

KINETICA – SOMETHING FOR EVERYONE

by Belinda Weaver

As products go, they do not come much bigger than the National Library of Australia's Kinetica service, which provides access to the National Bibliographic Database (NBD), a searchable record of materials held in Australian libraries. This service allows libraries to search for items in a variety of ways and retrieve not just the full cataloguing record for the items, but also information on which Australian library holds them.

The NBD contains more than 12 million bibliographic records for print items, such as books, maps and journals, and for electronic and multimedia items such as films, compact discs, sound and video recordings, images, music scores, computer files and electronic journals. In addition, many Australian university libraries submit details of theses written by their postgraduate students that have been deposited in their libraries. Original cataloguing of unique items accounts for more than 2 million NBD records. Contributions are received daily from all Australian states, from state, university, public and special libraries.

In addition to cataloguing contributed by member libraries, the NBD is updated regularly with MARC records from the following national and international agencies – the National Bibliographies of Australia, Britain, New Zealand, Singapore and Vietnam, as well as from different collections, e.g. books, maps and serials of the Library of Congress.

Libraries use Kinetica as a source of bibliographic data for ordered records, as a cataloguing system (both for original cataloguing and as a source of high quality catalogue records), and as a source of authorities (e.g. name authorities), as a tool for processing inter-library loans, and as a remote backup for a library's own local catalogue and holdings. Libraries which contribute original cataloguing and/or holdings statements to the database may be eligible for a rebate under the Kinetica Incentives Scheme.

Just as there are many Kinetica services, so too are there many Kineticas.

The system can be used in an almost dizzying variety of ways. Libraries can use Kinetica's own software, the Kinetica client, for searching, cataloguing and for the requesting and supplying of inter-library lending. Alternatively, they can use the Web-based product, Kinetica Web, to search for bibliographic data, add holdings, and run their document delivery service. This requires nothing more than suitable Web browser software such as Mozilla, or later versions of Netscape or Internet Explorer. Or, with a Z39.50 connection, libraries can use Kinetica as if it were an add-on to their own system, using their library system's familiar interface for searching, cataloguing and document delivery.

Libraries can also mix and match – for example, use Kinetica Web to supply inter-library lending requests, but use their own system to request items. Libraries who do not want to catalogue in real time can use File Transfer Protocol (FTP) to deliver their records to the NBD as a batch.

Partial catalogue records can be created at the time of order, or later, when the ordered item has arrived in the library. Holdings can be added instantly online, or later by batch upload.



The system is eminently flexible and libraries can choose to use the pieces of it that suit them. Equally, a library has choice of mode – online with the Kinetica client, online via Kinetica Web, or in Z39.50 mode with all the familiar functionality of their local systems. Whatever they choose, they

are supported by an extensive help and documentation system from the National Library.

Barring downtime caused by system or telecommunication problems or delays, the Kinetica service is open for business from six in the morning till midnight, seven days a week. Kinetica Customer Support offers a toll free helpline (1800 026 155) during business hours, Monday to Friday, an email help service (email address is kinetica@nla.gov.au), and a mailing list, KINETICA-L, which Kinetica users are welcome to join. Those using Kinetica Document Delivery can join their own list, KDD-L. Details are provided online. In addition, there are a number of state-based Kinetica Users groups that hold regular meetings. They are a source of advice and support, as well as providing feedback and suggestions to the NLA on future directions.

Kinetica is a subscription-based service. Libraries who wish to make use of any aspect of the service must sign up. There is a one-off joining fee and metered charges apply from then on – libraries pay only for what they use. Each search of the database costs a certain amount. Once joined up, libraries are assigned usernames and passwords to access specific services and can start using Kinetica immediately. Usernames and passwords differ between services, with document delivery having different passwords from database searching, for example. Details of the costs of all Kinetica services are available online (<http://www.nla.gov.au/kinetica/>).

In addition to the NBD, Kinetica provides a gateway to other major library databases - the Australian National Chinese, Japanese, and Korean Service; the US-based Research Libraries Information Network (which provides access to the Library of Congress Name Authority file and to Library of Congress Subject Headings); Kinetica's own Authorities file; OCLC's enormous WorldCat Database (more than 45 million records); and Te Puna, the National

Library of New Zealand's National Database. The New Zealand database is available via a straight swap between the two national libraries; in return for Australian access to Te Puna, New Zealanders get access to the NBD.

Accessing Kinetica

Libraries who wish to connect to Kinetica can do so in three ways. They can download and install the Kinetica client software on their own local computer system and use that for all Kinetica transactions. There is extensive online documentation and off-site training (in all states and territories) provided by the National Library for use of the client.

Alternatively, they can use Kinetica Web, which provides a Web-based interface to all aspects of Kinetica, except for original cataloguing. Catalogue holdings can be added using the Kinetica Web interface, but full cataloguing must be done another way, e.g. by FTPing batches of records to Kinetica.

For those who can take advantage of it, an easier path may be the use of Z39.50 connections, which allow Kinetica to be used as if it were a library's own library computer system. A Z39.50 connection allows Kinetica to be used with all the functionality of the local computer system. If the local system offers markedly better functionality than either Kinetica Web or the Kinetica client, then libraries are free to choose this option. This also makes documentation easier and simplifies training, as staff using Kinetica via such a connection are searching and using the database via a completely familiar system – same screen layouts, same buttons, same features. There is no need for staff to be trained in the use of either the Kinetica client or Kinetica Web. In this system, Kinetica just appears to be an extension of the library's own catalogue, albeit with more records and access to other libraries' holdings.

Searching the Database

Library users can search Kinetica via the Kinetica client, through Kinetica Web, or via a Z39.50 connection. Screens, options and functionality will differ greatly, depending on what route is taken to the data.

To search Kinetica Web (<http://search.kinetica.nla.gov.au/>), users must first select a database. Once a database has been chosen, then they can search on any combination of authors, titles, control numbers, subject headings and keywords in the author, subject, title and notes fields. Searches can be limited by country, language, date of publication, and material format. The Kinetica Web interface has recently been upgraded, and comments on KINETICA-L have been mostly positive, apart from some dismay at the new 'timeout after 30 minutes' feature.

The search interface allows the use of the Boolean operators AND, OR and NOT and the proximity operators NEAR and WITH. Stem searching is allowed with the right truncation symbol (?), and character substitution is permissible with the use of the hash (#) character.

Once searches have been run, a search history is maintained within the system which saves retyping of earlier queries. Searches can also be edited and refined to make them more targeted. If you wish to save your search strategy between sessions, you can use the Store function to save it until you choose to delete it.

Users can choose to display records can be displayed in either full or brief MARC format. Records can be saved to a user's own PC or sent via e-mail. Records can also be stored within a Stored Records file on Kinetica Web until you decide to delete them.

If you are new to Kinetica Web, you can work through an online tutorial, or download it to run later.

Document Delivery Service

Kinetica Document Delivery (KDD) provides a range of functions. Libraries can use the service to search the National Bibliographic Database both for records and for contact and address details for the libraries which hold them. If a record is found, a library can use bibliographic and location data from the NBD to create requests (which saves retyping and thus helps prevent errors in transcription). Libraries can use the system to select the supplying library for the request they have and then track those requests through the system. They can also use the Kinetica ILL payment scheme to manage the housekeeping costs of the service.

Libraries which use KDD can do so using the Kinetica client software or through Kinetica Web.

Using Kinetica Web for document delivery is simple. Open a Web browser and log on to <http://docdel.kinetica.nla.gov.au/> and enter the usernames and passwords assigned to you by the NLA for this service. A number of icons will appear:

- Search (to search the database for bibliographic records)
- Requests (to process incoming and outgoing requests)
- Locs (to view entries on the locations directory, i.e. libraries participating in the scheme)
- Reports (for reports on activity)
- Logout (to end a session)
- Restart (to restart an interrupted session)

There is also a ? for tapping online help.

Supplying libraries will need to look at the Requests function to see what new requests have come in for their specific library, and also to see acknowledgement of receipt of materials already shipped.

Satisfying Requests

Material needed for document delivery can be sent to requesting libraries in different ways. Books will be mailed to the address given in the Locs file within Kinetica. Articles and conference papers may be photocopied and mailed, or may be sent to the requesting library via Ariel, provided the requesting library has an Ariel address.



The Ariel system consists of a scanner attached to an FTP server. Ariel software can be obtained from the NLA for a fee. The software is regularly upgraded. Once material has been scanned into the Ariel scanner, it is sent via FTP to the requesting library. A library's Ariel address is simply the IP address of the FTP server they use for this purpose. This address, along with e-mail, postal and telephone contacts, is recorded in the Locs file. The NLA hope to integrate the more extensive data about libraries from the Inter Lending Resource Sharing Directory (ILRS) into KDD in the near future.

Libraries with no Ariel access will receive all document delivery material in hard copy via the postal system.

Creating Requests

Document delivery staff search the Kinetica database to find libraries that hold the materials they seek. Once the record has been located, the bibliographic data within it can be used as the basis of a document delivery request. Alternatively, library staff may prefer to use the inter-library loan functionality within their own local library systems to create and send document delivery requests, and to use Kinetica only for retrieval of bibliographic data through searching the database.

The Kinetica Document Delivery Payment service manages the financial transactions between supplying and requesting libraries. This includes managing all credits and debits, reporting all transactions during billing periods and sending either cheques or invoices as needed at the end of the period to balance the books.

The Kinetica Document Delivery Manual provides extremely detailed information about the use of this service. Document delivery staff should consider subscribing to the KDD-L mailing list for news. A Web accessible archive is available for messages that have been posted to this discussion list.

Cataloguing Service

In order to use the Kinetica Cataloguing Service, which offers online cataloguing, online holdings additions, downline loading and online ordering of records, Kinetica users must use the Kinetica client which they will have installed on their local system. In addition to the NBD, cataloguers can also search the RLIN database and copy any cataloguing record found there to a Kinetica cataloguing worksheet, for later addition to the Kinetica database. Once a record has been added to the database, other users can view or order it.

The system accepts both full or partial cataloguing, and records can be added at the order stage or at the final cataloguing stage. Holdings can be added at the time an order or cataloguing record is created, or added later via a Batch*Link update. (Batch*Link is the name for the File Transfer Protocol process of adding records to the NBD.) Should an item a library has linked to on the database later be lost, stolen or withdrawn, the Kinetica holding statement can be deleted.

Libraries which use Z39.50 connections to connect to Kinetica can search the database and copy catalogue records to which they add holdings locally. These records can then be uploaded to Kinetica via Batch*Link at regular intervals. Batch*Link records can be either bibliographic and/or holdings records. Any record that is a bibliographic addition or revision must be in Full MARC format, while holdings updates can be either non-MARC or abbreviated MARC. Kinetica Web can also be used for the addition of holdings.

Batch*Link

When Batch*Link records are imported into the NBD, the system looks for a match between the data in the incoming record and a record on the database. When a match is made, the incoming holdings statement is linked to the matched database record. However, other data in the incoming record cannot overwrite that of the record already within the database. The Batch*Link service is primarily designed to update holdings data, rather than upgrade bibliographic records already on the database.

However, original cataloguing can be added by member libraries via Batch*Link. Since the incoming records will meet no match in the database, the data they contain is simply added to the NBD as new cataloguing. For many Australian libraries, original cataloguing does not account for much of the work they contribute to Kinetica. With databases such as the NBD, WorldCat and RLIN available, the vast majority of records can be easily obtained from those services. Original cataloguing generally includes primarily Australian publications, which is slower to be added to overseas databases, research papers, reports and theses, which are deposited in higher education institutions.

Libraries can also use library suppliers or vendors to contribute their bibliographic and holdings data to Kinetica. The NLA maintains a list of suppliers and vendors who can either catalogue online in real time or provide batch files of records to Kinetica on behalf of library clients.

Any library using the Kinetica client for cataloguing should obtain a copy of the Kinetica Cataloguing Workflows, which explains the different options libraries have for both online and offline cataloguing and adding of holdings. The document presents a range of scenarios, such as 'item in hand' and 'acquisitions/orders', to help libraries decide how best to manage the work of acquiring, cataloguing and adding that data to a national database.

If a library wants to use Batch*Link, they must first check to see if their current library system can support the Batch*Link file specifications. Then they must submit a sample file of records for test loading. If libraries meet both criteria, they can then be authorised by the NLA to use this service. Information on library systems that already comply can be found on the Kinetica Batch*Link Library Systems page. Kinetica gives each Batch*Link library its own directory on the Kinetica FTP server. The library is allocated a unique password which protects the directory from misuse by other users. Reports on loading

and processing of files are sent via e-mail, while statistical reports with greater detail can be downloaded from the Batch*Link Load Reports page.

Getting MARC Records From Kinetica

Libraries can order MARC records from the National Bibliographic database (NBD) on Kinetica Web, provided they have the usernames and passwords to use this level of access. Records can be obtained by in a number of ways. In order to use MARC*Link or downline loading, libraries can add holdings to existing records or use the 'RMR' command, both of which will obtain the desired records for them. Equally, it is possible to get batches of records via FTP. Records obtained in this way must have a library's own holdings attached. If you want to get your records using a batch product, you will need to FTP them from your library directory on the NLA's Web server. Alternately, the NLA can FTP them to your server. Batch products are restricted by date, for example, limited to the records to which you added your holdings in the last week, fortnight or month. These can be ordered on a regular cycle or as a one-off.

Libraries using Z39.50 connections can simply copy catalogue records retrieved from searches of the database, if their library system is able to offer this functionality.

If libraries use MARC*Link to obtain records, these can be collected from the MARC*Link Page up to six times a day. To get access to records, libraries will need a forms-capable Web browser, such as Mozilla, or later versions of Internet Explorer or Netscape. Libraries can also collect records from MARC*Link using an FTP client.

Downline loading delivers MARC records to a local library system in real time. It uses software called Remote TPSDLL, which is available for a fee from the National Library.

Other Services

Kinetica subscribers can get a copy of their own library's catalogue on CD-ROM directly from Kinetica. Such a CD-ROM would make a good back up in case of serious home system failure or downtime, as it provides searchable access to a library's holdings. Search options include keyword searches and the use of proximity operators and

wildcards for word stem searching. Searches can also be limited by date, format, and place of publication.

Documentation

The Kinetica service is supported by an enormous range of documentation. Documentation is available in a choice of formats, for example, online HTML files, downloadable Word 97 documents, or PDF (Portable Document Format).

In addition to documentation mentioned above, available manuals at the Kinetica site include

- KDD Made Simple
- Kinetica Web at a Glance
- Searching Made Simple in Kinetica Web
- Kinetica Web Manual
- Kinetica Client Manual
- Kinetica Document Delivery Manual

End User Access

Many libraries are starting to look at offering end user access to the NBD via Kinetica. Offering NBD access, either through Kinetica Web or via a Z39.50 connection, means offering the valuable service of an enormously comprehensive database to library users, especially to researchers and scholars, but in a format that is familiar to them from use of the library's own system.

Kinetica staff have further plans – extending end user access by offering libraries capped pricing for a certain period, upgrading response times, providing greater service stability, offering line by line saving in the Kinetica client, improving database quality by the removal of duplicate records, adding new collections such as those of AIATSIS and the Parliamentary Library, providing more catalogue records for electronic materials, and so on.

Improved response time is one of the NLA's biggest priorities – greater access to the service (the NBD) will not mean much if the tool (Kinetica) cannot deliver a fast enough service. Certainly the future is worth watching.

Belinda Weaver's book Catch the Wave: find good information on the Internet fast, will be published in 2002 by RMIT Publishing.

YOUTH MONEY MANAGEMENT WEB SITE

The Commonwealth Bank has launched a Web site, at <http://www.dollarsandsense.com.au>, which targets teenagers and young adults. The site provides objective financial management information on a range of money management topics such as earning, spending and saving, with a number of interactive tools, including competitions and forums featuring industry and business experts.

Dollars and Sense has been developed in consultation with teachers and curriculum experts from all State and Territory education departments. It offers content

mapped to Mathematics and Business/Commerce curriculums for Years 10-12, supporting classroom activities of all states.

Key features of the site include:

- Essential savings, foreign exchange and budget planner calculator tools
- Interactive tools such as the Dream Generator, Skilltester
- The opportunity to ask business leaders and personalities about money management in fortnightly forums.