

Kinetica Annual Users' Meeting

21-22 August 2003

Stamford Grand Adelaide, Glenelg, South Australia

Draft Minutes

Day 1

1. Opening and welcome: Ms Bronwyn Halliday, Chair, Kinetica Annual Users' Meeting, and Director, State Library of South Australia.

Ms Halliday opened the 22nd Kinetica Annual Users' Meeting and welcomed the delegates, noting their healthy number. She commented that this was indicative of the interest and support that Kinetica receives from its customers. Delegates were invited to take the opportunity to tour the newly-renovated State Library. Ms Halliday then introduced the Hon. John Hill, to give the opening address.

2. Official opening: Hon. John Hill, Minister Assisting the Premier in the Arts.

Mr Hill welcomed the delegates, noting that 232 people were attending this year's meeting. The Minister highlighted the significance of Kinetica to the library community.

Mr Hill began by saying that libraries are the lynchpin in the ongoing development and application of the national information and knowledge infrastructure, and in the benefits it delivers in terms of research and scholarship, the clever country, lifelong education, civic debate and economic growth.

The South Australian Government strongly supports the role of libraries in enriching our society and advancing the quality of life, and is particularly proud of the completion of the first stage of the new South Australian State Library building complex, the Catherine Helen Spence Wing, in July.

Australian libraries are continually forming mutually beneficial partnerships with each other and with the government and business sectors. Recent examples of such initiatives include AskNow!, an interactive reference service staffed by national, state and public librarians, and the 2003@yourlibrary campaign aimed at increasing awareness and use of libraries.

Kinetica, in its former incarnation as the Australian Bibliographic Network, was a ground-breaking development in library cooperation, and continues to be a viable and successful service to the Australian library community. This meeting provides the opportunity for the exchange of views and discussion on Kinetica's current and future strategic directions.

3. Introduction and welcome: Ms Jan Fullerton, Director-General, National Library of Australia

Ms Fullerton announced that the National Library had recently signed an agreement with IBM GSA for their continued support of Kinetica until December 2005. This provides a solid foundation for the Kinetica service and its 1100 customers in the immediate future. The future of Kinetica is still to be resolved, and was discussed at length at the previous day's Kinetica Advisory Committee Meeting. Following the formal process of approval involving

the Library's Council and Minister, the decision on Kinetica support after 2005 will be announced to Kinetica customers in the next few months.

Ms Fullerton noted the Library's directions statement published last year, which outlines the Library's strategic goals in 2003-2005. Activities undertaken to meet the Library's key strategic goal of providing rapid and easy access to information resources in all formats include the following:

PictureAustralia

The PictureAustralia service has continued to grow rapidly, and now provides online access to over 750,000 images and the collections of 29 organisations, ranging from large national institutions to small public libraries. 55,000 people are using PictureAustralia each month. The newest member of PictureAustralia, launched yesterday, is the State Library of South Australia.

MusicAustralia

In collaboration with ScreenSound Australia, the National Library has embarked on the development of a new service called MusicAustralia, which will be launched in 2004. This will allow users to simultaneously view an image of digitised sheet music from the National Library's server, while listening to a digitised sound recording of the same work being delivered from ScreenSound Australia's server.

AustraliaDancing

The AustraliaDancing portal, launched in February, was developed in partnership with AusDance and other institutions holding dance collections. It provides information about dance in Australia and access to digitised dance-related materials. Entries may list resources in many formats including pictures, oral histories, manuscripts, books, films, journals and digital resources.

Digitisation

The program of digitising selected items in the Library's collection is progressing, with 75,000 items digitised so far. The Library will continue to digitise items that are significant to Australian researchers or are of cultural importance. This year the Library will digitise some of the papers of Alfred Deakin, Wolfgang Sievers' industrial photographs and printed music scores for MusicAustralia.

AskNow!

AskNow! is an initiative of the Council of Australian State Librarians. It is an interactive chat reference service where library staff guide users through a search of Internet resources. Library staff send the Web pages to the user's PC together with a transcript of the session. There have been 24,500 enquiries since AskNow! started in August 2002, 40% from rural and regional Australia.

These services show that having a collaborative focus is a significant means of developing national services.

4. Using technology to advance the NLA's strategic directions: Dr Warwick Cathro, Acting Deputy Director-General, National Library of Australia.

Dr Cathro noted that it is a truism that technology is essential for library service, but the choice of technology is also important. The two key areas of technology involved in advancing the Library's strategic directions are:

- improving access to NLA collections, and
- collaboration.

Improving access to NLA collections

The NLA's website is being restructured to improve access to the catalogue and tools such as manuscript finding aids, subject guides etc. The challenge to integrate access to our digital collections is being met by the digital services architecture developed and implemented by the Library. As part of the website restructure, the new One Search service will use a distributed searching model to search the web site, the catalogue, PictureAustralia, digital collections and other key resources. The Library is developing online web delivery systems for formats such as music, maps and manuscripts, built through storing metadata.

Collaboration (or federated services, where data is contributed by many)

Federated services activity in which the Library is involved include:

- PictureAustralia, which has recently been enhanced through migration to a TeraText platform;
- RAAM (Register of Australian Archives and Manuscripts): the Library plans to improve RAAM updating, ensure all records are on the NBD (National Bibliographic Database) and improve search access;
- MusicAustralia, which is being developed. MusicAustralia involves more complex material (sheet music and digital music) and more complex metadata than PictureAustralia. Records will be included on the NBD; and
- FRBR (Functional Requirements for Bibliographic Records), which provides user friendly clustering of search results for works that exist in many different manifestations. FRBR is being investigated for future services.

Harvester Project

- the Library is streamlining metadata harvesting in many formats (MARC, Dublin Core, XML Schema) through the Metadata Harvester Project;
- the MODS (Metadata Object Description Schema) standard is used as an intermediary for harvesting when data is not in MARC format;
- there are opportunities for collaboration with the higher education sector, including discovery services for institutional repositories.

Directory services

The Library is working with standards bodies such as the International Standards Association and the ILL Protocol Implementers' Group. The Library has created an X.500 mirror of the ILRS Directory, with the goal of improving the infrastructure for decentralised ILL.

5. Report from the Kinetica Advisory Committee: Mr Craig Anderson, Yarra Plenty Regional Library and Deputy Chair, Kinetica Advisory Committee.

Mr Anderson reported on some of the key activities in which the Kinetica Advisory Committee had been engaged over the last twelve months.

The 2003 KAC Authority Survey found that essentially libraries are doing authority work on their local systems, and not on Kinetica. Only a few libraries are creating headings on the NBD. The KAC will consider how to improve the level of authority contribution. LASH (List of Australian Subject Headings) should be revived in the interests of Australian cultural identity.

Through the work of KAC's Pricing Working Group, the National Library has adopted a revised set of principles for charging for use of the Kinetica service. The fee structure has been revised, with perhaps the most important change being the planned adoption of a single discount level for contributors to the NBD.

Following the bankruptcy of ELiAS, the Kinetica software is now owned by a new company called Libricore.

Commenting on the future of Kinetica, Mr Anderson noted that Kinetica contains high quality cataloguing records, which are valuable for both resource sharing and resource discovery. The trend towards decentralised local cataloguing, followed by batch uploading to the NBD, means that full cataloguing functionality may no longer be required. Special libraries are more interested in using Kinetica as a resource discovery tool. Interlending and resource sharing are high priorities, as reduced acquisitions budgets have increased the importance of interlending. End user access is becoming increasingly important, and access to Kinetica should be simplified through 'Kinetica Lite', a Google-style interface for the NBD with easy entry into the document delivery system. The Public Library Portal is an important step in this direction.

KAC encourages the role of the NBD in providing access to electronic resources. Kinetica should broaden its coverage and increase the number of participating libraries by collecting records by library sector and targeting small and special libraries.

6. Kinetica report: Ms Roxanne Missingham, Assistant Director-General, Resource Sharing, National Library of Australia

After noting that her full report was available on the Kinetica website at http://www.nla.gov.au/kinetica/aum/aum03/ann_report.html, Ms Missingham highlighted five areas: Kinetica results for 2002/2003, the Kinetica Chinese Japanese Korean database, enhancements, projects and developments for the coming year.

6.1 Kinetica 2002/2003

Ms Missingham quoted various users remarking on the benefits that Kinetica has brought to their libraries and reflecting that Kinetica is a significant asset to Australian libraries. The NBD now has 14 million bibliographic records and 36 million holdings statements. She noted that the issue of authorities is being addressed.

A major achievement of the past year was the implementation of new hardware to support the KineticaWeb and Kinetica Client services and to increase disk space to allow for the growth of the NBD.

Kinetica has helped member libraries achieve efficiencies by improving access to bibliographic resources with the addition of the Deutsche Bibliothek Database, the union catalogue of the National Library of Germany (with over 6.5 million records). Access to OCLC's WorldCat (with over 47 million records) has been extended for three years, with further opportunities for collaboration.

Upgrading of the Kinetica Document Delivery system has allowed connectivity through the ISO ILL Protocol.

To improve searching, significant work has been done on the quality of the NBD, including improvement to the match/merge algorithm and removal of orphan headings. Completion of

the Australian newspapers project has meant that there are no duplicate newspaper records. The project will also help to determine rules on dealing with duplicates in the future.

Access for users has been extended through innovative projects and partnerships. These include projects aimed at end users and partnerships with organizations such as OCLC and RLG.

The coverage of electronic resources in the NBD has increased to 340,000 records. Additional electronic collections have been identified by Kinetica members, including *Our Digital Island* which currently provides access to over 660 Tasmanian web sites. There are currently 16 data sets available in the E-Collection Sets service. Increased coverage is significant in an environment where there is a move in Commonwealth government publishing from print to online. It is important to be able to locate all items, regardless of whether they are electronic or print.

New contributors to the NBD include one-person libraries such as the WA Conservation and Land Management library. Small and often unique collections (elusive or “guerrilla” collections) are an important resource for the NBD. Retrospective files have also been added from a variety of organizations including CSIRO.

Kinetica customers have a choice of workflows when adding their records to the NBD. They can add their material online via the Cataloguing Client or KineticaWeb (to add holdings or a basic catalogue record through the Web Input form), and then copy the record to their local system via MARC*Link or in real time via RTPS Downline Loading. Alternatively Batch*Link can be used to upload customer records to the NBD from major systems or smaller systems such as DB Textworks.

6.2 Kinetica Chinese Japanese Korean (CJK) database

The Kinetica CJK database contains more than 1,410,000 bibliographic records and 449,000 location records. To extend the coverage to include more public library records, 12,500 City of Sydney Library records were loaded to the database.

In terms of system development, this year new hardware was installed, and Release 2002 Phase 2 of the Innopac software was implemented.

Interlibrary lending received a boost when the CJK database was implemented as a target on the Kinetica Document Delivery system.

6.3 Enhancements

The Expert Advisory Group on Enhancements undertook extensive consultation with Kinetica customers on future development of the Kinetica Cataloguing Client, KineticaWeb and KDD services. Meetings were held in each state and over 270 recommendations were considered. Membership of the Group consisted of:

Mr Michael Aulich	Brisbane City Council Library Service
Ms Cheryl Brickell	Kinetica Customer Service, National Library of Australia
Ms Marian De Saxe	University of Sydney
Ms Jay Douglas	University of South Australia (to facilitate input from Kinetica State User groups)
Ms Kaye Hill	State Library of Western Australia (representing the Kinetica Advisory Committee)
Ms Patricia Scott	University of Adelaide (representing the Kinetica Advisory Committee)

Mr Rob Walls Database Services, National Library of Australia
Ms Pamela Wansink National Information and Library Service

6.4 Projects

Public Libraries Portal

The purpose of the Public Libraries Portal is to increase access to resources in Australian libraries and online Australian information for Australians. The working portal will provide one stop shop access to information resources and interlibrary requesting. The project involved analysing the information needs of potential users, and the mechanism of web delivery to the public. The project aims to develop a viable business model that will be applicable to all Australian public libraries. The pilot sites involved in the trial are Yarra Plenty Regional Library Service, Brisbane City Council, Thuringowa Library Service, Southern Tablelands Regional Library Service, Goulburn, and Northern Regional Library Service, Moree.

Commonwealth government metadata

The aims of the Commonwealth government metadata project are to improve access to online government publications, improve the coverage of digital government publishing on the NBD and preserve them for the future. Approximately 60% of Commonwealth government publications are now only available online. A workshop was held in February with the National Archives of Australia and National Office for the Information Economy, together with the seven government departments participating in the project: Australian Bureau of Statistics, Department of Health and Ageing, Department of Agriculture Fisheries and Forestry, Department of the Treasury, Environment Australia, the Parliamentary Library and the National Occupational Health and Safety Commission. One of the issues to emerge from the workshop was the quality of metadata records.

Subject Headings Review Panel

The Subject Headings Review Panel has been active in addressing subject authority control issues. The panel consists of five members:

Ms Bimal Rajapatirana	National Library of Australia
Ms Deirdre Kiorgaard	National Library of Australia
Ms Joan Moncrieff	Deakin University
Ms Judith Purser	University of Melbourne
Ms Jennifer Kerry	AIATSIS

Major achievements for the year included the Library of Congress accepting the proposal to replace the term 'Aborigines, Australia' with "Aboriginal Australians", and the closure of the Australian historical period subdivision 1990- at 2001 i.e. 1990-2001.

Authorities

Authorities have been a significant area for investigation. The results of a survey undertaken in June 2003 highlighted the need for Australian authorities and the fact that an increasing amount of authority work is performed on local systems. Kinetica will need to address the issues of authority workflows, how authorities could be contributed to the NBD and what services should be provided to support authority work. The top ten contributors of authority records to the NBD included the National Library, the State Libraries of New South Wales, Tasmania, South Australia and Victoria, the Joint Theological College in Melbourne, the

Commonwealth Department of Treasury, and the Universities of Newcastle, Flinders and Adelaide.

6.5 New developments

Recent Australian Publications (RAP) is a free monthly reference service listing Australia's recent publishing output. The records in the RAP file are derived from the NBD, and are made available to help libraries select material for collection development. Each month two files are made available – the first is a subject listing of the publications arranged in Dewey classification order and the second lists publications alphabetically.

Ms Missingham announced that Kinetica had reached an agreement with RLG and OCLC on providing access to the NBD. OCLC is investigating access through FirstSearch as well as through the cataloguing interface.

Other developments slated for 2003/2004 include additional projects to improve the quality and coverage of the NBD, and ongoing work on the Kinetica futures project.

Enhancements in KineticaWeb will include piloting the Singapore Integrated Library Automation Services (SILAS) database as a target, setting the Advanced Search screen as the default in KineticaWeb, providing Select All and Deselect All buttons for bulk selection/deselection in Stored Records, automatically displaying records in Extended View when fewer than three are returned from a search, allowing users to select the number of records returned for viewing at the one time, and reviewing other enhancement recommendations.

A new Expert Advisory Group on Document Delivery will be established. Developments in KDD will include the ability to sort libraries in the rota by state; connecting to databases such as Te Puna and interoperating with Te Puna Interloan via the ISO ILL Protocol; increasing the number of Kinetica customers using their own ISO ILL compliant ILL systems; and continuing to develop the Australian Libraries Gateway and ILRS directory, including the X.500 ILRS mirror directory.

Ms Missingham reminded delegates that the 8th IFLA Interlending and Document Supply International Conference (<http://www.nla.gov.au/ilds>) would be held at the National Library on 28-31 October 2003.

Questions:

When will the X.500 interlibrary directory be ready?

The X.500 directory will be ready by the end of this year.

How do matching ISBNs get on to the NBD?

ISBNs are not a reliable match point when loading records on to the NBD, and are not used in the match/merge algorithm. However, we are considering the use of ISBN matching again as a secondary check. The match/merge algorithm used when loading records on to the NBD is very complex and it relies on matches on a number of fields to achieve accurate matching.

Can ISBNs be normalised to help in searching?

It is possible to normalise ISBNs. However, problems occur when searching on ISBN because publishers reuse the same ISBNs.

Ms Sharon Karasmanis drew delegates' attention to the Copies Direct Service at the National Library (<http://www.nla.gov.au/copiesdirect/>). Undergraduates at La Trobe University are not given access to interlibrary loans. Desk staff recommend Copies Direct to undergraduates.

How frequently is the Commonwealth Online Government Publication Service updated?

This is a pilot service for the first year, and perhaps for the second year. It will be updated regularly.

When searching on KDD by ISBN, there is a problem with spaces and brackets when the ISBN is followed by an abbreviation such as paperback, as you are unable to truncate in KDD.

The National Library will investigate ISBN searching in KDD.

You frequently retrieve duplicates when searching using ISBN as the search term.

Kinetica staff are always trying to improve the match/merge algorithm, but in a large database there will always be some duplicates. Database quality is also dependent on contributing libraries providing good quality records.

Ms Patricia Scott commented that ISSNs are not a unique identifier, and records with matching ISSNs are not necessarily duplicates.

What is the format of the NBD?

The underlying architecture is an Oracle database.

With electronic resources, how will you keep records up to date, especially government publications?

Files to update records are received on a monthly or bimonthly basis. The frequency of updates is also dependent on the availability of update data from vendors.

When government publications are deleted, are you planning to keep records on the NBD for electronic publications which once existed but no longer do?

It is important to keep a list of what has been published on the NBD. We hope that services such as Pandora will provide permanent archival access to government publications.

7. State User Groups report: Ms Jay Douglas, Technical Services Librarian, University of South Australia.

Ms Douglas described the composition of the State User Groups and convenors – Ms May Priddle (ACT), Ms Susanne Moir (NSW), Ms Jo McGill (NT), Ms Jay Douglas (SA), Mr Michael Baker (Tas), Mr John Butera (Vic), Ms Jane Jones (WA), Mr Alex Cutts (Qld), and summarised the role of user group convenors. She noted that some groups have reported reduced attendance at meetings, and that the presence of National Library staff usually boosts attendance.

Activities held during the year have included the Kinetica Enhancement Workshops in all states, which participants found to be very valuable, and a successful ILL and Document Delivery Workshop held by the VKUG Document Delivery Subcommittee in November 2002, with 106 participants.

Ms Douglas raised various issues to be considered by Kinetica. In terms of planning and development, the State User Groups are interested in future enhancements and development of Kinetica beyond 2005, Kinetica budgetary constraints, planning for the Kinetica Annual Users' Meeting, and Kinetica charges and pricing schedules. Issues of database integrity include record quality, authority control, level of MARC 21 compliance in Amicus, URLs in electronic collection sets and the possibility of news bulletins on the National Library website. Other issues of relevance to user group members include KDD and document

delivery best practice workshops, the Public Library Portal and ILL services, wider availability of OCLC, end user access and connectivity and response times. Ms Douglas noted that the State User Groups appreciated the National Library's involving members in discussions on developments and enhancements, and the National Library's responsiveness to user group suggestions.

Questions:

Which suggestions from user groups were put at the top of the list?

Ms Roxanne Missingham responded by noting that important issues include ensuring that the coverage of the NBD is up to date, together with the quality of the database, accurate holdings for KDD, the match/merge algorithm, Kinetica's relationship with libraries and the enhancement process over the last year. We intend to have a regular process of consultation every two years on needed enhancements.

Do you envisage that you will charge end users?

The National Library wants to break down barriers for Australians. On the other hand, Kinetica must recover its costs, and we need to have a sustainable business model that brings in revenue, which we are investigating for the Public Libraries Portal. Libraries should remember that options such as site licences and consortia licences are available.

Are records for electronic collection sets massaged before they are loaded?

Yes, they are, as some records do not meet Kinetica's minimum standard and need to be upgraded. We are trying to streamline the process, which is very labour intensive at present.

The meeting broke for lunch at 12.15

8. Innovative uses of Kinetica: Mr John Arfield, Kinetica Advisory Committee and University Librarian, University of Western Australia

Mr Arfield judged the inaugural Kinetica Innovation Award together with Ms Sherrey Quinn from Libraries Alive! Pty. Ltd. and also a member of the Kinetica Advisory Committee. Mr Arfield reported that a variety of submissions in terms of types of libraries and types of innovations was received. Libraries need to be innovative and renew themselves to deal with changing circumstances. The six finalists were:

The Art Gallery of South Australia Research Library

The Art Gallery of South Australia Research Library migrated from a card catalogue to a computerised catalogue with 16,000 records. As a small library, the Art Gallery is also able to access OCLC through Kinetica.

The National Meteorological Library at the Commonwealth Bureau of Meteorology

Faced with a backlog of 20 metres of shelving of US and UK scientific items, library staff embarked on a backlog eradication project. They were able to find 95 per cent of titles in the backlog by searching the NBD, RLG and OCLC WorldCat databases in Kinetica. The National Meteorological Library can now boast that they no longer have a cataloguing backlog.

Box Hill Institute of TAFE

KDD has enabled Box Hill Institute of TAFE library to move forward and achieve a far more integrated role in the teaching and learning process within their institution. There has been increased recognition by academic staff within the Institute of the important role that the Library can play. Library staff are now seen as part of the academic team and part of the

solution, not just an adjunct. In addition, KDD has added to the professionalism of library staff.

QML Pathology Library

QML is a one-person library, and historically was offline. Although previously the librarian had only used Kinetica in her library course, she decided to use Kinetica for searching for holdings and copy cataloguing. She now uses Kinetica daily, and is able to provide a far more efficient service to her users.

These are examples of libraries using Kinetica to provide a more effective and efficient service.

Mr Arfield said that the judges were particularly interested in novel uses of Kinetica that broke new ground for the Kinetica service.

NSW Consortium of Public Libraries

The NSW Consortium of Public Libraries, which consists of 76 libraries, demonstrated a new and innovative way of organising access to Kinetica. The development of the Consortium was made possible through the support of its member libraries, and the relative affordability of the Consortium enables small and remote libraries to become members of the Consortium. The Consortium represents an imaginative use of the Kinetica service and a new way of extending access to libraries, and was highly commended by the judges.

The winner of the inaugural Kinetica Innovation Award was the **State Library of Tasmania**, represented by Ms Carmel Denholm. In the judges' opinion, the State Library of Tasmania showed the greatest amount of innovation in the use of Kinetica in its project to enhance access to preserved Tasmanian data. Demonstrating close cooperation between the State Library of Tasmania and the National Library, the State Library exported XML format metadata records from *Our Digital Island* to Kinetica, where they were then converted to MARC format and added to the NBD.

Ms Fullerton presented the award to Ms Denholm.

Kinetica Innovation Award – *Our Digital Island*: Ms Carmel Denholm, Senior Cataloguer (Metadata), State Library of Tasmania.

Ms Denholm described the collaborative project which involved the export of selected metadata records from *Our Digital Island* at the State Library of Tasmania to Kinetica. The project built on earlier metadata work at the State Library of Tasmania, and uses the following standards – AGLS, XML and MARC.

Our Digital Island, which began in 1998, provides access to Tasmanian websites that have been preserved for posterity by the State Library of Tasmania. There are currently 1,418 sites and 1,568 captures in *Our Digital Island*. Ms Denholm noted that the Tasmanian Libraries Act covers web-based electronic format, not just print format. As *Our Digital Island* provides entry to preserved sites, access by Google has not been permitted.

Our Digital Island was created by first capturing websites using HTTrack software, and then creating metadata records. Selected metadata records from Tasmania Online, a repository that includes Tasmanian business, community and government websites, are re-used, and the data is then enhanced.

Ms Denholm then described the export process. *Our Digital Island* metadata records are copied, and additional preservation metadata is added. Files are exported to the National

Library as multiple XML files, all local tags are stripped and only AGLS tags and data is supplied. Kinetica then maps AGLS to MARC format.

Our Digital Island records can be located in Kinetica by searching on “Our Digital Island electronic collection”.

Questions:

What was the prompt that made you realise that your legislation was flexible enough to cover web resources? What made you set up Our Digital Island?

Ms Denholm responded that the State Library of Tasmania recognised the importance of digital preservation, and that the legislation would encompass it. Initially original cataloguing was done separately for *Tasmania Online* and for *Our Digital Island*. Once we had integrated the workflow and used only one record, our output increased.

Does the Act specify criteria for the website to be captured?

It is up to us to develop selection criteria. We had to consider issues such as how often to capture, and whether to capture the whole web site or just part of it.

Who selects web sites?

The cataloguers at the State Library of Tasmania now flag sites of interest, and people can submit web sites for inclusion.

Have you actively contacted organisations whose web sites you have captured? Do they come to you when they make changes or updates?

Yes, some government departments have notified us when they revamp their web site. We need to publicise the service so that more people will notify us. Pandora is good at notifying us of sites we have missed.

9. Showcase of South Australian libraries

9.1 Showcasing new and innovative developments in South Australian public libraries:

Ms Helen Walkden, Manager, Technical Services, PLAIN Central Services.

Ms Walkden gave an overview of recent South Australian public library network initiatives and then focussed on the achievements of individual libraries. She noted that PLAIN Central Services embraces 96 public library services at 138 sites, consisting of metropolitan, country and joint use (school/community) libraries.

Recent network initiatives have included the [2003@yourlibrary](#) campaign, which was an excellent vehicle for a wide range of mini campaigns; the Wide Area Network providing and upgrading Internet access for public libraries; the Big Book Club, which promotes collaboration between publishers, retailers, the media, libraries and art organizations, and aims at promoting reading and literature awareness; and the [libraries.sa](#) website, the information source for the South Australian Public Library Network.

Recent library innovations have included new public library buildings that meet contemporary needs and may be multi-purpose or themed for the particular community. Ms Walkden described the Adelaide Hills Council Library Service, which uses SMS text messaging to communicate with patrons and a mobile library with satellite access. Other libraries hold literary competitions. The Burnside Public Library, for instance, features the Books in the Sky (BiTS) system for the visually impaired, which has the potential to replace talking books, while the Unley Public Library offers adaptive technology for Internet use by the disabled.

9.2 Showcase of South Australian special libraries: Ms Georgia Livissianos, Manager, Library and Information Services, Federal Court of Australia.

Ms Livissianos explained that special libraries may believe that they have no need of Kinetica because they use informal networks, and because there are obstacles preventing them from using Kinetica: lack of trained staff to handle ILL, cost, inability to use ALIA vouchers and inconvenience. Special libraries in South Australia do use Kinetica for a variety of tasks including verification of bibliographic details; copy cataloguing; arranging ILL and locating items for ILL not available through informal networks, South Australian university libraries or the State Library of South Australia; and document delivery.

Ms Livissianos described the operations of some Adelaide special libraries, including the Federal Court of Australia. Special tools used by law libraries include the ANZ Law List, a discussion list also used for ILL, and the Australian Law Librarians' Group (SA Division) Holdings List, a printed listing of legal material held in South Australia. In a typical law library, 66% of interlibrary loans are obtained through reciprocal loans, 33% through its library network interstate, and only a very small number through Kinetica. A typical medical library overwhelmingly uses the GratisNet ILL system (80% of ILL), with 10% of loans performed through Kinetica and 10% through Infotrieve. She would estimate that only half the medical libraries in South Australia add holdings to Kinetica.

Special libraries need to find information for their clients rapidly and efficiently. Adding their holdings to Kinetica and using Kinetica Document Delivery is a more efficient and cost-effective way of doing loans and document delivery.

9.3 Three universities – South Australia: Ms Robyn Walden, Bibliographic Services Librarian, Flinders University, and Ms Patricia Scott, Bibliographic Services Librarian, Barr Smith Library, University of Adelaide.

Ms Walden began by describing the three universities, University of Adelaide, University of South Australia and Flinders University, and noting that despite their differences in style and origins, there was a strong emphasis on cooperation.

Each library has special collections. For example, Flinders has the Evatt, Dunstan and Eros collections, Adelaide has the Sir Mark Oliphant, Pacific and Theatre collections, and South Australia has the Bob Hawke Library.

UniLibraries SA (<http://www.lib.flinders.edu.au/ulsa/>) promotes regular cooperation between the three libraries. Shared activities include a courier service, a paging service, reciprocal borrowing, resource sharing including collection planning, staff development and a joint storage facility or URSSA (Universities' Research Repository South Australia). Systems cooperation is highly developed, with the three libraries upgrading to the same library system, Voyager, which permits simultaneous searching of the catalogues in all three libraries.

Future plans for cooperation include benchmarking of Technical Services, consortial purchasing of monographs, further planning days and an overlap study of holdings in Kinetica which will inform acquisitions and collection rationalisation.

The phenomenon of disappearing collections was addressed. Collections from small libraries may have been amalgamated into the larger university collections, such as the Australian Mineral Foundation collection in the University of Adelaide, the Australian Theological College collection in Flinders and the SACON collection in the University of South Australia.

Questions:

Does Burnside Public Library just include novels and fiction, or does it also have material for students with a visual disability? Deakin has material for students, and could possibly cooperate.

Ms Helen Walkden responded with thanks for the offer.

Have the holdings for disappearing collections been updated in Kinetica?

Ms Scott confirmed that the holdings have been updated.

Day 2

10. End user access to Kinetica

10.1 A real end user speaks: Mr Douglas Sellick, Albany, Western Australia.

Ms Halliday spoke to Mr Sellick in Albany by telephone hookup.

Mr Sellick started by outlining his varied background, firstly in shipping, then at the Courtauld Institute of Art, in publishing and editorial research, and then as chief librarian at Fairfax Magazines. He is currently researching a travel anthology on how people travelled in the late 19th and early 20th centuries.

Mr Sellick uses Kinetica frequently to locate the books he requires quickly and easily. He believes that Kinetica is an enormous asset to researchers, and finds the advantages of Kinetica are that it provides information about individual titles, and clarifies which books to examine before he visits a library. He was given brief informal training as a Petherick reader at the National Library, and found the interface intuitive and easy to use.

From the end user's point of view, it is frustrating to be denied access to Kinetica. His local public library at Albany does not allow public access, probably because of budget constraints, but he can access Kinetica at the State Library of Western Australia.

10.2 Specialist searching for end users: Mr Michael O'Donoghue, Senior Lecturer in Education, University of South Australia.

Mr O'Donoghue reported on the kind of use academics can make of Kinetica. He was given trial access to Kinetica as an academic researcher with interests ranging from education to religion, including middle school education, astronomy in ancient Egypt, the Charles Strong Trust and the Holbrook home.

Mr O'Donoghue lists the advantages of Kinetica as:

- easy to use without much training
- results retrieved quickly
- availability of an Australian national collection
- able to identify obscure items and find Australian locations
- useful for uncovering non-book items such as realia, manuscripts and audio.

Improvements Mr O'Donoghue would like to see include removal of duplicates and being able to receive a consolidated email of results in EndNote format, instead of receiving results item by item. In the future he would like access to an international collection.

Questions:

Do you use keyword searching or title searching?

I mainly use Any Keyword, but sometimes search by a specific title or author.

What is your attitude to copyright on your own work?

Academics have a commitment to sharing knowledge. I am ambivalent on this issue. Perhaps something like the old public lending scheme would be fair.

When you want to publish your next book, how would you feel if the only publishers available are overseas?

That is an issue we may have to deal with.

How easy is Kinetica for academic researchers to use?

I find it convenient as I can access it from my office computer, and it is very fast.

10.3 AustLit and Kinetica: an end user's perspective: Ms Anne Chittleborough, researcher, Flinders University.

Ms Chittleborough, who is a member of the Content Team of AustLit, the Australian Literature Gateway (<http://www.austlit.edu.au/>), outlined the scope and nature of AustLit, and showed how interaction with Kinetica assists her research into, and verification of, writers and their works, and enhances both the process and the end result of her work.

The database in AustLit is created using the FRBR (Functional Requirements for Bibliographic Records) model, based on the concepts of work, expression and manifestation. Records in AustLit provide a great deal of information at different levels, including information about the writers themselves. AustLit records also link to other information sources such as Picture Australia, Pandora and the Register of Australian Manuscripts.

Ms Chittleborough was also involved in setting up the database of South Australian Women Writers, a subset of AustLit.

Ms Chittleborough described how Kinetica is used at AustLit to verify works. AustLit work involves entering newly published works, and researching and upgrading records for writers and works already present.

Ms Chittleborough suggested that in Kinetica there should be tighter authority control to avoid works being listed under variant names, users should be able to sort result lists, and the time-out period should be extended.

10.4 ILL service delivery implications when end users have access to Kinetica: Ms Christine Cother, Senior Librarian, Flexible Delivery Services, University of South Australia Library.

Ms Cother began by saying that libraries have a role to play in unmediated resource sharing, as they have the collections, maintain the infrastructure to support resource sharing, have well-established resource sharing directories and codes of practice, and a long history of cooperation. Many Australian libraries have under-used collections.

Potential end users include free-lance writers and researchers, academics, historians, external students, small to medium business and anyone on the Internet. She noted that end users may not be officially linked to a library service.

The attitude that ILL/DD is a library to library activity acts as a barrier to unmediated resource sharing. Possible threats to libraries include being overwhelmed by demand, loss of materials, cost of service and legal issues such as copyright and licensing agreements. However web based catalogues and databases available via the internet and improved direct access have created new opportunities to increase resource sharing on a cost recovery basis. Services currently available include Copies Direct, Subito, CISTI, Infotrieve, NAPSS and many publishers.

Ms Cother described the South Australian Resource Sharing Initiative (SARSI), a trial facilitated by the University Librarians of South Australia. SARSI featured a universal borrowing service where users could either choose counter service or have the item delivered. The pilot users, staff and postgraduate students at the Universities of South Australia and Adelaide, were able to request available items from the loan collections of either institution. Software and organisational issues were uncovered during the trial, and the need for publicity and promotion was highlighted.

Ms Cother mentioned other Australian initiatives, including the Public Libraries Portal (NLA), Borrow Direct (NLA) and LibraryDirect (University of SA).

Ms Cother stated that there would be very few ILL service delivery implications when end users have access to Kinetica unless Kinetica is readily available and promoted to end users, the search mechanism is improved and a nationally coordinated end user document delivery and lending service is established and promoted. She recommended that libraries should go ahead and provide unmediated resource sharing, as they already have the collections and infrastructure and it would promote the role of librarians.

Questions:

How would you get loans to requesters?

LibraryDirect has a web form where they can specify their requirements. We can deliver the item to requesters if they wish, and add postage costs. We already have similar processes in place for distance education students.

Are people willing to pay?

Yes, people are willing to pay and we have the resources, so it is ridiculous to send people off to an intermediary organization to lodge the interlibrary loan.

11. Reports from parallel sessions

11.1 Kinetica Document Delivery: Ms Maxine Brodie, Macquarie University and Kinetica Advisory Committee member.

Ms Brodie reported from the parallel session on KDD that use of KDD covers the whole spectrum – in some libraries their local system is able to talk to KDD through the ISO ILL Protocol, some libraries are investigating ISO, while others have no plans for compliance. It is important for libraries to cooperate together to achieve the desired results. There are many different ways of approaching workflows depending on individual requirements.

The National Library is setting up an Expert Advisory Group on Document Delivery to advise on enhancements and features, best practice workflows and building best practice workflows into document delivery training. Best practice should address other systems as well as KDD. Ms Brodie noted that the State User Groups active in document delivery are a valuable existing resource that should be tapped by the Expert Advisory Group.

Another issue that was raised at the parallel session was the importance that Kinetica users place on communication. It is vital that relevant information is distributed quickly through the various email lists.

11.2 E-resources and government publications: Ms Elizabeth Ellis, Mitchell Librarian, State Library of New South Wales, and Ms May Priddle, Department of the Treasury.

Ms Ellis and Ms Priddle began by noting that Mr Colin Thomas from the National Office for the Information Economy (NOIE) attended the session. They summarised the session as follows:

Commonwealth Publications Register: There will be changes to government publication distribution with the imminent closure of government bookshops in October 2003. The government bookshops will effectively be replaced by the Commonwealth Publications Register. The role of the Register is to tell the end user where to obtain a copy of an item, rather than to supply an electronic copy.

Ms Priddle commented that it is a duplication of effort to put metadata into Kinetica as well as the Register, and the two should be merged. She also noted that some people would be disadvantaged, as not everyone has access to the internet, and therefore to the Commonwealth Publications Register.

Legal Deposit Scheme: NOIE sees the continuation of the Legal Deposit Scheme as critical, but is hampered by government agencies' lack of compliance in lodging copies. NOIE will provide templates to government agencies so that they can capture data for permanent retention of publications. Kinetica users saw the need for guidelines on standards and compliance.

Commonwealth Metadata Pilot Project: The National Library and NOIE have held discussions on the Commonwealth Metadata Pilot Project. The role of the Project is to improve access to print and electronic government resources through Kinetica. The preliminary work could be usefully developed as a framework for future directions. Any development should take account of existing successful undertakings such as Pandora. Further clarification by the National Library was needed, as Mr Thomas had reported that NOIE's involvement in the Project was only short term, and that NOIE was undertaking a study to determine the extent of access to the Internet by Australians.

11.3 Enhancements: Mr Craig Anderson, Yarra Plenty Regional Library and Deputy Chair, Kinetica Advisory Committee.

The session looked at cataloguing, authorities and resource discovery, and the main request coming out of the session was for a cataloguing client that functions well.

Cataloguing enhancements

Discussion centred on the need for multi record capability (the ability to have bibliographic and authority records open simultaneously); tools such as AACR2 and DDC available online; interactive checking; the ability to handle records from different sources smoothly; full diacritic capability, especially for authority records; close linkage to the NBD for interactive checking etc.; improved heading verification; automatic uploading from local systems; MARC 21 holdings records; accurate holdings and improved interaction with vendors.

Authorities enhancements

Discussion centred on the need for position 10 in the 008 field (for z Australian to flag Australian headings in authority records); the revival of LASH (List of Australian Subject Headings) in the interests of the Australian cultural identity; investigation of a separate

authority database; financial incentives for contributing authority records to the NBD; a unique ID; RMR for authority records and display of code and description.

Ms Cheryl Grant from the State Library of New South Wales commented that it is possible to search using a unique record ID, the Amicus record number, by switching the database view to authority.

Resource discovery

Discussion centred on the need for improved limiting facilities; ordering of results with the newest record first; the ability to sort results and the need for automatic search functionality.

12. Questions with notice: Ms Roxanne Missingham.

Delegates were referred to the Questions with notice on the Kinetica web site (<http://www.nla.gov.au/kinetica/aum/aum03/questions.html>).

13. Questions without notice: Ms Roxanne Missingham.

KDD

***Question 1:** Why do we receive so many requests without call numbers?*

Answer: Libraries need to include their call numbers on their holdings statements on the NBD, rather than “held”, for this information to appear in requests. We encourage all libraries to record call numbers in their locations for the benefit of their ILL staff.

***Question 2:** Would it not be possible for Kinetica to request all users to show full address and phone / email on requests?*

Answer: We encourage all users to edit their user record in KDD so that this information is available to other KDD users.

***Question 3:** Why is it when we download requests we don't always receive the “NOTES”?*

Answer: In KDD there are two different types of notes, one that is sent with a request and one that is not. We encourage all KDD users to select the appropriate notes fields. A message will be sent to KDD-L to remind users about this issue.

***Question 4:** Is there a link between the system generated expiry (not the expiry date) and the service level requested (i.e. express would have an expiry of 1 hour before being moved on)?*

Answer: This is an issue on which more detailed investigation is needed. The question will be taken on notice, and a response will be posted on the web and notified to members through KDD-L.

***Question 5:** Are there any guidelines for selecting the number of libraries in the rota related to the type of service level needed?*

Answer: It is up to the requesting library to decide how many libraries to include in the rota.

***Question 6:** Are there implications in bulk action responses for **answer will supply** that may be **outside the required by date** of the requester?*

Answer: The question will be taken on notice, and a response will be posted on the web and notified to members through KDD-L.

Ms Mary Mortimer, DocMatrix commented that in relation to the KDD questions there was a training workbook, *Learn Kinetica Document Delivery – workbook* available to download

from the web at <http://www.nla.gov.au/kinetica/kineticadoc.html>. Ms Mortimer is now writing *Learning KineticaWeb*, which should be available in October.

NBD

Question 7: *How many people actually report duplicates on the NBD?*

Answer: As indicated, the quality of the NBD is critical. While a small number of duplicates is reported to Kinetica, libraries should recognise the importance of checking before cataloguing; work continues on the match/merge algorithm (see the Kinetica web site); and the clean up of duplicate records on the NBD is an area of considerable commitment e.g. the Australian newspapers project.

KineticaWeb

Question 8: *What about the possibility of searching more than one database at a time e.g. being able to select the NBD and another database in the one search?*

Answer: This was turned off because of complaints about charging for “accidentally” searching multiple databases. It was identified in the enhancements and we are discussing possible developments.

Question 9: *What was the actual response from Kinetica members to the duplicate form on the web?*

There was an initial rush when the form was first put up on the web, but now usage is steady. Roughly 3,000 duplicates have been removed in response to reports lodged on the web.

EndNote

Question 10: *EndNote connections and use.*

Answer: A guide is being prepared on the use of the NBD through Kinetica and downloading records. When this is available, a notice will be posted to Kinetica-L.

14. Kinetica Chinese Japanese Korean (CJK) Users’ Meeting 20 August 2003 report:

Ms Nancy Li, Monographs Dept., University of New South Wales Library.

Ms Li summarised the discussion at the Kinetica CJK Service Users’ Meeting.

Improvement in public library coverage: 12,600 records from the City of Sydney Library were uploaded to the Kinetica CJK database.

Technology refresh: The CJK system was migrated to a new Solaris 8 server.

Kinetica Document Delivery: CJK interlibrary loan and document delivery is now automated, as the CJK database has been mounted as a target on KDD. There had been 100 requests so far through KDD against the CJK database.

CJK union catalogue: A parallel search-only union catalogue will be created. The union catalogue will benefit KDD and ILL staff, as it will only have records with holdings. Holdings will be included in the bibliographic record, which will mean that holdings information will be visible in KineticaWeb.

Future of CJK and Kinetica: The Kinetica CJK database is currently on a separate platform due to the limitations of the Amicus software. Kinetica is preparing for future integration of CJK with the NBD. The meeting also heard about future plans for marketing and promotion of the CJK Service strongly linked to the overall Kinetica marketing plan. The meeting was

also advised that the CJK Service is keeping a watching brief on future EACC to Unicode conversion. Ms Li noted that many CJK libraries already operate Unicode systems, and have requested the CJK Team to press the vendor, Innovative Interfaces Inc., to provide a conversion facility between local systems and the CJK database. To aid the Unicode conversion process, the CJK Team has undertaken a project of tidying up problematic EACC codes.

Authority records: Ms Li raised the problem of authority control in the CJK database resulting from the large number of homonyms in Romanised-only authority records. CJK characters are needed in authority records to minimise confusion. The CJK Team are preparing draft guidelines for entering CJK script in authority records, following a model proposed by the Library of Congress.

The Meeting formulated the following resolutions:

That Kinetica:

- formulate draft guidelines for including script in CJK authority records
- establish a CJK union catalogue to assist with resource sharing
- continue to monitor Unicode support for CJK data and report to members
- investigate the possibility of setting up OCLC as a Z39.50 target

15. Next year's venue: Ms Roxanne Missingham.

Ms Missingham announced that next year's Meeting would be held in Canberra in October. The Meeting in 2005 would be held in Melbourne.

16. Closing remarks: Ms Bronwyn Halliday.

Ms Halliday closed the Meeting by thanking the delegates and all those involved in organising the AUM.