

## Minutes

### Customers of Dynix (CODI) meeting

March 8, 1986

President Penny Albright called the CODI meeting to order March 8, 1986 at 8:30 a.m. in the Provo Excelsior Hotel, Provo, Utah. Approximately 25 members were present.

Minutes of the annual meeting last July were approved as mailed to the membership.

### Treasurer's Report

Treasurer Lois Marriott reported a current balance of \$887.00 with \$332.00 in bills for mailings and phone calls outstanding. Deadline for payment of membership dues is June 1, 1986. After that date, privileges to vote for officers or enhancements or to hold office in CODI are rescinded.

### Announcements

Penny announced the upcoming annual CODI membership meeting at the American Library Association conference in New York Monday June 30 at 5:30 p.m. in the Dynix Suite (location to be announced).

### Old Business

Plans are moving ahead to develop the packets for new CODI members. Claudia McKain, chair of this committee, will be mailing a sample packet to each current CODI member. She asked that each member review this packet and add samples and suggestions from their library. All samples and suggestions will then be cumulated into the formal new member packet.

### New Business

The survey of CODI members showed unanimous interest in a clearinghouse-type publication for suggestions and problems of members. Penny is considering the mechanism for such a clearinghouse (and welcomes any suggestions and/or volunteers). CODI will continue to contribute a column to the Dynix Dataline.

The CODI Executive Board investigated the possibility of subsidizing a separate CODI suite at ALA in New York but concluded that the cost was prohibitive. The Board instead recommended that a \$150 subsidy be allowed the CODI President to defray his/her expenses to attend the annual meeting. It was moved, seconded and approved by majority.

The CODI Executive Board is continuing discussion with members of the Dynix Board concerning access to the Dynix source code through CODI. The CODI Executive Board reviewed Dynix's original proposal, suggested amendments and is waiting to review a revised proposal. Dynix currently maintains one copy of the source code at Zion National Bank (as per the CODI By-laws) but the conditions for access by CODI have not yet been clearly defined.

Donna Slusher of Murray Public Library was asked to chair the nominating committee for nomination of next year's slate of officers.

Nancy Buchanan (Adams County Library) reported on use of Data Radio in the Denver area to send/receive data over radio waves and save the cost of telephone lines. Problems include distance, obstructions (tall buildings), inclement weather, and obtaining FCC licenses.

Lois Marriott (Southwestern College Library) reported briefly on the use of the Dynix Public Access Catalog in her library. Lois had several suggestions/caveats.

- there are never enough terminals;
- don't expect to run CPU-intensive reports during heavy-use times;
- there is no backup in her library for those times when power is out and the CPU is down.

Lois made several suggestions about orientation for the users: bookmarks, handouts, an attractive brochure about the online catalog, a self-test for instruction groups, and design of library-specific help screens.

◦ DYNIX Report

Dane Robertson, Manager of Customer Support, spoke about the changes anticipated in RECALL Workshops. Because of the drain on Customer Support and the logistics of planning an annual workshop, the emphasis in the future will be on smaller regional workshops. Any Dynix user may apply to host a regional workshop as long as at least 12 students are guaranteed. Dynix would work with the host to provide CPU ports and terminals for the workshop.

Dane addressed several concerns about the level of customer support and efforts by Dynix to improve its effectiveness. Two groups are evolving in Customer Support: a Provo-based group for responding to established customers and an installation group for on-site training and installation work. Following installation, each customer must be given a "clean bill of health" to be moved to the established customer group.

Dane reported that Customer Support is investigating a method to escalate or prioritize problem reports from customers. They are also improving training with bi-weekly meetings with programmers.

The CODI members present felt that Customer Support needs to be more conscientious about returning calls within reasonable time and about leaving "fixed" messages whenever a problem is resolved.

Keith Wilson, Dynix Vice-President and General Manager, showcased new developments. Future software releases are expected to be smaller than Release 85.1 and more frequent. Method of release distribution is also being addressed.

Keith introduced the new simplified WYSE-50 keyboard intended for public access terminals. Pricing will be available by summer AIA.

He also introduced the TELXON portable scanning unit capable of recording up to 75,000 characters for later transfer to a CPU. The unit also includes a built-in modem and phone jack for long-distance data transfer. Dynix intends to offer this unit for sale (\$1500-3500 depending on capacity) or for rental during inventory.

## Enhancements

A cumulative enhancements list and a supplementary list from Palo Alto Library were reviewed and discussed to clarify any questions. The deadline for enhancements scheduled to be ranked before summer ALA was this user meeting. A new cumulative list will be prepared and sent to all CODI members in good standing for ranking before June. The ranked list will be distributed at the summer ALA meeting.

Claudia McKay, Vice-President/President-Elect, adjourned the meeting.

*Respectfully submitted,  
Gretchen Freeman, Secretary  
(Richland Co. Library)*