



## March Meeting: The Cerritos Project

The Commons Room at the RAND Corporation in Santa Monica was the site for the LACASIS dinner meeting on Wednesday, March 15. The speaker was Mr. Erik Phelps, Regional Manager, Public Affairs, for GTE. His topic was the Cerritos Project, a joint pilot project between the city of Cerritos, CA, the telephone utility, and cable television providers.

The Cerritos Project was a real-world test of an integrated network delivering multiple services through a single physical network to a residential community. Conducted over a total period of five years (including planning), all testing was concluded as of June 1994. Cerritos was selected as the test site primarily because the municipality did not yet have a cable television provider. The city's strict requirement that all utility cables be run underground created too high a financial burden for most cable TV vendors. What Cerritos wanted out of the project was the installation of subterranean co-axial cable. What GTE needed was an opportunity to compare fiber optic, co-ax, and twisted pair in actual use.

The local GTE phone company partnered with Apollo Cable and GTE Corporation to create this test project, which required a special, limited, two-year FCC waiver. The terms of the Project dictated that conduit be laid through the entire town of Cerritos. Co-ax was pulled throughout, but the fiber optic cable was installed in only a limited portion of the city. A total of 2,531 miles of co-ax went in, as compared to 173 miles of fiber optic cable. The co-ax can deliver data one-way only. Fiber optic cable is wide band and can accommodate a two-way flow simultaneously. No ISDN installations were done for the Cerritos Project. Only limited testing of video services was performed, since that media has been widely tested elsewhere.

Mr. Phelps described three fee-based services offered to participating households through the Cerritos Project: Center Screen; Main Street; and Imagitrek.

*Center Screen.* CATV service began in September 1988 and remains in place since the conclusion of the Project. The setup was designed as a two-way system, but is only being used for one-way broadcast. Of the seventy-eight channel capacity, thirty-nine channels are used by Apollo. Of these thirty-nine, thirty are reserved for Center Screen, which Mr. Phelps described as "near video-on-demand." This service schedules top family movies, with the same movie starting at staggered intervals on multiple channels.

*Main Street.* Main Street was referred to as a service "sort of like CompuServe for your TV." Monthly service charges provide access to numerous video/text resources: encyclopedias, city data, library holdings, financial services, etc. The downstream data is delivered by video. Main Street is interactive in that data can move upstream by modem link. (Main Street is also being provided in Carlsbad, CA and in Newton, MA.)

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*Imagitrek.* The final pay service described was Imagitrek Interactive Media, created by GTE Vantage of Carlsbad. The Vantage group partnered with Phillips and the Discovery Channel to create “almost interactive TV.” For example, if one were watching a broadcast program on an unfamiliar geographic area, one could simultaneously interact with atlases on CDI. However, most of the CD material mentioned in the presentation appeared to be game-oriented rather than educational.

Other services tested:

*Video Phone.* The Project ran video phones in three classrooms per each Cerritos school. A number of homes had the phones installed as well.

*Video-on-Demand.* The video resources libraries at each school were equipped with video-on-demand.

## Results

GTE hoped to answer a number of questions by sponsoring the Cerritos Project. Would the superior reliability and robustness of fiber optic cable hold true in real-world situations, with sometimes hurried workmen liable to physically compromise installations as they handled them? Would customers be able to appreciate the difference in reception quality, the increased clarity, and fidelity of tone? Would customers accept the presence of ONI boxes (Optical Network Interface — converts light signals to electrical signals) on or near their property? How would the ONI’s be powered? (Traditional phone lines do not rely on power from the local electrical utility, and do not go down when power goes out. The need for some residents, especially doctors, to have reliable phone access was an issue.) There were also a number of “low-tech” issues to be resolved, such as determining the best methods of splicing and coupling.

According to the promotional video shown, all of the above problems were somehow resolved to the satisfaction of participating Cerritos residents. Interactive services and information-based services seemed to be most appreciated in this test group. However, as Mr. Phelps pointed out, long-term customer response may or may not mirror the novelty of involvement in a test project. Response may vary by geographic zone or socioeconomic scale. The question of what services people want has to be asked continuously, with recognition that the answer will always be changing. Are more choices better choices? Content, packaging, and delivery all must be considered. With a multiplicity of technologies available, end users have to take responsibility

for learning how to master new products while vendors have the responsibility to make technology easier to use. Real-world cost measures were another valuable part of the project. Asked how much it will cost to make some of these technologies widely available, Mr. Phelps replied that the figure commonly bantered about is in the neighborhood of \$500 billion for the entire U.S. Competition and profit will, of course, drive the actual market decisions that suppliers make. As with other new technologies, businesses will get higher band width services first. They will slowly filter down to homes. For the future, GTE is looking at further test sites in Ventura County, Florida, and the mid West.

*Claire Eike*  
*San Diego Museum of Art*

## Uncle ASIS Wants \*Your\* Nomination

The Awards Committee, chaired by Linda McCann, is looking for nominations for the LACASIS annual “Contributions to Information Science” award.

Past recipients include Harold Borko, Robert Hays, M.E. Maron, Carlos Cuadra, William Paisley, Donald Lamberton, and Clifford Lynch.

If you know of someone who has made a significant contribution to the world of information, contact Linda by email (lmccann@calvin.usc.edu) or by telephone (213/ 740-8382).

# LACASIS Visit to Leavey Library

The February 15th tour of Leavey Library at the University of Southern California was well attended by information professionals from a wide area. Everyone was eager to see this recently completed state-of-the-art undergraduate academic library. More networked computers were in evidence than books, or so it seemed. There were many computer lab rooms, a generous number of small group study rooms, an auditorium, and, yes, a reading room with a clerestory ceiling and rather traditional reading lamps. Dr. Chris Ferguson, Director of Leavey Library, gave us an overview of the planning that went into this new-concept learning center, and then we toured the facility and also had a chance to explore USC's Web pages on the Internet. In this time of fiscal adversity, it was great to see an example of what adequate funding can do.

*Aggi Raeder*

# Welcome to LACASIS Board Meetings

Any member is welcome to join us at our monthly Board meetings. Meetings are usually held on the first Saturday of each month, from 10:00 a.m. to 12 noon. Here is a schedule. Feel free to contact any Board member for addresses:

April 8	home of Marianne Afifi
May 6	home of Sandra Tung
June 3	USC Norris Medical Library
July 1	St. Albans Church, Westwood
September 2	home of Sandra Tung

Juice, coffee, and warm bagels are usually featured along with other edible goodies. Watch your Board in action! Get involved!

Locations and dates sometimes change so be sure to contact a Board member if you plan on attending a meeting.

<p>LACASIS Executive Board 1994-95</p> <p>Chair</p> <p><i>Carolyn Loeffler</i> ..... (310)825-4019 UCLA University Research Library Fax:(310)206-4974 ECZ5CBL@MVS.OAC.UCLA.EDU</p> <p>Chair-Elect</p> <p><i>Karen Howell</i> ..... (213) 740-2933 USC Ctr. for Scholarly Technology . Fax:(213)749-1221 KHOWELL@CALVIN.USC.EDU</p> <p>Past-Chair</p> <p><i>Linda Adams</i> ..... (213)621-2772 The Boston Consulting Group ..... Fax:(213)687-3380 LLADAMS@NETCOM.COM</p> <p>Secretary</p> <p><i>Linda Rudell-Betts</i> ..... (310)282-0774 Information Science Consulting . Fax:(310)470-2667 LRUDELL@NETCOM.COM</p> <p>Student Chapter Coordinator</p> <p><i>Linda Adams</i> ..... (213)621-2772 The Boston Consulting Group ..... Fax:(213)687-3380 LLADAMS@NETCOM.COM</p> <p>Treasurer</p> <p><i>Sandra Tung</i> ..... (310)922-5317 Rockwell International ..... Fax:(310)922-5358 SJTUNG@YJ0090C.REMNET.AB.COM</p>	<p>LACASIS Advisory Council 1994-95</p> <p>Archivist</p> <p><i>Carolyn Loeffler</i> ..... (310)825-4019 UCLA University Research Lib ..... Fax:(310)206-4974 ECZ5CBL@MVS.OAC.UCLA.EDU</p> <p>Hospitality</p> <p><i>Nancy Zachariasen</i> ..... (818)395-6704 Cal. Inst. of Technology ..... Fax:(818)792-7540 NANCY@CSVAX.CALTECH.EDU</p> <p>Membership Records</p> <p><i>Roberta Horowitz</i> ..... (818)405-9212 SilverPlatter Information, Inc. .... Fax:(818)405-9471 ROBERTA@NETCOM.COM</p> <p>Membership Recruitment</p> <p><i>Marianne Afifi</i> ..... (213)740-8817 USC Ctr. for Scholarly Tech. AFIFI@CALVIN.USC.EDU</p> <p>Membership Retention</p> <p><i>Dorothy McGarry</i> ..... (310)825-3438 UCLA SEL ..... Fax:(310)206-3908 ECZ5CTT@MVS.OAC.UCLA.EDU</p> <p>Program Committee</p> <p><i>Karen Howell</i> ..... (213) 740-2933 USC Ctr. for Scholarly Tech. .... Fax:(213) 749-1221 KHOWELL@CALVIN.USC.EDU</p> <p><i>Vivian Hay</i> ..... (818)395-6429 CalTech ..... Fax:(818)792-7540 VHAY@IAGO.CALTECH.EDU</p>	<p><i>Linda Rudell-Betts</i> ..... (310)282-0774 Information Science Consulting Fax:(310)470-2667 LRUDELL@NETCOM.COM</p> <p><i>Linda Adams</i> ..... (213)621-2772 The Boston Consulting Group Fax:(213)687-3380 LLADAMS@NETCOM.COM</p> <p><i>Lucy S. Wegner</i> ..... (213)740-8819 University of Southern California LWEGNER@CALVIN.USC.EDU</p> <p><i>Aggi Raeder</i> ..... (310)828-7229 Information Consultant RAEDER@SEAS.UCLA.EDU</p> <p>Publicity Committee</p> <p><i>Michele Speck</i> ..... (310)322-5000 Ebsco Subscription Services ... Fax:(310)322-2558 MAS@AGAVIION.AGFX.COM</p> <p>Publications Committee / OASIS</p> <p><i>Elizabeth H. Wood</i> ..... (213)342-1483 USC Norris Medical Lib. .... Fax:(213)221-1235 EWOOD@HSC.USC.EDU</p> <p>Publications Committee / OASIS</p> <p><i>Sharon E. Hunt</i> ..... (520)620-4974 Carondelet St. Mary's Hosp. Fax:(520)792-2962 SMHTUC@CLASS.ORG</p> <p>Publications Committee / Advertising</p> <p><i>Linda McCann</i> ..... (213) 740-8382 USC Doheny Library LMCCANN@CALVIN.USC.EDU</p>
<p>Editor <i>Elizabeth Wood</i></p> <p>Advertising <i>Linda McCann</i></p> <p>Graphic Design &amp; Type <i>Sharon E. Hunt</i></p>	<p><b>OASIS Editorial Board</b></p> <p>OASIS is published quarterly by the Los Angeles Chapter of the American Society for Information Science. ©1995 LACASIS. Opinions and views expressed herein do not necessarily represent official positions taken by the American Society for Information Science or its Los Angeles Chapter. Manuscripts should be accompanied by a self-addressed stamped envelope. Articles may be reprinted in unaltered form if credit is given to the author and the publication.</p> <p>All communications, including manuscripts, comments, and letters to the editor, should be addressed to:</p> <p>Elizabeth Wood University of Southern California Norris Medical Library 2003 Zonal Avenue Los Angeles, CA 90033</p> <p>Submissions for the Summer issue should be received by June 15th 1995.</p>	

# Conference Announcement

## PRE-CONFERENCE SESSIONS

### *Electronic Publishing: Applications and Implications*

#### **1995 ASIS Mid-Year Conference Minneapolis, Minnesota May 22-26, 1995**

[Session outline follows. For complete program and registration information, contact [ASIS@CNI.ORG](mailto:ASIS@CNI.ORG) or <http://ranga.berkeley.edu/ASIS/asis95.cnf.html>.]

The 1995 ASIS Mid-Year Conference will focus on the most critical development in today's information industry — electronic publishing. The conference has been designed to provide professional development (pre-conference workshops), intellectual stimulation (technical program and exhibits), and pure fun.

#### Highlights Include:

- Keynote by Vance K. Opperman, Member, U.S. Advisory Council on the National Information Infrastructure, and President of West Publishing, discussing the future of electronic publishing within the framework of the NII and networks, including security, privacy, and the roles of the public and private sectors.
- Discussion with Bruce Lehman (Commissioner of Patents and Trademarks) of the NII Task Force's Working Group on Intellectual Property's "Green Paper" on intellectual property and copyright. Followed by a debate by representatives of the international, publishing, and legal communities.
- Presentation of diverse pricing/licensing models for electronic information by Karen Hunter, Elsevier Science Publishers, each of which will be critiqued by representatives of the public, academic, and corporate library sectors.
- Presentation of state-of-the-art publishing projects, such as Johns Hopkins's Project Muse and The Institute for Scientific Information's Electronic Library Pilot Project, and how they are handling security, data validation, and delivery.

#### *MONDAY, MAY 22*

- Copyright
- HTML Hands-On Workshop

#### *TUESDAY, MAY 23*

- Copyright
- Implementing Interactive Multimedia and Hypermedia
- Document Imaging System Planning & Design
- Information Technology Decisions Facing Library Managers
- SGML
- Image Databases

## TECHNICAL PROGRAM

#### *WEDNESDAY, MAY 24*

- Electronic Publishing: Changes, Challenges, Realities and Opportunities. Vance Opperman, Member, U.S. Advisory Council on the NII, and President, West Publishing
- The Making of Electronic Documents
- Perspectives from Publishers
- Standards for Electronic Documents
- Enterprise Publishing: Multiple Electronic Publishing and/or Hard Copy Formats
- Standards for Electronic Access to Geographic and Spatial Information
- SGML for Interchanging Cultural Heritage Information
- Chinese Publications on the Internet: Technical Approaches
- Electronic Library: Issues Related to Data Integrity and Security
- Quality Management of Information Products

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- Overcoming Resistance to E-Journals: Concerns and Recommendations from Librarians, Publishers, and Researchers
- Periodical Acquisition in Libraries: Concerns and Solutions
- Electronic Journals and the Researcher: Perceptions and Realities
- Publishers' Attitudes and Experiences with Electronic Journals

#### THURSDAY, MAY 25

- Electronic Publishing: Access to Information
- Electronic Invisible Colleges: A Study of Three Scientific Disciplines
- Access to Electronic Information: Conceptual Challenges
- Access to Electronic Information: A Technical Feasibility Study
- Access to Electronic Information: A Comparative Evaluation
- Applications and Implications of Electronic Publishing for Archives
- Distribution of Electronic Information
- Document Distribution Models
- Case Studies in Electronic Document Delivery

#### CONTRIBUTED PAPERS

- Future Delivery Methods of Newspaper and the Potential Impact on Society
- Book Reviews and Scholarly E-Publishing
- E-Publishing in a University: Centralization vs. Decentralization
- Teaching With E-Documents
- What, if Anything, is Cataloging in an E-World?
- E-Journals and Copyright: An Empirical Study of Current Practices
- Copyright on Internet - What's an Author to Do?

#### FRIDAY, MAY 26

- Copyright and Intellectual Property Rights in an Electronic Publishing Environment
- Bruce Lehman, Commissioner of Patents and Trademark. The NII "Green Paper" on Copyright and Intellectual Property
- Copyright in an Electronic Environment: Current Status and Future Perspective

#### CONFERENCE LOCATION

Minneapolis/St. Paul Airport Hilton  
3800 East 80th Street  
Minneapolis, MN 55425  
(612) 854-2100 or 1-800-637-7453

Complete program information available from:

ASIS  
8720 Georgia Avenue, Suite 501  
Silver Spring, MD 20910  
(301) 495-0900  
FAX: (301) 495-0810  
Internet: asis@cni.org

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\* \* \* \* \*

419 Main Street #82, Huntington Beach, CA 92648  
714 969-8358      714 960-5454 fax

# University of Hawaii ASIS Student Chapter Report

by Marilyn Marie Demattos  
ASIS Student Chapter President, Fall 1994

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*[Editor's note: This report was sent as a letter to Linda Adams. We reproduce it here with the author's permission.]*

Linda Adams  
Student Chapter Coordinator  
Los Angeles Chapter of the  
American Society for Information Science  
lladams@net.com  
Los Angeles, California

Dear Linda,

Please accept this late report of UH ASIS student chapter activities for the past year. There is no record of any report submitted for the Spring 1994 semester, so this will include that time period also.

In February 1994, the UH ASIS student chapter sponsored a lecture featuring Dr. Meheroo Jussawalla who spoke on the "Impact of Telecommunications on Development: A Global Perspective." Dr. Jussawalla has served at the University of Hawaii as a senior fellow/economist at the East-West Center and as affiliate faculty in the Department of Economics. She is a leading scholar in the economics of telecommunications and has published extensively in telecommunication economics and development.

In April, we held a panel discussion called "Special Libraries Career Perspectives." Our panel consisted of: Francis Enos, head librarian of the Honolulu Legislative Reference Bureau; Eileen Herring, a Hawaii Medical

Library librarian; Robin Kenny, information management consultant; and Kathleen Robertson, an Institute for Astronomy librarian and then Hawaii SLA chapter president. Also in April, we sponsored UH SLIS student Kay Rouse and public librarian and SLIS grad Patti Meerians who presented an overview of Project SLIMMER. SLIMMER is an acronym for State Library Innovations: A Model for Maximizing Employees and Revenue. The project was initiated by the Hawaii State Public Library system in response to changes and budget decreases. Kay and Patti worked on the project's design team.

In October 1994, we were honored to host the national president of the Special Libraries Association, Didi Pancake, in conjunction with the UH SLA student chapter. Her topic was "WIIFM? (What's in it for Me?)" or "How to Use Library and Information Professional Organizations for Fun and Profit!"

In November we hosted David Lassner, Director of Information Technology at the University of Hawaii. Lassner is responsible for computing and telecommunications for Hawaii's multi-campus, public higher education system. His topic was "Telecommunications in the University of Hawaii System."

In an attempt to help future ASIS student officers, I created an "archive" of student chapter activities in the form of two notebooks. One contains chapter business records, banking, correspondence, receipts, etc. The other contains copies of meeting procedures, chapter requirements, and information about sponsored events and activities (posters, etc.). I also set up a special study carrel to hold ASIS materials such as journals, brochures, membership forms, publications, membership directories, and other items that might be of interest to students.

In May 1994, Gerry Lundeen retired, leaving his post as the UH ASIS student chapter faculty advisor. Dr. Diane Nahl took over as advisor in August 1994. The new UH ASIS student chapter president for this semester is Andrea Godby.



# LACASIS MEMBERS

## NEW MEMBERS

*(December 1994 - February 1995)*

### Regular Members

Anne Buck  
University Librarian  
CalTech  
Pasadena CA 91125

Dudee Chiang  
Network Information Resources Coordinator  
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Judy Droessler  
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Gregory H. Leazer  
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University of British Columbia  
Library Central Serials  
Vancouver BC Canada  
Joseph C. Volpe

Vice President  
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Los Angeles CA 90028-8843

Sue Whitehead  
Systems Librarian  
Biola University Library  
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Robert Cyboron  
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Andrea L. Godbey  
Honolulu HI 96818

Irene McDermott  
Honolulu HI 96818

Steve Sloan  
University of California, Los Angeles  
Los Angeles CA 90024

# President's Corner



Often as information scientists, we are so busy meeting our professional and personal goals that we do not take the opportunity to reflect upon our immense number of achievements. The achievements of the LACASIS Chapter in the last few years serves as a case in point.

LACASIS has won the Chapter of the Year award for the last two years at ASIS National. Furthermore, our last two annual fall workshops entitled "The Internet and More: A Skills Building Workshop" and "Info Tech Revolution: Graphics, Text, Voice, Motion" were awarded Chapter Event of the Year for 1992 and 1993 respectively.

LACASIS shared the 1993 award for Chapter Event of the Year with SOASIS (Southern Ohio) for their workshop "The Internet: Navigating the Electronic Superhighway."

LACASIS members were also honored at the national level. **Harold Borko** was honored with the ASIS Award of Merit, and **Roberta Horowitz** was honored as the Chapter Member of the Year.

I think it is important that, as a Chapter, we honor the hard work of the members who have made LACASIS an organization that is so highly respected both locally and nationally. We are always looking for participation by interested and motivated individuals. We can recommend membership in LACASIS with pride!

*Carolyn Loeffler*

# Donations to the Margaret McKinley Scholarship

Each year LACASIS awards a scholarship to a library school student in memory of the late Margaret McKinley. The scholarship is designed to assist the student in attending the ASIS Annual Meeting. Students are encouraged to submit essays on why they would like to go to the meeting and how they would benefit from it. Donations to the scholarship fund are welcomed. Checks payable to LACASIS may be sent to Linda Adams. Please contact Linda for details: lladams@netcom.com or telephone (213) 621-2772.

## CONTRIBUTORS

Linda Adams	Roberta Horowitz
Marianne Afifi	Carolyn Loeffler
Pamela Cibbarelli	Linda McCann
Marilyn DeMattos	Aggi Raeder
Claire Eike	Elizabeth Wood

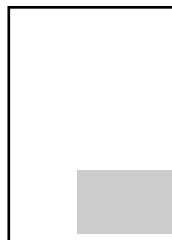
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## Display Advertising Rates

Advertise in OASIS, the journal for LA's Information Professional.

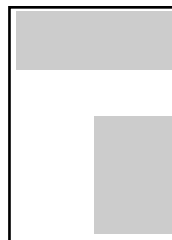
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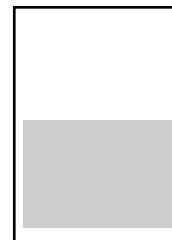
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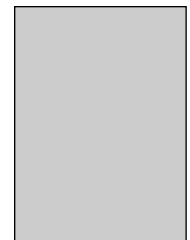
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**Full Page**  
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7.5" W x 10" H

# A World Wide Web Server for the UCLA LIS Department

The Department of Library and Information Science (DLIS) in the UCLA Graduate School of Education and Library & Information Studies now has a World Wide Web (WWW) server.

**URL:** <http://www.gslis.ucla.edu:70/LIS/www/intro.html>

The DLIS Home Page should be of interest not only to the many LACASIS members who are UCLA alumni, but to information professionals in general. The DLIS Home Page was conceived and implemented by John Houser, Information Systems Librarian in the DLIS Laboratory. John has trained other contributors in the Department as well as student Lab staff to create and maintain specific pages of the server. The announcement of the WWW server should also serve as special notice that Library and Information Science education is alive and well on the UCLA Campus, despite the administrative changes that have occurred within the last year.

The Home Page with a handsome DLIS Logo is divided into three major sections: "What's New"; "LIS Resources"; and "Other Places of Interest."

## What's New

This section features a collection of LIS Newsgroups: BITNET Lists; groups related to Book Talk; LIS Class News Groups from UCB and UIUC; Information Systems groups; and Other News Groups. The collection is quite handy, allowing direct access to any of the newsgroups without having to look up lengthy lists.

The page on Diversity Information, designed and maintained by Joseph D. Atkinson III, brings together Multicultural Resources and Ethnic Sources on the Web and on Gopher, as well as describing the DLIS commitment to cultural diversity in the program and in the library community.

The *Library Quarterly* Home Page is designed and maintained by Professor John V. Richardson who is also the current editor of *The Library Quarterly*. The page contains historical information about the journal, Tables of Contents for the latest issues, information for authors and reviewers, and subscription information.

The Faculty Home Page contains a list of DLIS faculty and their publications and areas of interest.

The department has recently begun offering a series of professional education workshops. Interested participants can now register for these workshops directly from the Web using an on-screen form.

For those who are looking for UCLA DLIS interns, you may now register your internship site via the web by filling in an on-screen form. This form is similar in content to the printed form, but it is much more convenient. Printed forms may still be requested by snailmail.

## LIS Resources

This section includes general Departmental Information, Alumni and Professional Resources, Faculty and Student Resources, and Library and Information Science Resources.

Departmental Information consists of phone numbers and e-mail addresses, departmental information, schedule of classes, job openings, and internship sites.

UCLA Alumni may be interested to know about the UCLA LIS Alumni Association Home Page which features names of the board of directors, events information, and the address for an alumni listserv. To subscribe, send the following message:

To: [listserv@gslis.ucla.edu](mailto:listserv@gslis.ucla.edu)

Body of message: sub ucla-lis (First Last)

YOU MUST include parentheses around your name. The list owner is Maureen Russell.

Faculty and Student information includes home pages for the faculty, lab staff, and students, LIS courses and lab information.

The Library and Information Science section features WWW sites, gophers, other library-related information, and electronic publications.

## Other Places of Interest

This part of the Home Page includes links to InfoUCLA, UCLA's WWW server and the Department of Education Home Page.

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I heartily recommend you check out this WWW server. It is well put together, the graphics are very nice, and, last but not least, some of the student pages show a lot of creativity. If you have any suggestions or comments, please send them to John Houser at [jhouser@ucla.edu](mailto:jhouser@ucla.edu). Incidentally, his home page can be accessed by clicking at the initials jch at the end of the page.

*Marianne Afifi*  
*Systems Development Librarian*  
*Center for Scholarly Technology*  
*University Library*  
*University of Southern California*  
*Los Angeles, CA 90089-0182*

## LACASIS Members in the News

**Linda Adams** was one of the speakers discussing "Corporate Libraries: The Cutting Edge" as part of the UCLA Technology Series.

**Marcia Bates** presented a summary paper at the Allerton Institute on "New Roles for Classification in Library and Information Networks."

**Stan Elman** has been named a Fulbright Senior Lecturer and will teach at the Library School of Warsaw University, Poland.

**Brigitte Endres-Niggemeyer** has published "Summarising Text for Intelligent Communication," *Knowledge Organization* 1994; 21(4): 213-223. Brigitte also chaired a special session on "Conceptual Retrieval and the Future Thesaurus" at the Annual Conference of the German Documentation Society. The session was concluded by a workshop also directed by Brigitte on "Idea Sketch of a Configurable Electronic Thesaurus for the Social Sciences."

**Marjorie Hlava** spoke at the 1994 Fall ASIDIC meeting.

**John Houser** is a speaker for four programs in the UCLA Technology Series: "Internet Illustrated: New Software, New Options For Connectivity"; "Internet Hands-On"; "Going On-line at School: Getting Connected"; and "Moving Into a Windows or MacIntosh Environment: Visual Cues and Vocabulary for the New User."

**Dorothy McGarry** is one of the contributors to "Cognitive Paradigms in Knowledge Organisation: Second International ISKO Conference" edited by A. Neelamegham. Dorothy's paper dealt with the display of bibliographic records and the functions and data elements needed.

# User Ratings of Unix-Based IOLS Software

## How satisfied are users with the software products they are using?

*Pamela R. Cibbarelli*  
*President, CIBBARELLI'S*

Librarians were asked to rate Unix-based integrated online library automatic system (IOLS) software. The ratings are shown in the following charts.

The categories surveyed were:

Documentation	the written and online documentation for the software
Service/support	often this is in the form of telephone or e-mail support
Training	formal classes in the use of the product
Product reliability	amount of downtime due to IOLS software problems
Product capabilities	features and functions available
Ease of use	how quickly can users succeed with using the system?
Vendor's integrity	were the terms negotiated honored? were promises kept?
Overall satisfaction	all in all, how much do you like this software?

Dynix's *Dynix* and *Dynix Marquis* (now Ameritech's *Dynix & Horizon*)  
 Georgetown University's Library Information System  
 IME's *Information Navigator*  
 Innovative Interfaces' *Innopac*  
 NTIS's *Integrated Library System*  
 Keystone's *KLAS*  
 Sobeco's *MultiLIS*  
 Personal Library Software's *Personal Librarian*  
 Cuadra's *STAR*  
 International Library Systems' *SydneyPlus*  
 Sirsi's *Unicorn* and *STILAS*  
 MARCorp's *Voyager*  
 VTLS's *VTLS*

The letter included a copy of the survey and urged each of the vendors to request their clients' participation. A total of 80 responses were received.

Here's the data. Numbers in parenthesis refer to the total number of individuals selecting this response. Standard deviation (std. dev.) was calculated only for those charts which included more than 10 respondents.

All Responses				
Ave.	High	Low	Std. Dev.	Category
7.0	10(3)	1(1)	2.0	Documentation
8.0	10(18)	1(1)	2.1	Service/support
6.9	10(3)	1(1)	1.9	Training
8.4	10(21)	3(1)	1.5	Product reliability
8.3	10(18)	3(1)	1.6	Product capabilities
8.0	10(14)	3(2)	1.5	Ease of use
8.6	10(33)	3(1)	1.8	Vendor's integrity
8.1	10(9)	1(2)	1.7	Overall satisfaction

Total number of respondents = 80

## Survey Methodology

The announcement of the survey was included in *Information Today* (August 1994). An invitation to participate was also submitted to the following Internet listservs: PACS-L, MLA-L, LIBREF-L, ELDNET-L, BUSLIB-B, BIBSOFT, ARLIS-L, MULTILIS, VTLSLIST, ADVANC-L, and INNOPAC.

A letter was mailed to each of the following vendors for the corresponding Unix software:

Geac's *Advance* and *LIBS100Plus*  
 OCLC's *BASISPlus* and *TechlibPlus*  
 BRS's *BRS Search C*

Geac <i>Advance</i>			
Ave.	High	Low	Category
4.4	6(2)	3(1)	Documentation
4.8	8(1)	1(1)	Service/support
4.8	9(1)	1(1)	Training
7.0	10(1)	4(4)	Product reliability
8.2	10(1)	7(1)	Product capabilities
7.2	9(1)	5(1)	Ease of use
6.0	10(1)	3(1)	Vendor's integrity
5.8	9(1)	1(1)	Overall satisfaction

Total number of *Advance* respondents = 5

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*Best Seller*

Ave.	Category
9.0	Documentation
9.0	Service/support
9.0	Training
9.0	Product reliability
9.0	Product capabilities
9.0	Ease of use
9.0	Vendor's integrity
9.0	Overall satisfaction

Total number of *Best Seller* respondents = 1

*KLAS*

Ave.	Category
4.0	Documentation
9.0	Service/support
5.0	Training
6.0	Product reliability
7.0	Product capabilities
7.0	Ease of use
5.0	Vendor's integrity
7.0	Overall satisfaction

Total number of *KLAS* respondents = 1

*BiblioTech*

Ave.	High	Low	Category
9.5	9(1)	8(1)	Documentation
9.5	10(1)	9(1)	Service/support
9.0	10(1)	8(1)	Training
9.0	10(1)	8(1)	Product reliability
8.0	9(1)	7(1)	Product capabilities
8.5	9(1)	8(1)	Ease of use
9.5	10(1)	9(1)	Vendor's integrity
9.5	10(1)	9(1)	Overall satisfaction

Total number of *BiblioTech* respondents = 2

*LIBS100Plus*

Ave.	High	Low	Category
5.0	5(1)	5(1)	Documentation
5.0	7(1)	3(1)	Service/support
4.5	6(1)	3(1)	Training
6.0	7(1)	5(1)	Product reliability
4.0	4(2)	4(2)	Product capabilities
6.0	7(1)	5(1)	Ease of use
6.0	7(1)	5(1)	Vendor's integrity
5.0	6(1)	4(1)	Overall satisfaction

Total number of *LIBS100Plus* respondents = 2

*Ameritech's Dynix*

Ave.	High	Low	Category
5.0	7(1)	3(1)	Documentation
4.5	6(1)	3(1)	Service/support
4.5	5(1)	4(1)	Training
7.5	9(1)	6(1)	Product reliability
5.0	6(1)	4(1)	Product capabilities
7.0	7(2)	7(2)	Ease of use
5.0	5(2)	5(2)	Vendor's integrity
6.5	7(1)	6(1)	Overall satisfaction

Total number of *Dynix* respondents = 2

*MultiLIS*

Ave.	High	Low	Category
5.6	9(1)	1(1)	Documentation
6.2	9(1)	3(1)	Service/support
5.8	8(2)	4(2)	Training
8.0	9(3)	5(1)	Product reliability
7.6	10(1)	4(1)	Product capabilities
8.4	9(3)	7(1)	Ease of use
8.0	9(3)	6(1)	Vendor's integrity
7.6	9(2)	6(1)	Overall satisfaction

Total number of *MultiLIS* respondents = 5

*Innopac*

Ave.	High	Low	Std. Dev.	Category
7.5	10(1)	3(1)	1.6	Documentation
8.1	10(3)	4(1)	1.5	Service/support
7.8	10(1)	4(1)	1.3	Training
9.1	10(8)	6(1)	0.9	Product reliability
8.7	10(4)	7(1)	0.8	Product capabilities
9.1	10(9)	8(7)	0.8	Ease of use
8.9	10(10)	4(1)	1.4	Vendor's integrity
8.9	10(5)	7(1)	0.8	Overall satisfaction

Total number of *Innopac* respondents = 24

*Cuadra's STAR*

Ave.	High	Low	Std. Dev.	Category
7.2	10(1)	3(2)	1.8	Documentation
8.8	10(10)	4(1)	1.5	Service/support
6.5	9(1)	3(1)	1.7	Training
8.6	10(6)	6(2)	1.2	Product reliability
8.8	10(7)	6(2)	1.1	Product capabilities
7.6	10(1)	3(1)	1.6	Ease of use
9.2	10(13)	5(1)	1.1	Vendor's integrity
8.2	10(1)	4(2)	1.5	Overall satisfaction

Total number of *STAR* respondents = 29

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Sirsi's *Unicorn* and *STILAS*

Ave.	High	Low	Category
7.0	9(1)	4(1)	Documentation
7.9	10(1)	2(1)	Service/support
7.9	10(1)	5(1)	Training
9.5	10(5)	8(1)	Product reliability
9.2	10(4)	8(2)	Product capabilities
8.6	10(2)	7(1)	Ease of use
9.0	10(5)	4(1)	Vendor's integrity
8.7	10(1)	7(1)	Overall satisfaction

Total number of *UNICORN* and *STILAS* respondents = 8

MARCorp's *Voyager*

Ave.	Category
5.0	Documentation
4.0	Service/support
4.0	Training
3.0	Product reliability
3.0	Product capabilities
3.0	Ease of use
5.0	Vendor's integrity
1.0	Overall satisfaction

Total number of *Voyager* respondents = 1

A more detailed article was published in *Information Today* in two parts: October 1994 (page 42) and November 1994 (page 49). It includes brief background information on each vendor and quotes from respondents.

## Future Surveys

You are invited to participate in future User Ratings Surveys. Planned surveys are:

IOLS for DEC VAX/VMS due by May 1

e.g., *DRA*, *Aristocat*, *Datalib*, *Horizon*, *Galaxy*, *Georgetown*, *InMagic Plus*, *BiblioTech*, *Libertas*, *Manager Series*, *MultiLIS*, *SydneyPlus*, *TechlibPlus*, *ULISYS*

Library Security Systems & Self-Checkout Systems due by July 1

e.g., *Checkpoint Systems*, *Gaylord*, *Highsmith*, *Kingsley*, *3M*, *Magnovation*

Retrospective Conversion Services & Online Cataloging Services & Software due by Aug 1

e.g., *OCLC*, *RLG*, *WLN*, *Mitinet/Marc*, *BiblioFile*, *LaserQuest*, *Marcive*, *RetroLink Associates*, *EKI*, *Electronic Scriptorium*

Software for Use by Library Patrons to Navigate the Internet due by Sep 1

e.g., *NCSA Mosaic*, *Air Mosaic*, *Internet in a Box*, *Chameleon*, *Lynx*, *Gopher*, *GINA*, *NetCruiser*, *Netscape*, *Vizion*, *WinPAC*, *Marvel*, *Internet Link*

To participate in the surveys, please contact CIBBARELLI's and ask to have a form faxed, e-mailed, or mailed to you.

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714/960-5454 (fax)  
PCibbarelli@fullerton.edu

Many thanks to each of you who responded to the survey.

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# LACASIS Members at National Online Meeting and IOLS

**Pamela Cibbarelli** will be chairing the sessions "Full Text Via the Internet" and "Expanding Access to Schools and Kids." Ms. Cibbarelli will speak on "IOLS Software: Options for School Librarians & Media Centers." She will teach the CEU course "Library Automation Software, Systems, and Services: An Update on Available Resources and Fundamentals for Selection and Implementation."

**Vivian Hay** will be chairing the session "Serials Databases and the IOLS" and presenting a paper during the session "Toc/Doc: An Update on an University Document Delivery System."

**Marjorie Hlava** will be the Chair of the session "The Internet: Prospects and Perils."

**Roberta Lamb** will be presenting "Building a Better Fit: Revising Expectations About How Organizations Use Online Information Resources."

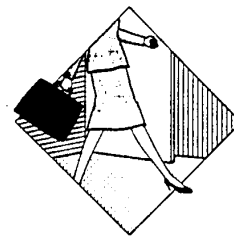
**Barbara Quint** will be hosting "Breakfast with Barbara" where she will be commenting on the state of the database universe. Barbara will also be chair of the Plenary session "Was It Good For You? Observations, Reactions, Omissions."

**Judith Wanger** will be presenting "The New Library/Information Challenge: Managing the 'Corporate Memory'."

## Fall Workshop 1995 in the Planning Stages

The date is set for LACASIS's next exciting workshop. Mark your calendars for Friday, September 15, 1995. While the location and exact title of the workshop are still under consideration by the Workshop Committee, the overall topic is determined: digitized information centers in the fields of medicine, law, entertainment, business, and libraries. Speakers are already being lined up. Another dynamite workshop is shaping up.

Watch for flyers!



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