 'COMMAND '
sxae0a ' '
sxae0b ' '
sxae0c + 015,033,0142,036 .CR, ERS-TO-EOL, SOE
      .(eight spaces)
      . ditto
```

These nine lines will work properly when applied to EXEC level 39R3D; other levels may need modification with respect to line numbers and tags. Although we do not do any terminal type checking, the Uniscope message sequences have not been a problem when sent to TTY devices.

ACKNOWLEDGEMENT: The code was originally received from the Westchester County (NY) Data Processing Department. It was adapted at UAH for EXEC level 39R3D.

AGENDA PALS USERS' GROUP

Arlington Room
Sheraton Washington
Friday, January 6, 1989
7:00 p.m.

I. News from UNISYS

- A. Progress in the migration of the system.
- B. Status of system support.
- C. Information about new modules.

II. Dale Carrison on MSUS PALS.

III. User Affairs

- A. Organization of the PALS Users' Group and Bylaws - Ed Erickson.
- B. PALS Newsletter.
- C. General Discussion
- D. Election

See you there!

Library
The University of Alabama in Huntsville
Huntsville, AL 35899



Seasons Greetings