



EFTS Newsletter

Winter 2007



University of Connecticut
Health Center

Electronic Fund Transfer System
Lyman Maynard Stowe Library
University of Connecticut Health Center
263 Farmington Avenue - PO Box 4003
Farmington, CT 06034-4003
(866) 561-5045
Fax: (860) 679-1305
<https://efts.uhc.edu>

From the Director...

By Evelyn Morgen

While we in Connecticut are wondering where winter is this year, I know that many of you can tell us where we could find it! I hope this newsletter finds you safe and healthy.

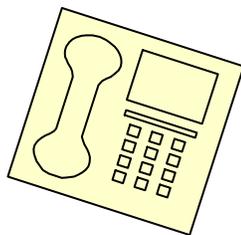
In looking back over all the EFTS staff has accomplished since the summer newsletter was distributed, I realize it's been a season of remarkable change. Here are some highlights:

- The new NLM Contract has been implemented, and EFTS will receive additional marketing support from the NN/LMs and Resource Libraries.
- The DOCLINE EFTS file upload feature was implemented in October, and has already processed thousands of file transactions.
- We simplified the MOA (Memorandum of Agreement) so that it no longer needs to be notarized.
- The **test version** of the Canadian Currency Conversion project was rolled out earlier this month, and we have received positive feedback from our Canadian members.

If your biggest wish is that more people belonged to EFTS, please invite colleagues to join! They can easily explore the process by clicking this Join EFTS link from our website: <https://efts.uhc.edu/efts/common/joinefts.html>

This spring we will be attending the MLA Meeting in Philadelphia, and also the Canadian Health Sciences Library Association meeting in Ottawa. We look forward to seeing some of you at one or the other – or perhaps both!

Evelyn Morgen, Director
Lyman Maynard Stowe Library



Also of note:

The semi-annual EFTS Advisory Committee meeting was held via teleconference on Dec12, 2006. Highlights from the agenda include Steve's software update and future plans, currency conversion policies feedback, changes to the Memorandum of Agreement, EFTS travel plans and an open discussion. Members also heard a report from NLM about the DOCLINE EFTS File Builder. Meeting minutes and participants is available at:

<https://efts.uhc.edu/efts/Static/EFTS%20website/AC-Minutes-Dec-2006.htm>



In this issue:

From the Director...	1
Advisory Committee Note	
Code Words Change	2
Ask and You	3
Shall Receive...	
EFTS—On the Move!	4
Planned Meeting Attendance	
Listen to Lucy	
Contact Information	

EFTS-L Listserv

The EFTS-L listserv is the primary mechanism for communication between Participants and the Office. New participants and software improvements are announced on the list. Participants can also ask questions and share information with others. Information on subscribing can be found under the Tools link on the homepage. Join today.



Code Words Change

By Steve Bazinet

In this short essay I'll discuss change in the context of computer programming and science.

Contrarily, the change that is most dear to the programmer is caused by the so-called, "bug." I say this because bugs are intolerable. We are all users in one or more ways. Programmers, for example are users of programs that they need to create new programs. We are also users of important web sites such as banking web sites, investment web sites, and so on.

Consequently, the change that causes a programmer the most pleasure is the change that eliminates a bug. A bug is a flaw in coding. The programmer is telling the computer to do something that he did not intend. Or, not telling it to do something that it should do. Or, telling it to do something in the wrong order or way. I think you get the idea. A bug occurs when a programmer tells the computer to do something incorrectly.

For example, let's say that a programmer needs a little program that calculates the number of boxes (each containing a dozen eggs) required for a given number of eggs. Of course, what he needs is a formula that divides the number of eggs by the number, twelve. However, he inadvertently types "13" instead of "12" when he creates the formula in code. Technically, this is a bug since it yields an incorrect answer. The computer does not care. It is simply a machine no matter how sophisticated it may appear at times. It can not care about or judge the quality of code.

Another type of bug or mistake is a design error. In this case, the programmer has not made any coding errors. The designer (who may also be the same person as the programmer) errs. If the designer in interviewing the users of a system misunderstands a concept for whatever reasons then his final specification will be incorrect. He, in essence, will be telling the programmer to do something contrary to what is actually required. In this case, the programmer's code could be flawless;

however, the end product will still malfunction with respect to the users' expectations. In other words, the report works perfectly but it's the wrong report.

Another category of change is the enhancement. An enhancement is a change that is additive not corrective. An enhancement may be obvious and visible as when a given page is improved to allow users to use it more efficiently. This is commonly referred to as making the page more user-friendly. However, an enhancement may not be directly visible to the user. For example, if the programmer changes some functionality that causes a page to execute faster without any visible changes to that page then naturally the system is enhanced. This may not be apparent to users since they may attribute the improvement to other elements of the internet such as an improvement by internet service providers. "Wow, the Internet sure is running fast today."

Another change that can be made to a system is a move to newer technology. This is essentially another kind of enhancement but is global in nature (i.e. the entire system is re-written). In the early days of the Internet, users generally only transferred files among themselves. Of course, this state of technology was far from user-friendly. The users of that era were of academia and the military. Eventually, more and more technologies were invented and more systems were upgraded in toto. This type of change is drastic and expensive but the payoff is of a similar magnitude. However, without these new and emerging technologies, there would be no Internet at all. Imagine no email or interactive web pages. This would eliminate 99% of the world that we call, "The Internet."

Change in all its varied forms is necessary and natural. Imagine if we stopped at the printing press level of information technology. No radio, television, computer, internet, etc... For a scientist, his children, and others; this would be a very drab world.





Ask and You Shall Receive...

By Jola Sliwinski

Recently, I posted a request to the EFTS ListServ asking for your comments about the program, our services and anything else. Here's what some of you are saying:

I use EFTS everyday and when I make a request for an article, I always check the box to send my request only to EFTS libraries. Thanks so much for making the process of billing so easy. The updating process is also so smooth and effortless. Blessings on you and your service to make our life easier.

Cliff Nestell /Shawnee Mission Medical Center

EFTS is what I used to dream about while shuffling ILL coupons back and forth, coordinating invoices with our Accounting Dept., and otherwise spending huge amounts of scarce time. It is so well conceived and operated that it seems too good to be true, and the staff is so helpful and pleasant to work with. Thank you for a giant step forward..

Evelyn Simpson /Fountain Valley Regional Hospital, CA

We love this service. We are a busy information center who needs for services such as this to run smoothly to enhance what we are able to provide in-house and from other sources. We are glad to be participants.

Carol Harris /Director, Library Services

Deborah Heart & Lung Center

I LOVE EFTS! Since NLM tracks this now, it's so simple to bill! We didn't have program that did this for us, so I had to manually enter each ILL into EFTS. Now all that info comes over from NLM, so all I do is enter the price on each one and send the file to EFTS (each step is prompted)--it's a breeze!!! It's so simple to do, I don't know why everyone hasn't joined. I have heard the argument that Admin or Finance doesn't want to issue checks into a deposit account in advance, but once it is explained to them about not having to issue numerous small checks

to lots of institutions they usually "get it."

Thanks for all the improvements, especially getting NLM on board! I'm smiling every time I do EFTS billing, because it saves so much time!

Jan Grabowski / Burlew Medical Library

St. Joseph Hospital, Orange, CA

I wanted to thank you for your extremely helpful and individual assistance. I am new to EFTS and have been very impressed with your service. EFTS is also making life much simpler for our accounting department and for me. Congratulations on a job well done!

Teri Neuman, MLIS, RN

Electronic Library Services & Assistance

Sims/Aycock Building

Although my library is small and I don't charge for any ILLs, I absolutely love using EFTS to pay for those articles which I must purchase. EFTS makes payment AND budgeting a breeze! Thank you so much for your service.

Marilyn T. Pitman, MLS

Director, Library Services

Bristol Hospital & Health Care Group

Bristol, CT

Thank you so much for the comments! We ask that you continue to give us feed back, both good and bad, so that we can make EFTS all the you want and need it to be.



EFTS - On the Move! Planned Meeting Attendance

By Jola Sliwinski

Plans are well underway for EFTS staff to travel to Philadelphia for the annual MLA meeting as well as present at the CHLA meeting in Ottawa. As has been the case for the last few years, EFTS will hold an informal User's Group meeting at MLA, time and date to be announced. Staff will present the latest whistles and bells EFTS has to offer, including a demonstration of the Currency Conversion feature. Long programming hours have been spent bringing up this feature with the hope that more international participants would choose to join EFTS. Marketing across the borders—yes both North and South, is in full swing. Either or both of these venues provide an excellent opportunity for you, the members, to meet EFTS staff and other EFTS participants. It is our sincere desire to afford an opportunity for information exchange as well as to hear from you. We continue to make changes and upgrades to the EFTS system. Many of these enhancements are the result of User suggestions. We aim to please and to serve the participant base and its needs. Keep them coming!!!



Listen to Lucy...

By Lucy Piechowski

Message to those institutions that mail in checks to replenish their accounts with EFTS:

Please keep in mind that in order for us to eliminate any kind of problems or errors such as depositing funds into another account, remember ALWAYS to include either a copy of your invoice or at least to reference the LIBID on the remittance of the check. We make every effort to identify checks which have been received without any documentation or LIBID information by calling any questionable check received. By providing well documented deposit information with your check, your funds are posted immediately and your account is updated to reflect your monies. In the rare event something is posted incorrectly, kindly contact the EFTS staff immediately so that the proper credits may be made and you can avoid having your account fall below a zero balance.

EFTS Staff

Evelyn Breck Morgen, MSLS, Associate Director
emorgen@uchc.edu

Jackie Lewis, MLS, Head of Collection Access,
EFTS Program Manager
jlewis@nso.uchc.edu

Jola Sliwinski, EFTS Program Coordinator
sliwinski@nso.uchc.edu

Lucy Piechowski, EFTS Program Assistant
piechowski@uchc.edu

Steve Bazinet, EFTS Application Developer
sbazinet@uchc.edu

Contact Us

EFTS
University of Connecticut Health Center
263 Farmington Avenue
P.O. Box 4003
Farmington, CT 06034-4003
Phone/Fax: 860-679-4500 (9:00 am to 4:30 pm EST)
Toll Free: 866-561-5045 (9:00 am to 4:30 pm EST)
Fax: 860-679-1305
E-mail: efts@uchc.edu
Web: <https://efts.uchc.edu/>