

Enhancement for Hosted Servers

We will be making a significant enhancement to the hosted server program over the next few weeks. This enhancement will be the relocation of all of our hosted machines into a co-location facility with our network provider. Actually the change was supposed to occur the week of Hurricane Isabel, but for obvious reasons our network provider cancelled all installs during that week.

What does co-location mean to hosted sites?

- **Weather/Disaster protection.** The co-location facility is, for lack of a better word, a "bunker." This building was designed to provide a greater level of protection for the equipment housed inside.

- **Enhanced network reliability.** While it hasn't been an issue so far, several well placed

construction snafus could break our network connectivity. In the co-location environment, all of our hosted machines will be connected to the network head directly by a fiber connection. Since this connection is all in the same building, all of the external network damage variables are removed.

- **Enhanced power protection.** All of our hosted servers are currently protected by a network of battery backups. However, this protection is not designed to provide for long term outages – as were experienced during the recent hurricane. The co-location facility is served by multiple generators, each of which is capable of providing all of the power needed to run the facility in the event of an extended power outage. In addition, internal climate control and fire protection systems are all designed in a redundant format.

- **Enhanced security.** The co-location building is a "high security" facility with 24 hour onsite security. The hosted server room is protected by video surveillance and a keycard access system. Inside the facility the servers are further protected by caged server racks.

While the move may seem to be a bit extreme, it represents our ongoing commitment to our hosted server customers to provide service at a level greater than you would expect if housing the system at your site. The hosted server move will not impact any of our current backup programs or our remote monitoring processes. There will be no additional charge to our customers for this enhancement.

For more information on hosted servers, please contact Dan Specht at dspecht@atlas-sys.com.

The ILLiad Man



(The following was sent to the Atlas Systems office with thanks by the ILL Staff at the Bio-Medical Library of the University of Minnesota. Sung to the tune of *The Candy Man*, lyrics by Karla Block and Nancy Milliman.)

Who can take requests, process them with ease
Put a smile on our faces because we are so pleased

The ILLiad Man, the ILLiad Man can
He sends it ISO and makes it all run smooth

Who can take statistics, run them super fast
Make us wonder how we did it I the past
The ILLiad man, the ILLiad man can

He sends it ISO and makes it all run smooth

Who can take tomorrow, dip it in a dream
He brought us ILLiad and ended all our screams

The ILLiad Man, the ILLiad Man did
The ILLiad Man, the ILLiad Man can

He sends it ISO and makes it all run smooth

The ILLiad Man, the ILLiad man can
The ILLiad Man, the ILLiad Man can

He sends it ISO and makes it all run smooth

Welcome to Kathy Poston, the newest addition to the staff at Atlas Systems Incorporated! For more on Kathy, see page 4.



The OCLC ILLiad Users Forum

A monthly feature highlighting innovations in the field of Interlibrary Loan

Foray Into Meaningful Data With ILLiad and OCLC Management Statistics

By John Clarke and Cyril Oberlander, Portland State University

Are you looking for useful Interlibrary Loan data? Struggling with the extremes of too general or too detailed reports? Where is the meaning?

Achieving meaningful data is an iterative process that is institutional specific; in looking for a balance of general and detail, you might find the following information and reports generated at Portland State University Library useful for collection development and other purposes.

Some of our detailed Interlibrary Loan collection development reports began when we subscribed to OCLC's Management Statistics. OCLC Management Stats provides a detailed spreadsheet of ILL lending and borrowing activities month-by-month. Besides information about the ILL transaction itself, one of OCLC Management Stats greatest contributions is from the bibliographic record, specifically the Library of Congress call number. With the LC call number in hand, ILL requests can be arranged in an LC subject scheme. There was, however, one challenge; the data sets were very cumbersome to manage. Since the data was supplied from two monthly web spreadsheets, many libraries just copied and pasted the data into MS-Excel. That procedure only stored the data and did not de-duplicate the requests that passed from one month to the next. John Clarke, one of my colleagues at Portland State University, and I developed Statcat, a MS-Access solution to this data management challenge. Statcat is an excellent solution to managing and producing collection development reports from OCLC Management Stats. We supplied extensive details about both lending and borrowing request histories and patterns as both printed reports and spreadsheets on the web. However, most subject selectors found that level of detail not very useful, and reported that it lacked user profiles, specifically department and status (faculty, graduate, distance ed. UG, etc).

A solution developed once we implemented ILLiad on January 2003. ILLiad enabled us to mine a wealth of data. However, we encountered a new challenge. ILLiad lacks the OCLC bibliographic Library of Congress call number (unless we manually entered it when receiving items). There had to be another way...

We found one; John Clarke created another MS-Access database. This one runs a query against the data tables in both ILLiad and Statcat. This method bridges the data, creating a union query table without changing either data set. If you search the OCLC ILLiad Knowledge Base (available at www.atlas-sys.com) using the keywords "Microsoft Access link," you can find information on using an external database, such as MS-Access, with ILLiad. The results... (see ILLiad and Statistics, page 3)

Department: Social Work

Request Type



Frequently Requested Call Numbers

- 20 - ?
- 11 - HV701 .C575
- 4 - RC569.5.C55 C466
- 4 - RC569 .S93
- 3 - HQ536 .M322
- 3 - HM251 .J54
- 3 - RC569.5.V55 J68
- 2 - HV5800 .J68A
- 2 - R726
- 2 - HV1 .B67
- 2 - HV6250.4.W65 V5565

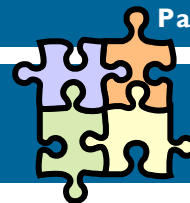
Status Summary



?	Article	2664273	Netherlands journal of medicine.	Graduate
?	Article	23259675	AIDS weekly.	Graduate
?	Loan	40907815	Eye movement desensitization and reprocessing : eval	Graduate
?	Loan	32344495	Eye-movement desensitization and reprocessing : a ne	Graduate
?	Loan		attitude of social workers toward gay and lesbian adopt	Graduate
?	Article	26585556	European child & adolescent psychiatry.	Graduate
?	Article	26585855	Quality of life research : an international journal of qual	Graduate
?	Article	45521848		Faculty

At Your Service - Helping You Put the Pieces Together

By Kevin Ford, Documentation and Technical Support Specialist



ILLiad Billing Part 2: A Case of Vertigo

Greetings all. Last issue we started a discussion of some of the basic ILLiad Billing possibilities, perils, and common pitfalls, in an attempt to avoid a Crisis of Infinite Invoices. This time around, we'll move things to a new level of billing consciousness with a discussion of some of the more esoteric aspects of ILLiad Billing. Try not to develop a case of vertigo as we attempt to lift the veil between Billing Defaults and the mystical world of additional billing charges. Billing isn't just for kids any longer.

Before anything new is revealed here about ILLiad Billing, I must caution you to remember that we've already established the ground rules for billing by setting up the Billing Defaults table (see last issue). As in all such esoteric endeavors, be sure to know the rules going in. We don't wish to break the circle and let things loose unbidden. What we're doing here is adding a new dimension to ILLiad Billing that builds upon the existing foundation that we established with BillingDefaults. We'll do this by adding values to three other billing tables: BillingAdditions, BillingShippingFees, and BillingServiceLevels. These are all accessible in the Customization Manager under System Billing - Setup.

The BillingAdditions table is typically used for any additional fee that you might wish to add to certain transactions that isn't already covered by the other billing tables. Endless are the possibilities, but such things as special retrieval fees, fees for reference services, color photocopy fees, or possibly even "we don't like you" fees (I won't tell if you won't) are possible. Also, as the fee amount that is associated with this type of charge can actually be transformed by the ILL staff when charges are applied, you can use this table for any fees that need alteration on a per transaction basis. In other words, if you need them, this is the place for variable amount fees.

The BillingShippingFees table is deceptively self-explanatory. It is typically used to add fixed charges for various shipping methods, including Fax, Mail, Ariel, FedEx, Telekinesis and so forth. What few seem to be aware of is that the values in this table can be negative, thus giving you the ability to discount certain shipping options rather than charge extra for the others should you so desire. It's a fine line, I know, but the way a deal is worded can make all of the difference to some. Please note that, for Borrowing Billing, the various shipping options that appear in the table will also need to be added to the request pages on the web side of things to allow the customer to choose his/her own desired level of fiscal damage.

The BillingServiceLevels table lets you, and, more importantly, your customers, differentiate between various service levels. By default, every transaction has a service level of "regular", but if you add other service levels, such as "Economy", "Rush", "Super Rush", "Drop Everything Else and Do THIS", and so forth, you can easily set up several different service levels with different pricing for each. This, coupled with a few rather well thought out routing rules, might just help you climb out of the billing swamp. And in the process, it allows your Lending customers (via agreement) and Borrowing customers (via choices on the request pages) to specify the level of service they want based on what they might be willing to pay.

I hope my little tale of Billing has proven useful to you. This type of story never ends, however. With so many endless billing possibilities, eventually someone new will blaze another path through the darkness.

Until then, we'll keep the lights on for you.
-Later.



ILLiad and Statistics

In this example, a report of ILL requests by Social Work users was generated by looking at both the ILLiad and the Statcat data tables, matching the information by ILL#, and sorting the information by LC call number. For any request that the OCLC Management Stats didn't have an LC call number for, Statcat creates a "?" call number. The two pie charts indicate the nature of the borrowing requests, % of article/loan requests and % user status requests.

In the center, we include a list of the top 11 call numbers requested, including the "?" mystery call number. The request details are sorted by LC call number, so it

becomes a virtual shelf list of borrowed materials. While the subject selectors are probably most interested in the requests by their department, we also created an "All Departments" category to provide a complete list that includes the specific departments; this enables a comprehensive look at user demand, while highlighting the interdisciplinary materials. The iterative process of making use data more useful for libraries is ongoing. Next on our plate is project LibStatCAT. Dan Streeter and Cyril Oberlander are developing LibStatCAT, Library Statistical Collection Assessment Tool at Portland State University. This project promises to combine bibliographic and subject data with use data (Circulation, ILL, In-house, Electronic) from more than one library. By creating this regional or cooperative data

farm, we hope to provide a deeper understanding of the rich data sets we often individually keep. By sharing this data, we hope the tool provides better analysis of our library collections and services, as well as strategic cooperative collection development opportunities. For more information about LibStatCAT, Statcat, or other information from this article, please visit:

<http://www.lib.pdx.edu/services/ill/stats/librarystats.html>

or contact Cyril Oberlander, Head of Interlibrary Loan at Portland State University (OCLC: ORZ), Oberlanderc@pdx.edu



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Hurricane Isabel Update

As most of you are aware, the Virginia Beach area recently got a visit from Hurricane Isabel. Things are slowly returning to normal in the area and thankfully damage was minimal. We experienced no damage in our Virginia Beach office and only a minor disruption of services. Thanks to everyone who called and e-mailed to make sure all was well.



Atlas Systems was founded in July of 1995 primarily to work with computerized parking systems. While the company continues to do special projects in this area, after the launch of ILLiad in 1999, Atlas has been primarily focused on the development and support of the ILLiad Interlibrary Loan System. In October of 2000, OCLC licensed the ILLiad software from Atlas and Virginia Tech (where it was originally designed). Atlas continues to be the authorized service, support, and development arm of OCLC ILLiad.

Atlas Systems also does specialty database development projects, mainly related to workflow automation. Atlas's development background of utilizing pre-design operational flowcharting and analysis, as well as our common sense approach to programming produce easy to understand and maintain applications.

OCLC is a nonprofit membership organization serving 42,489 libraries in 86 countries and territories around the world. Membership in OCLC is a unique cooperative venture, giving your library global access to all our services and databases, including WorldCat. Together OCLC member libraries make up the world's largest consortium.

Founded in 1967 by university presidents to share library resources and reduce library costs, OCLC introduced an online shared cataloging system for libraries in 1971 that today is used by libraries around the world. The Interlibrary Loan service was introduced in 1979 and since then has been used for more than 122 million loans among 6,928 libraries around the world.

Kathy Poston Joins the Atlas Staff

Atlas Systems, Inc. is pleased to announce the addition of Kathy Poston to its staff. Kathy comes to us from CBIZ Payroll in Roanoke, Virginia, where she worked for 2 years as a Network Technician. While at CBIZ, her responsibilities included server administration, computer and phone setup, and general PC support.

Kathy's new title is Hosted Services and Support. As her title suggests, her main responsibilities focus on Atlas' hosted server service, including setup and support, server administration and backups, and maintenance for Atlas' internal servers. Kathy will also be a familiar voice for OCLC ILLiad technical support.

Kathy is currently working in Roanoke, but plans to relocate to the Virginia Beach area in the near future. She can be reached at kposton@atlas-sys.com.

Are You Backing Up Your Data?

The most crucial component of the ILLiad system is the SQL database. Most other components can be replaced, but the SQL Server database contains all of the request history, users, tracking and customization settings for the ILLiad system. It is imperative to have regular and safe backup copies of the ILLData database.

To view any scheduled backups you may have in SQL Server Enterprise Manager, go to Microsoft SQL Servers - SQL Server Group - YourServerName - Management - SQL Server Agent - Jobs. Any backup jobs you have will be listed under Jobs. Double-click on a job to see its properties. You can change the schedule for that job or add notifications for success and/or failures. Be sure that your SQL Server Agent is running and is set to Automatic startup, or none of the scheduled backup jobs will execute. You can check that service under Services in the Control Panel .. Administrative Tools. For more information on how to back up your database, see the Knowledge Base article at portal.knowledgebase.net/al/1989/2631/75676.html, or look in the OCLC ILLiad Knowledge Base under Hot Topics - Security.

Heading to San Diego for Midwinter ALA?

Make sure to join us for the OCLC ILLiad Users Group meeting, tentatively scheduled for Sunday afternoon, 5:30-6:30. Come and share your ideas, learn from others, and meet ILL professionals who are on the cutting edge. Atlas and OCLC staff will be on hand to give you product updates, answer your questions, and listen to your suggestions. Details, including time and place, will be announced on the ILLiad-L listserv. Hope to see you there!