

DRAFT MINUTES OF THE KINETICA ADVISORY COMMITTEE MEETING

Thursday 12 August 2004

National Library of Australia

The Meeting commenced at 9:30 am

Present:

Chair Mr John Arfield
*University Librarian,
University of Western Australia*

Members Ms Sherrey Quinn
Libraries Alive! Canberra

Ms Pam Gatenby
*Assistant Director-General,
Collections Management,
National Library of Australia*

Ms Linda Luther
*University Librarian,
University of Tasmania*

Ms Patricia Scott
*Bibliographic Services Librarian,
University of Adelaide*

Dr Warwick Cathro
*Assistant Director-General, Innovation,
National Library of Australia*

Ms Elizabeth Ellis
*Mitchell Librarian and Director, Collection Management,
State Library of New South Wales*

Ms May Priddle
*Director, Information and Record Services,
Department of the Treasury*

Ms Judy Engall
SCIS Unit, NSW Department of Education and Training

Dr Naida Tattersall
*Manager, Libraries Social & Cultural Branch,
Gold Coast City Council*

Mr Chris Taylor
*Executive Manager, Information Access and Delivery,
University of Queensland*

Observer Ms Jan Fullerton
*Director-General,
National Library of Australia*

Officers in Attendance

Ms Roxanne Missingham
*Assistant Director-General, Resource Sharing Division,
National Library of Australia*

Ms Margaret Kennedy
*Kinetica Database Services,
National Library of Australia*

Ms Fran Wilson
*Kinetica Customer Services,
National Library of Australia*

Minutes Elise Edmonds, Ruth Wilson
*Kinetica Customer Services,
National Library of Australia*

A Summary of action items and recommendations are also included in a separate table at Attachment A

Agenda Item 1 Welcome, introductions and apologies

The Chair welcomed members to the Meeting.

Agenda Item 2 Minutes of the previous meeting and business arising (KAC/2004/2/1)

The minutes from the previous meeting held on 25th March 2004 were accepted as an accurate record of the meeting.

Agenda Item 3 Director-General's remarks (oral)

Jan Fullerton provided a summary of the National Library's activities over the past year:

- The implementation of the Library's new ILMS and website has resulted in greater access to the Library's collections. This has proved to be a rewarding experience with users providing very positive feedback to the Library on the innovations.

- The use of electronic callslips continues to receive positive feedback from Library users.
- There continues to be a strong move by users towards using online resources.
- The Library received additional funding for a new storage facility in the latest budget.
- The coming year will see the Library consolidating ongoing projects, namely the Kinetica Redevelopment Project, ARROW project and Music Australia. The Library will not have any other major new initiatives over the next year.

The Library's philosophy is to remove barriers to users accessing the collections. It is a key direction for the redevelopment of Kinetica. User expectations have changed, they assume greater access to resources online. Kinetica needs to move in this direction to provide more access to the various user communities. Members of the Committee were encouraged to think strategically about access options.

Agenda Item 4 Kinetica Advisory Committee Role (KAC/2004/2/2)

The Chair asked Members if they agreed with the definitions of the role of KAC as outlined in Paper KAC/2004/2/2. Members discussed the roles of the Committee. Elizabeth Ellis suggested that the word, 'delivery' be removed from the first point, to read, "strategic and policy issues affecting the Kinetica service".

Members discussed the possible changes to the Kinetica service to increase access by individuals, introducing potential new user groups which may not necessarily be libraries. KAC members noted different mechanisms could be used to receive feedback, such as user surveys and focus groups. This feedback would be forwarded to the KAC.

The state user groups have always been a forum for communication about Kinetica news and developments, Kinetica staff are establishing new strategies of communicating news and information about the redevelopment. KAC members applauded the efforts of the Kinetica staff in their presentations and attendance at state user group meetings to communicate information on new developments and strategies.

It was suggested that communication to the wider user community be included in the role of the KAC.

Action:

Amend Terms of Reference point 1 to read:

- ***Strategic and policy issues affecting the Kinetica service***

Include additional role:

- ***Communication to representative bodies on developments in the Kinetica service***

Agenda Item 5 Kinetica Business Plan (KAC/2004/2/3)

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Ms Missingham introduced the report. The draft Business Plan encapsulates the development of services and the increase in types of services for library customers. There will also be some financial changes, enabling Australians to access resources in Australian libraries.

Dr Cathro spoke to the report. This draft Plan reflects the current thinking of the NLA's Corporate Management Group (CMG). The overall features of the Plan accords with the traditional business plan model. Dr Cathro drew Members' attention to the Executive Summary which defines 3 high level products providing different services for different customers and different technical platforms;

- an access service enabling a 'finding' and 'getting' service. This will be based on the TeraText software platform.
- data creation and maintenance service (Kinetica Cataloguing), based on a new National Bibliographic Utility, and
- an interlending and payment service (Kinetica Document Delivery), based on the VDX platform.

The Library's vision for Kinetica is stated on page 5 of the Plan. This vision is placed firmly within the Library's overall objectives and confirms that the Library is still intimately involved with providing services to Australian libraries. However, end users need direct access and it is essential that Kinetica be made more available to end users. A free access service would enable a considerable increase in usage by individuals.

Improved access to journal articles was flagged as a service that will be investigated further. AARLIN is already providing this service in the university sector. The Library will investigate options for achieving similar improvements for the wider community.

Feedback from surveys, focus groups and pilot programs have all emphasised that users want a basic finding and getting service which is convenient and timely. Users have said that they want access to one point that displays Australian library holdings. This basic finding and getting service would be free to use, with value-added fee based services such as alerts, as well as KDD and Marc records. As many end users will utilise local portals to access services such as Kinetica, the free service will need to provide access through z39.50 to enable wider usage.

The Copies Direct service has been linked from the NLA's catalogue so users can order copies. The Library has not been inundated with requests. Even if a 'getting' feature is included, users have the choice of whether they want to use it. A feature of the 'getting' service would aim to make electronic journals easier to access on the NBD.

It was noted by Members that the get feature for ILLs may encourage further agreement on standards amongst libraries. The Committee noted that access to electronic resources will be discussed at a National Site License Forum on 8 December.

The Public Libraries' Portal/Information Australia project will continue until July 2005. This has been most successful and an evaluation of the project is underway.

There has been a drive to encourage the contribution of records for "non traditional" materials to the NBD. Contributors of alternative format materials to the former NUC:D were being encouraged to contribute, and attendees at the recent Visual Arts Libraries' Forum had indicated their libraries held materials of this type which could be loaded to the NBD. Records from the Australian Music Centre and ScreenSound, which will be contributed to MusicAustralia, had also been added to the NBD. It was hoped the entire set of ScreenSound records would be loaded when problems associated with the uploading of their currently non MARC format records to the NBD have been resolved.

Ms Missingham welcomed any advice from the Committee on other possible locations of "non traditional" resources. Defining what might be considered "non traditional" materials suitable for inclusion in the NBD requires new guidelines. Music Australia and RAAM materials had been considered suitable for addition to the NBD; in contrast, some materials, such as those in Picture Australia, might be treated differently and made available through simultaneous searching.

The Committee welcomed the development of guidelines on the cataloguing of "non traditional" materials, such as visual arts and online resources.

University libraries contributing records of digital theses have been contacted to ensure they are also providing these records to the NBD.

Ms Wilson added that communication was continuing with Serial Solutions re the supply of electronic resource sets for overseas materials to Kinetica customers. Kinetica could then concentrate its resources on supplying sets of Australian records. Any arrangement made with Serial Solutions would be aimed at supplying sets to the special, public and State libraries' as the university libraries already had separate arrangements through CAUL. An email, asking customers to indicate their interest in acquiring overseas electronic resource sets from Serial Solutions, was sent out via the Kinetica List. *(see also Agenda item 12a Electronic and Microform Collections: Progress Report KAC/2004/2/13)*

The Committee noted the report.

Agenda Item 8

Kinetica Redevelopment Project (KAC/2004/2/6)

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Dr Cathro introduced the report and advised that the project plan has been reviewed recently, including the risk register review and that the specifications for search and customer management documents have been signed off. As specified in the paper, an intermediate stage (1.1) has been defined which will be achieved in mid 2005 which will include changes to support the free searching interface.

Two reviews by the Quality Assurance consultant have occurred and he reported that the project is going well and that it is being well managed.

Rob Walls, Leader, National Bibliographic Utility and Data Migration Sub-Project described this sub-project and the tender process which commenced in March. The evaluation report has been completed and contract negotiations have commenced. Rob said that the project team is confident that it will be possible to acquire a solution that supports Unicode, will allow the Chinese Japanese and Korean (CJK) service to be integrated with the core Kinetica system, and will support the building and maintenance of a high quality NBD. The project team anticipates an announcement of a successful tenderer in October 2004 and the Library will inform KAC members before the formal announcement.

Data migration

The team has completed the specifications for data migration and has extracted the 13 million NBD records from Amicus. These have been loaded into a TeraText MARCXML database. Only 2 thousand records failed during this process, which is a very low error rate (0.02%). Records that have proved problematic on Amicus will be fixed before they are re-loaded. The migration of the BatchLink service to the new platform will occur in phase 2 (December 2005).

Tony Boston, Leader, Search and Products Sub-Project explained that this system is being developed by the Library on the TeraText software platform. New features will include up to 18 databases to search simultaneously, with a single search results page. There will be IP identification and Google-like functionality, true keyword searching, phrase searching and an alert service with ability to save searches which are run regularly. Improved sorting and getting features, such as connecting to individual library catalogues, the NLA's Copies Direct service and commercial suppliers such as Infotrieve as well as online booksellers.

The team has completed the specifications and is on track for the release of Stage 1 in December 2004.

Tony demonstrated the new search interface to the Committee, noting that no graphic design has been applied yet. The demonstration showed the ability to search across the NBD, as well as PictureAustralia and APAFT (if it is subscribed to). One new feature of the service is auto correction of spelling mistakes- a Google-like, 'did you mean' facility. There is also the ability to see if a user's own library holds the item based on their Kinetica login and associated library.

James Bullen, Leader, Customer Management Sub-Project reported that they are on schedule for stage 1 release and are currently developing a test plan. Coding is complete for the z39.50 gateway and coding of all modules of the Sub-system is now well underway. More work is required for log processing and Kinetica usage reports.

Mark Corbould, Leader, Infrastructure Sub-Project provided an update on the procuring, installing and testing of the server and storage infrastructure. The Test and Production servers will be available at the end of August. The National Bibliographic Utility server will be available once the tender agreement has been signed. The cost of the

new servers has been well within budget and more storage than was first estimated (2 terabytes) has been secured. This infrastructure will be integrated into the NLA's systems and the Library will ensure that sufficient support is provided for the servers.

Communication

Roxanne Missingham reported on the ongoing communication strategies employed in the redevelopment project. The Kinetica team has been to all Australian states twice in the last year and will have further face to face meetings, including discussions with Kinetica trainers. An audit of training documentation has been undertaken. Trainers are providing valuable feedback on the documentation and training information.

The aim is to have training occur for Phase 1 in November 2004.

The Kinetica cataloguing workflows workshops will continue to run, facilitating the communication with the library community. The communication strategy will also rely on the state user groups to ensure that the latest news and developments are passed on.

Members were invited to contribute ideas for a 2-word name for the service, currently referred to as InformationAustralia. KAC members noted the importance of a clear meaningful name.

Roxanne assured the Members that the team is working according to the time frames that have been established and that the communication strategies and risk management principles are being applied.

The Chair expressed congratulations on behalf of the Committee to the staff involved in the redevelopment project, for the amount of work they have all contributed and the fact that the project delivery is on time.

Agenda item 9 Kinetica cataloguing: future directions (KAC/2004/2/7)

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Ms Missingham spoke to the report. A new cataloguing interface will be acquired for the redeveloped Kinetica, even though the general trend would be towards libraries cataloguing on to their own library systems, and then uploading the data and holdings information on to the NBD using Batch*link. Costings for a cataloguing client will occur after the finalisation of the NBU contract.

Action: Present costings for the new cataloguing client at the next KAC meeting

Suggested criteria for distribution of the client were discussed.

Business Model

The provision of cataloguing clients free of charge to customers who contributed specified amounts of data was also discussed. It was agreed that libraries contributing a significant number of new catalogue records or authority records should receive a free copy of the client. Other libraries could purchase copies of the client.

The Committee endorsed the recommendations in the report:

That Kinetica

- 1. invest in educating and encouraging libraries to implement best or better practice cataloguing workflows. Facilitated through cataloguing Workflows seminars and also by targeting or piloting batch load workflows with representative libraries from each sector.*
- 2. scope and undertake a project to identify, prioritise, approach and assist libraries who have limited technical resources or expertise. This should include assistance from IT and Kinetica staff who have expertise in establishing Batch upload procedures to advise and liaise with system librarians and system administrators on how to set up batch contributions.*
- 3. provide Z39.50 configuration advice and limited support for configuration queries via the Kinetica Helpdesk. Libraries should be advised to request help, training or customization of local Z39.50 client functionality with their respective LMS vendors.*
- 4. improve Batch*Link to permit faster and smaller updates of the NBD. Improvements will be contingent on being delivered within the milestones established for the integration of Batch*Link with the new National Bibliographic Utility system. Included in this are improvements to Batch Update to broaden the base of participation, and strengthening network standards to ensure the accuracy and reliability of batch contribution processes.*
- 5. adopt a new data contribution requirements model as a prerequisite for distribution of a Cataloguing Client and new maintenance charges to retain use thereof after the first year. The new model for data contribution is at least 300 new bibliographic records added online each year, or the commitment to state based contribution of authorities (state libraries).*

Agenda item 10 Kinetica training: strategic issues (KAC/2004/2/8)

An additional paper was distributed to the Committee containing three graphs showing the percentage of respondents requesting more KDD training/ more Web training/ more Client training by State

Ms Missingham presented the report. More training had been requested by 70% of the respondents to the survey; however the capacity to deliver the courses, and the fact that courses are cancelled due to lack of enrolments, have to be borne in mind. Discussions on electronic resources will be held during Kinetica's visits to the various states in November/December. Other possible ways of disseminating training information were discussed.

The Committee endorsed the recommendations:

- 1. that the National Library liaise with Kinetica Training Agents to identify issues and concerns associated with their delivery of training courses.*
- 2. that the National Library work with Kinetica Training Agents to develop strategies to establish the exact requirements of Kinetica customers to ensure delivery of timely and cost effective training which meets the customer's needs.*
- 3. that the Kinetica email discussion lists be used to post tips and hints pertinent to using Kinetica services.*
- 4. that Kinetica manuals be kept current and continue to be available on the Kinetica web site for printing/downloading.*

Agenda item 11 Australian authorities (KAC/2004/2/9)

The continuing decline in authority headings on the NBD was noted. The Committee agreed on the importance of maintaining and encouraging the continuing contribution of authority records to the NBD, even though authority work was currently only undertaken by a few libraries. Kinetica will be investigating methods of uploading authorities from other libraries. Further possible methods of uploading authority records to the redeveloped Kinetica were suggested and discussed.

Ms Kennedy explained that a test file of Australian authority records has been sent to NACO for their consideration. She noted that NACO will only accept changes to authorities online.

Dr Cathro spoke to *Attachment 2: People Portal Paper* explaining a study was underway to look at the feasibility of linking Australian resource materials to the Australian Name Authority file - a contextual display for name authorities which would provide links to other related resources. An example of this could be seen in Music Australia which displayed not only music related records, but also information about people connected with the music. The Committee expressed their considerable interest in the project.

Members affirmed the importance of the Australian Authority file as a part of the National Bibliographic Database and recommended that the National Library contribute to NACO.

Members encouraged the Library to investigate new technologies for the contribution of authority records to the National Bibliographic Utility and confirmed the continuing importance of authorities in resource discovery.

Members congratulated the Library on the people portal concept and noted the contribution that the Australian Authorities file would make to this project.

**Agenda item 12 Expert Advisory Group on Kinetica Document Delivery:
Progress Report (KAC/2004/2/10)**

Ms Kennedy presented the report. The results of the Expert Advisory Group's survey to identify trends in ILL/DD would be made available on the Web and to the Committee shortly. The Group had also considered end-user access to KDD and possible partnerships with other document delivery systems.

The committee noted the report.

Action: Provide a copy of the EAGDD Group's report to the Committee.

Agenda item 13 Kinetica Subject Headings review Panel (KAC/2004/2/11)

Ms Kennedy presented the report. The Aboriginal languages headings with their subdivisions had been proposed to Library of Congress. These proposals involved considerable preliminary research and have been very successful. Work will continue on Aboriginal language headings for some time.

The Committee noted the report.

**Agenda item 14 National Bibliographic Database: Quality issues
(KAC/2004/2/12)**

Ms Kennedy spoke to the report. She drew the Committee's attention to the considerable amount of database maintenance work done manually by a small number of Kinetica staff. However an automated approach was also being applied to database quality tasks wherever possible, resulting in these tasks being attended to with minimum delay.

The Committee noted the report.

**Agenda item 12(a) Electronic and Microform Collections: Progress Report
(KAC/2004/2/13)**

Ms Kennedy spoke to the paper. She mentioned also that Serial Solutions has been taken over by ProQuest, but this change of ownership was not expected to affect Kinetica's discussions, begun with Serial Solutions and continuing with ProQuest, on the provision of datasets for overseas online serial subscription services.

The Committee noted the report.

**Agenda item 15 Kinetica Annual Users Meeting 2004
Meeting with Tom Elliot, Director, Customer services & Information, Canberra
Connect, ACT Department of Urban Services**

Mr Elliot joined the Committee for this item and was introduced to the Committee. The agenda items for the Kinetica Annual Users' Meeting were reviewed with Mr Elliot who would be chairing the meeting the following day.

Agenda item 16 The European Library user survey of Gabriel, Gateway to Europe's National Libraries (KAC/2004/2/14)

The Committee expressed their interest in the survey.

Agenda item 17 Conclusion

The Meeting closed at 3.15 pm

Attachment A – Summary Table of Recommendations and Actions

Kinetica Advisory Committee meeting
12th August 2004

Agenda item	Recommendations	Action
<p>Agenda Item 4</p> <p>Role of the Kinetica Advisory Committee</p>		<p>Draft revised terms of reference. Amend point 1 to read “Strategic and policy issues affecting the Kinetica service”</p> <p>Include additional role: Communication to representative bodies on developments on the Kinetica service</p>
<p>Agenda Item 9</p> <p>Kinetica Cataloguing Issues</p>	<p>That Kinetica:</p> <ol style="list-style-type: none"> 1. invest in educating and encouraging libraries to implement best or better practice cataloguing workflows. Facilitated through Cataloguing Workflows seminars and also by targeting or piloting batch load workflows with representative libraries from each sector. 2. scope and undertake a project to identify, prioritise, approach and assist libraries who have limited technical resources or expertise. This should include assistance from IT and Kinetica staff who have expertise in establishing Batch upload procedures to advise and liaise with system librarians and systems administrators on how to set up batch contributions. 3. provide Z39.50 configuration advice and 	<p>Present costings for the new cataloguing client at the next KAC meeting</p>

	<p>limited support for configuration queries via the Kinetica Helpdesk. Libraries should be advised to request help, training or customisation of local Z39.50 client functionality with their respective LMS vendors.</p> <p>4. improve Batch*Link to permit faster and smaller updates of the NBD. Improvements will be contingent on delivered within the milestones established for the integration of Batch*Link with the new National Bibliographic Utility system. Included in this are improvements to Batch Update to broaden the base of participation, and strengthening network standards to ensure the accuracy and reliability of batch contribution processes.</p> <p>5. adopt a new data contribution requirements model as a prerequisites for distribution of a Cataloguing Client and new maintenance charges to retain the use thereof after the first year. The new model for data contribution is at least 300 new bibliographic records added online each year, or the commitment to state based contribution of authorities (state libraries).</p>	
<p>Agenda Item 10 Kinetica training</p>	<ol style="list-style-type: none"> 1. that the National Library liaise with Kinetica Training Agents to identify issues and concerns associated with their delivery of training courses. 2. that the National Library work with Kinetica Training Agents to develop strategies to establish the exact requirements of Kinetica customers to ensure delivery of timely and cost effective training which meets the customer's needs. 3. that the Kinetica email discussion lists be used to post tips and hints pertinent to using 	

	<p>Kinetica services.</p> <p>4. that Kinetica manuals be kept current and continue to be available on the Kinetica web site for printing/downloading.</p>	
<p>Agenda item 12 EAGDD Progress Report</p>		<p>Provide a copy of the EAGDD Group's report to the Committee.</p>

Kinetica Annual User Meeting 13th August 2004
Recommendations (from CJK Group)

	Recommendations	Action
	<p>That KCJK investigate options for conversion of Wade-Giles data to Pinyin in Western language records on NBD</p>	
	<p>That KCJK investigate upgrading of Romanised only records on CJK to full record with CJK script using a retrospective conversion service such as OCLC</p>	