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NISO RP-9-2014

Knowledge Bases and Related Tools (KBART) Recommended Practice

A Recommended Practice of the
National Information Standards Organization

Prepared by the
KBART Phase II Working Group

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Contents

Foreword

About This Recommended Practice

In 2007, UKSG, a nonprofit organization that connects the information community, commissioned a report, *Link Resolvers and the Serials Supply Chain*. This report identified and described a range of problems affecting the efficiency of OpenURL linking. The report recommended (in section 7.1.1) the creation of a group that would determine and promote "best practice" solutions for the overall community to improve the exchange of metadata with knowledge bases.

In conjunction with the National Information Standards Organization (NISO), UKSG set up a working group that would bring together members of all parts of the electronic resources supply chain to address the problems identified in the UKSG report and propose a community solution, backed up by educational activities and an Information Hub to support adopters. The joint NISO/UKSG KBART (Knowledge Bases And Related Tools) Working Group was established in December 2007 and the Phase I Recommended Practice published in January 2010 (NISO RP-7-2010) was the result of the initial phase.

Original Charge and Scope

The KBART Working Group's original charge was to improve the supply of data to link resolvers and knowledge bases, in order to improve the efficiency and effectiveness of OpenURL linking. This was to be achieved by providing best practice guidelines, educational materials and events, and a web hub to act as a central resource for knowledge base information.

The NISO/UKSG KBART Working Group's scope focused on problems in the information supply chain that relate to the data supplied to knowledge bases. This specifically excluded wider problems with OpenURL linking, which fall either within the remit of OCLC, the Maintenance Agency for the OpenURL standard (ANSI/NISO Z39.88-2004 (R2010), *The OpenURL Framework for Context-Sensitive Services*), or within other NISO working groups. The group also focused specifically on data relating to content holdings rather than on bibliographic data about individual titles, which does not need to be updated as regularly as holdings data.

KBART Phase II

With the completion of Phase I, it became clear that there was a need to continue work on more specific improvements and the group membership was re-aligned to support this work. The KBART Phase II Working Group met between February 2010 and March 2013 and achieved the following:

1) Development of a revised recommended practice to build on the initial recommendations delivered for Phase I of the KBART project in order to effect smoother interaction between members of the knowledge base supply chain. Whereas the Phase I report provided minimum recommendations to reach this goal, the Phase II revision focuses on the more granular, complex issues that cause problems in metadata supply. Knowledge base providers and their customers (primarily academic libraries) will benefit from provision of higher-quality data by content providers. Publishers will benefit from accurate linking to their content and subsequently increased usage.
2) Provision of educational and outreach opportunities that will address the needs of all stakeholders in the supply chain, description of the functions each needs to carry out to improve supply of data to knowledge bases, and setting out the value of doing so in each case. Content providers will benefit from a greater understanding of the needs and activities of those to whom they supply data. Knowledge base providers and libraries will again benefit from improvements that can be

expected when content providers are better supported through best practice recommendations on metadata provision.

3) Delivery of a centralized information portal, to support educational activities and provide comprehensive resource for further information, including, but not limited to:
   a) Glossary (already available on the UKSG and NISO websites from Phase I)
   b) Entry-level explanation of OpenURL: purpose, methodology, value (already available in Phase I Recommended Practice)
   c) Introduction to knowledge base supply chain parties: roles, needs, responsibilities, value (already available in Phase I Recommended Practice)
   d) Endorsement framework for content providers and knowledge base providers
   e) Guidelines for best practice: knowledge base format and terms of provision
   f) Crossover work with other standards/initiatives/technologies, e.g., ONIX Serials Online Holdings (SOH)
   g) Contacts Registry for the purpose of linking to metadata webpages and provision of technical contact details within content provider and knowledge base organizations

NISO D2D Topic Committee Members

The Discovery to Delivery Topic Committee had the following members at the time it approved this Recommended Practice:

Kristin Antelman
North Carolina State University Libraries

Pascal Calarco, Co-chair
University of Waterloo Library

Juli Marsh
The Library Corporation (TLC)

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Christine Stohn
Ex Libris, Inc.

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KBART Phase II Working Group Members

The following individuals served on the KBART Phase II Working Group, which developed and approved this recommended practice:

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The following individuals served on the KBART Working Group during part of the recommended practice's development, but were no longer with the group at time of final approval:

Louise Cole
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Sarah Wright
Taylor and Francis

Trademarks and Service Marks

Wherever used in this recommended practice, all terms that are trademarks or service marks are and remain the property of their respective owners.

Section 1: KBART after Phase I

KBART Phase I was completed with the publication of the KBART Phase I Recommended Practice in January 2010 (NISO RP-9-2010). The NISO/UKSG KBART Working Group then identified additional topics for discussion to further improve the library user's experience when using link resolvers and their related knowledge bases. NISO formed a new working group for KBART Phase II at the beginning of 2010 to continue this work. The key topics considered in Phase II were consortia-specific metadata transfer (see Section 3:), review of metadata transfer for open access publications (see Section 4:), review of metadata transfer for e-books and conference proceedings (see Section 5:), and the setup of an endorsement framework to enable content providers to achieve compliance (see Section 2:). Another important action activity was to raise awareness of KBART recommendations from Phase I by undertaking speaking engagements and writing article for various publications in the library and publishing community.

1.1 Establishment of an Endorsement Process and KBART Registry

A substantial contributor to full text usage on publisher sites is from library-mediated technology. A significant part of this library access flows through OpenURL link resolvers that rely on detailed knowledge base holdings data provided by the content publishers. It is therefore vital that this knowledge base information is accurate and up-to-date. The KBART Recommended Practice optimizes this process through provision of a file format and common sense set of metadata fields and formats for transmission of holdings metadata from content providers to link resolver knowledge bases. The standardized KBART file makes the file transfer and knowledge base updates easier to handle. In addition, some consortia are now expecting KBART-compliant files for their knowledge bases and are incorporating this requirement into their contracts with content providers. A key outcome of the early stages of the Phase II group activity was an endorsement framework. This allows content providers to achieve KBART compliance and publicly celebrate their commitment to good quality metadata provision.

All content providers, from major databases to small publishers, were encouraged to publicly endorse the Phase I KBART Recommended Practice by submitting a sample file to the KBART working group, at kbart@niso.org. Once the file's format and content was reviewed and approved, and the provider had made it publicly available (in line with the recommendations), the provider was added to a public list of endorsing providers. (With the publication of this Phase II Recommended Practice, an updated endorsement process will be put in place. More details about the new endorsement and compliance process can be found in section 2.1.)

In addition to the endorsement process, a contacts registry was made available for content providers and knowledge base developers to register their organization's advice for downloading holdings metadata as well as providing their metadata webpage and contact details. All endorsing providers that have been approved for KBART compliance carry the logo next to their name in the registry. The KBART Working Group is proud of the take-up within the last two years and is constantly encouraging additional content providers to endorse KBART and submit their files for verification.

1.2 KBART Survey of Libraries and Consortia

Feedback from the community is very important for all of KBART's work but is even more crucial for the specific problem areas that Phase II is concerned with. The KBART group conducted a SurveyMonkey survey in January 2012 to obtain information about the use of consortia title lists and about the library and publishing community's views on the metadata of Open Access material. The survey—announced on various listservs, including LIS-E-Resources, SERIAL-ST, ICOLC, Web4Lib, and LIS-NESLI-Reps—

generated over 200 responses. The summary results of the survey can be found in Section 3:, *Metadata for Consortia,* and Section 4:, *Open Access Metadata*. The detailed survey questions and responses are in Appendix B.

1.3 KBART Outreach

On publication of the KBART Phase I Recommended Practice in January 2010, the project group increased its profile in speaking at relevant events in order to inform the library and publishing community on the output of the working group.

As a result, KBART representatives were invited to speak at various conferences and meetings, and to provide articles for publications. One of the highlights was an extended report about KBART in *Against the Grain* in February 2011. A number of additional articles were also published and numerous speaking engagements were made. A list of these with links to available full text or presentation slides is available from the KBART website (www.niso.org/workrooms/kbart/resources/).

The group will present the Phase II recommendations at various conferences beginning in late 2013.

The KBART group has also set up a mailing list for all interested parties within the library community. Subscribe by sending an e-mail to kbart_interest-subscribe@list.niso.org. Subscribers will receive periodic announcements and e-mails about group activities and can initiate discussions with others on the list to ask questions or share experiences in using the KBART recommended practices. At the time of writing, the list has more than 300 subscribers.

1.4 KBART Information Hub

The KBART Information Hub on the NISO website (www.niso.org/workrooms/kbart) provides additional information related to the KBART recommended practices including:

- KBART Glossary
- Endorsement information
- Registry of knowledge base supply chain contacts
- Background information on OpenURL and knowledge bases

Section 2: Compliance and Collaboration

2.1 Compliance

The KBART support process includes a framework for enabling content providers to achieve compliance and publicly endorse their commitment to providing high quality metadata to the supply chain, which is described in detail below.

2.1.1 Phase II Endorsement

The publication of the Phase II Recommended Practice supersedes the Phase I Recommended Practice. This means that from date of publication of this Phase II RP, all new content providers that contact the KBART group will be working towards Phase II compliance and will be endorsed as such. Content providers who were endorsed under Phase I should consult section 2.1.4 below.

It is acknowledged that not every field in the Phase II RP will be relevant to all content providers. For example, fields specific to monographs and conference proceedings will not be applicable to purely journal metadata. However, all fields should be considered to be mandatory *if they exist* and all effort should be made to gather the data, even if it must be obtained from another area of the business or an external source.

2.1.2 Requesting Endorsement

Knowledge base vendors can endorse the KBART Phase II Recommended Practice by confirming that their systems can process KBART formatted files. The steps for requesting endorsement are listed in this section.

1) Read the requirements, accessible via www.niso.org/workrooms/kbart/endorsement/, which also includes a link to a sample data file.
2) Format your e-journal and e-book holdings metadata to meet the requirements.
3) Indicate your interest in endorsement by contacting the KBART working group at: kbart@niso.org and providing the following sample files:
    - A sample for the complete A-Z global list
    - A sample for a package within the global A-Z list (e.g., STM collection) that is based on how the package is sold
    - A sample for a consortium-specific package (if collections have specific differences within regional consortia)
4) Ensure that you have a process in place for regular data exchange as outlined in section 6.1.

2.1.3 Verification for Endorsement

Knowledge base vendors in the KBART Working Group will test the sample file(s) provided by content providers who are requesting endorsement. This testing process will verify that:

1) The filename is correct and is relevant to the level (e.g., package / consortium)
2) The KBART structure within the file is adhered to and data is in the correct position
3) The structure guidelines within each field are adhered to (e.g., correct use of date format)
4) All data in mandatory fields are included (e.g., identifiers, title, URLs)

The KBART Working Group will also sample check for known issues such as how former titles are represented.

In addition, the content provider is also required to perform the following activities to achieve KBART compliance:

1) Post files on a publicly available website with the ability to download and re-use.
2) Ensure that the file represented is a comprehensive picture of coverage for the global A-Z list / package / region / consortium as appropriate.
3) Keep the files up-to-date with all holdings changes, e.g., title transfers, cessations, and coverage changes.
4) Overwrite older files with a completely new file that will allow the knowledge base vendor to download and compare with the current knowledge base file.

Once the content provider's files are approved by the KBART Working Group testers:

1) The content provider should register its organization on the KBART contacts registry website (https://sites.google.com/site/kbartregistry/), providing a link to a publicly available webpage where it will be possible to download the newly KBART formatted dataset(s). The metadata files should be made available in human-readable format.
2) The KBART Working Group will provide a logo for the content provider webpage.
3) The content provider can distribute its KBART formatted data (or its download location) to their supply chain contacts.

With the above compliance verification, stakeholders can be assured that metadata is trusted and activated within a global knowledge base at the appropriate level of granularity without the burdensome task of title-by-title checking. This ensures that mediated institutional access for academics and student users is accurate, comprehensive, and timely.

2.1.4 Existing Endorsers Migrating To Phase II

Content providers who previously endorsed the Phase I guidelines will need to update their endorsement for Phase II compliance. This will involve re-submitting sample files for testing by the knowledge base vendor members of the group. The timescale for compliance with Phase II recommendations will be six months following publication of the final Phase II Recommended Practice.

2.2 Collaboration Activities

The KBART initiative and recommendations do not exist in isolation; they rely on community involvement and take-up to improve the landscape for the end user and by doing so make the supply chain more efficient and effective. As described in section 1.2, the project has used data from surveys as well as feedback from speaking engagements, outreach events, and mailing lists to inform the guidelines.

There are a number of bodies and initiatives that are working in the area of supply chain metadata and discoverability improvement with whom KBART is liaising to improve collaboration and metadata provision after publication of the guidelines. In other words, this is a constantly shifting landscape. This section covers the organizations and initiatives that KBART is liaising with and possible future outcomes that will further improve this area.

2.2.1 EDItEUR and ONIX for KBART

The value of the KBART format (a tab delimited .txt file) is that it can be used for both human-readable and machine-readable purposes and can be supplied on a webpage and/or transmitted via FTP between content provider and knowledge base vendor systems. It is also a low cost approach to effective knowledge base metadata transfer for publishers who do not have substantial in-house development expertise or resources.

For content providers who value the potential of automated upload and use of an extensible format for KBART metadata communication, the KBART group is discussing with EDItEUR the implementation of an ONIX for KBART message, potentially based on the existing ONIX-SOH message. It may be of particular value to content providers who are already using the ONIX suite of messages for other business requirements.

As part of such a format, a KBART to ONIX mapping would be developed to ensure that metadata requirements match, both in terms of structure of the message and purpose. There are ongoing discussions regarding endorsement and sustainability as well as the message itself, but this is a positive step for the transfer of knowledge base metadata.

2.2.2 Shared Knowledge Base Initiatives

Since the publication of the Phase I guidelines, there has been a gathering of momentum towards community-owned central knowledge bases. These shared services offer tremendous potential in terms of community verification of content provider metadata and in making that metadata available to knowledge base vendors.

Currently the emphasis is on the many-to-many transmission of metadata from content providers to multiple knowledge base vendors, which is inefficient and relies on resources within sender and recipient organizations to develop and process files. In addition, when a library knows that metadata is incorrect, its correction can often be overridden later by the same incorrect content provider metadata. The shared service approach offers potential to verify content within files and provide that assurance to knowledge base vendors on behalf of the community.

Examples of current initiatives that are making KBART files available to knowledge base vendors include:

- **KBART title lists** – Endorsed content providers are making their title lists in KBART-compliant format available to the community. Links to these lists are provided in the KBART Registry.
- **Knowledge Base+** (www.kbplus.ac.uk/kbplus/) – Run by Jisc Collections, KB+ is a shared community service knowledge base for UK academic libraries to support the management of electronic resources. It provides accurate and up-to-date data, such as publication, licensing, and subscription information. KB+ is KBART compliant. All KB+ KBART files are available at www.kbplus.ac.uk/kbplus/publicExport. KB+ data is used by institutions and link resolver providers such as EBSCO, Ex Libris, OCLC, and ProQuest (Serials Solutions).
- **The Global Open Knowledgebase (GOKb)** (gokb.org/) – An international collaborative project led by Kuali OLE and Jisc, GOKb is an open, community-managed knowledge base to support management of electronic collections in libraries. GOKb contains globally-true data about packages, titles, platforms, organizations, and licenses.

2.2.3 Licensing

The KBART Working Group has been collaborating with library consortia to provide guidance on statements within licenses and contracts relating to KBART compliance. This is an important part of community adoption of the Recommended Practice and has led to model license inclusions that are then negotiated with content providers as part of contract renewals.

Section 3: Metadata for Consortia

3.1 Introduction

It is common for libraries to form a consortium to better negotiate purchases with content providers. Often these consortia will purchase unique packages of titles available only to their member libraries. Although not available to every library, these packages serve the needs of multiple institutions. Libraries and their consortia staff need to track the titles available to them, their dates of available coverage, URLs for title access, and other details in the same way that they do for packages purchased outside of the consortium structure.

Historically, it has been difficult for libraries and linking vendors to obtain accurate title list data from content providers for these non-standard packages. Some content providers have only been able to provide minimal title details for consortia packages (e.g., title and ISSN) such as found in marketing lists, while others have not been able to provide consortia package data at all. Consortia representatives feel that accurate title lists for consortia packages are important, and the KBART Working Group recommends that content providers work to establish feeds for consortia-specific packages when applicable.

3.2 Consortia Survey Summary

As discussed in section 1.2, The KBART Working Group conducted a web survey in January 2012 to address the importance of KBART deliverables to consortia and the libraries they serve. About 20 of the respondents represented consortia that serve about 2000 libraries worldwide, in the aggregate. The remaining 180 respondents represented individual libraries served by those consortia. The full results of the survey (including anonymous individual comments on many questions) are included as Appendix B.

The consortia representative respondents:

- agreed (nearly all) that accurate "standardized" holding lists were very important to members of their consortium (Question 17);
- felt it was very or somewhat important for the KBART Working Group to address holdings list generation distribution and accuracy at the consortial level (Question 18);
- said that they were either only somewhat effective or not very effective in providing these lists (Question 19);
- felt that consortia should be concerned with distributing them to a significant extent (Question 20); and
- indicated that addressing open access content, establishing a clearinghouse of downloadable standard holding lists, and adding e-journal publisher endorsers were their top three priorities for the KBART initiative (Question 21).

Library representative respondents:

- indicated that standardized lists were very important (Question 29);
- perceive their knowledge base accuracy to be about 80% (Question 32) though they strive for greater than 95% accuracy (Question 33);
- ascribed high importance to those lists that pertain to large group of libraries (Question 34), those lists that pertain only to multiple members of their consortium (Question 35), and those that pertain only to their individual library (Question 36);

- update their lists annually (Question 37) though more than half said they would prefer monthly or even weekly updates (Question 39); and
- clearly prioritized the population of a clearinghouse of downloadable standard holdings lists and addressing open access content as the two most important KBART initiatives (Question 40).

The results of this survey were used to inform the following recommendations.

3.3 Recommendations for Consortium-Specific Files

A consortium-specific file (or files) should be created if:

- The package (or packages) has a customized set of titles that are available for purchase by a particular consortium.

  Content providers that sell packages of titles that are available globally should not provide consortium-specific files for those same packages. Use the generic title list instead.

- A package contains customized dates of coverage.

  For example, if a content provider normally provides access from 1995 to present, but sells a consortium a package with dates from 2000 to present, a consortium-specific list should be created with the titles the consortium has purchased with their custom coverage dates.

3.4 File Contents and Naming Changes

3.4.1 File Name

The file should be entitled:

```
[ProviderName]_[Region/Consortium]_[PackageName]_[YYYY-MM-DD].txt
```

"Region/Consortium" should include any information based on where the package is sold, or to what consortium it applies. If the file is for a universal list, "Global" should be used.

Publishers and vendors should avoid using special characters in filenames

Examples:

Title list is not region or consortium-specific; it includes all titles from the content provider:

- `JSTOR_Global_AllTitles_2013-01-14.txt`
- `TaylorandFrancis_Global_AllTitles_2012-08-30.txt`

Title list is consortium-specific for a specific package:

- `IOP_NESLi2_Option1-2011_2012-05-31.txt`
  (includes a year as part of the package name)
- `OxfordJournals_SCELC_AllTitles_2013-01-09.txt`
  (contains all titles that the consortium has subscribed to)

Title list is region-specific, for a specific package:

- `Springer_Asia-Pacific_Medicine_2013-01-28.txt`

3.4.2 When to Produce Separate Files

Separate files should be produced for each package of content that the provider offers. Files should be named as customers would expect to see them labeled in the knowledge base, using the syntax:

```
[ProviderName]_[Region/Consortium]_[PackageName]_[YYYY-MM-DD].txt
```

Example:

```
JSTOR_Global_ArtsandSciencesV_2013-01-14.txt
```

Providers and recipients can agree in advance how best to present complex package (collection) names.

In conclusion, the changes to support data communication for library consortia using the KBART recommended practices center entirely upon conditions where a consortium-specific file is required. No additional fields or changes to the title-level metadata are required, beyond what has already been stated by the KBART Working Group in the Phase I and in these Phase II recommendations.

Section 4: Open Access Metadata

4.1 It's Free Stuff Isn't It? Why Is Metadata for OA Required?

Users can access free and open access content through non-library specific search engines, in institutional repositories, and directly on publisher websites at article level. So it is worth re-stating why there is a need for content providers to send metadata to link resolvers for free and open access content. This leads us back to the importance of link resolver technology. Its value lies in aggregating e-content delivery appropriate to the user affiliation in a single place and delivering appropriate, authenticated links to content that cannot be delivered through a generic search engine. As users interact with library technology (such as link resolvers and resource discovery services), they are presented with all of the content that their home institution licenses on their behalf. For the library and their users it therefore makes sense that they can link to all the content delivered by a publisher together—both free and fee-based. For the publisher it means that traffic coming through library technology tools is presented with the entire content portfolio, not just that which is paid for by subscription. This is increasingly important in an environment of evolving business models for scholarly information dissemination.

Open Access electronic content holdings have been problematic both for librarians and for users for a variety of reasons that can differ from those of traditional fee-based electronic content. Since the release of the KBART Phase I Recommended Practice, Open Access content has become more and more prominent. Many large publishers offer authors the ability to publish their content as an Open Access article either in a fee-based journal (hybrid OA) or in a 100% OA journal. There are Open Access books being published as well. In short, this is a growing area and a mode of electronic content access that cannot be overlooked by library technology vendors, libraries, or content providers keen on improving content discovery. KBART set out in Phase II of the Recommended Practice to investigate problems surrounding metadata for Open Access and free content in order to improve access to such content.

Holdings metadata for Open Access and freely available content poses a number of unique challenges. First and foremost, it should be stated that there are numerous definitions of Open Access from libraries, publishers, and vendors alike. Because there are so many definitions of Open Access and because it is essentially an evolving definition, KBART has made the conscientious decision not to differentiate between these varying types of open access content. Additionally, KBART recognizes the fact that there is indeed a difference between Open Access and freely available content, but in the end, users simply want access and are not necessarily concerned with business models. KBART facilitates improved access and holdings metadata transmission regardless of business model and is treating Open Access content no differently from freely available content on publisher platforms.

4.2 Open Access Survey Summary

In the consortia and open access metadata survey (see section 1.2 and Appendix B), the KBART group asked a number of questions about Open Access. The answers reflect the complexity and also the importance of this area. Nearly 70% of respondents indicated that it would be useful to identify Open Access and free content at both the journal level and at the article level. When asked if librarians would like to see Open Access and free content grouped together as a package or interspersed amongst vendor and publisher packages, users we mostly split; 55% indicated that they would like to see it grouped together while 45% preferred it to be interspersed. The vast majority of respondents considered indications on the user interface that a journal or article is Open Access or free as either very or somewhat important. In addition, many respondents added comments raising further issues. For example, many respondents noted that they (and their users) struggle with hybrid Open Access content. Additionally, many respondents expressed concern about determining whether or not there are content embargoes on hybrid Open Access titles and substantial frustration when looking at temporarily free content that may

disappear at an undetermined time. There was also a clear interest in supplying Open Access and free content metadata at the article level. In this phase KBART cannot address all of the issues raised in the survey and some are out of the KBART scope. We do however recommend that Open Access and free content metadata issues be dealt with and we will carry out further work on Open Access material in the future.

4.3 Consideration of Types of Open Access

Often it is not easily determined whether an article or title is available via Open Access (OA), free, or by fee. There are numerous possibilities in this regard. Hybrid OA titles represent the biggest problem with regard to OA electronic holdings metadata. A single or numerous article(s) within a journal title may be available via Open Access supported by author fees while the rest of the journal is only available via subscription. In some cases, a publisher will choose to make everything Open Access after a period of time has elapsed since a volume or issue has been published. Consider the following Open Access scenarios:

- **Delayed OA** – a title that has all but the most current 12 months of a journal title available via Open Access but the most recent 12 months of content requires a subscription
- **Title Transfer OA** – a title which changes from Open Access or freely available to one that requires a subscription and/or back again when bought and sold by various publishers
- **Author Pays Hybrid OA** – a title that, by and large, requires a subscription for content access, but certain articles are available via OA supported by author fees

In all of these cases, it is very difficult to ascertain why one may be denied access at any given time. Because a KBART metadata holdings file is at the title level, and not at the article level, it is nearly impossible to account for the wide variety of Open Access and freely available content models. In the future, KBART recommend that this indication also be dealt with at the article level for best results. Article-level communications are not included in the current KBART scope of work.

4.4 Changes in the Recommendations

For Phase II of the Recommended Practice, KBART has changed one field (see Table 1) and added an additional field and optional free text metadata (see Table 2) that will hopefully improve access for end users and make trouble-shooting access problems easier for libraries and content providers.

Table 1: Changed field in Phase II

Field Name	Description
notes	For content providers who wish to include notes about Open Access coverage, particularly Hybrid Open Access titles, KBART will employ the use of the optional "Notes" field. "Notes" will remain a free-text and optional field in KBART Phase II and is the easiest place to explain subtle nuances about a particular title (including, but not limited to, notes about Open Access content) that may be useful for third party vendors, such as link resolver suppliers, as well as libraries.

Table 2: Additional required field in Phase II

Field Name	Description
`access_type`	This newly **required** field can have two values. • F – Use this value to indicate that a title is Open Access or has free content. • P– Use this value to indicate that a title requires payment of a fee of any kind (e.g., subscription, purchase, etc.) for content access. In the case of a hybrid title with both free and paid content, publishers and vendors should repeat title records as many times as necessary to indicate coverage ranges for which access is free and coverage ranges for which access is paid. For example, if a journal has a one year moving wall where the most recent 12 months are paid access, this would be indicated by one record having a value of "P" (for paid) in the `access_type` field, a second record showing a value of "F" (for free) in the `access_type` field for the content older than 12 months. NOTE 1: Hybrid Open Access titles are problematic because KBART cannot yet handle article-level holdings metadata. If a title has some Open Access or free content, the access type for a title should be indicated as fee-based, with the value "P". For a title to use the "F" value, 100% of the content must be free. NOTE 2: When combining `access_type` and `embargo_info`, KBART recommends repeating the holdings information for such a title twice. One record would be for the free content ahead of the moving wall (coded as "F" for free) and the second record would be for the content that requires a subscription (coded "P" for paid). Of course, the appropriate access dates would go in their respective records.

Section 5: E-Books and Conference Proceedings

5.1 Importance of Metadata

The importance of metadata for e-books has been apparent to the publishing, library, and e-commerce communities for some time. Bibliographic metadata relating to a specific book is still key and bibliographic metadata standards have evolved to take account of e-book formats.

However, in the e-book era, the traditional catalog record (supplemented by URLs and content provider information) is not the only or best way of linking to the e-book on the appropriate content provider's website(s). Webscale resource discovery services (utilizing link resolvers and library catalogs as underlying data sources) can ingest bibliographic records (e.g., MARC 21 records). However, the catalog record is not dynamic enough as a record of electronic holdings when holdings can represent multiple platforms with different access restrictions, and where these platforms may come and go. It is the link resolver (and knowledge base) that provides for the link from discovery tool to content—linking seamlessly to both e-journal and e-book content from one place. The link resolver knowledge base can be more current than the traditional library catalog because the library catalog requires the library to source and import MARC records and updates from the content provider on an ongoing basis. The link resolver knowledge base provider can set up, with minimal effort by the library, an ongoing data feed from the content provider with information to enable the discovery and access to e-book content. Webscale discovery tools are increasingly merging the bibliographic elements from the MARC record with the electronic coverage statement, allowing both discovery and linking from the knowledge base to full-text content.

The library community is, therefore, looking to the content provider to provide accurate, timely, and comprehensive e-book electronic holdings metadata to link resolver knowledge bases to facilitate ease of discovery through library discovery tools and to increase efficiency of administration by the library. So far, quality of e-book metadata delivered by content providers has proven to be problematic. Important metadata can be missing (e.g., ISBN of the electronic version), out-of-date, or simply incorrect. Moreover, each content provider, restricted by its own production systems, sends its e-book metadata in its own unique format. This requires link resolver vendors to develop proprietary import rules for individual content providers, which leads to delays in import and inefficiency. Finally, since a content provider will produce new e-book titles much more frequently than new e-journal titles, the accuracy and timeliness of the e-book metadata becomes even more important to ensure that new content is discoverable immediately on publication.

Standardization of metadata for conference proceedings needs special attention. Since conference proceedings are a hybrid of a serial and a monograph, the metadata should include information for the serial title as well as information on the volume level, and a connection needs to be made between the serial and the volume. The connection between a conference proceeding volume and its parent serial title is important because many conference proceedings include hundreds, sometimes even thousands, of volumes and span decades. Without this connection, these volumes cannot be grouped together.

Content providers, resellers, and librarians all understand the importance of establishing an accurate, comprehensive, and up-to-date knowledge base for e-books. The standardization of e-book metadata in the knowledge base has become more and more of a priority as the take up of e-books escalates. Although the KBART Phase I Recommended Practice was published in 2010 and some of the recommended fields may be applied for e-books, some special clarification for the use of these fields for e-books is needed and some additional fields are needed to purely support e-books and conference proceedings scenarios.

5.2 Changes of Title

Another challenge that the KBART Phase II recommendations addresses is how to deal with the problem of changing titles for serials—both journals and conference proceedings. Many journals and conference proceedings change title during their lifespan, sometimes more than once. The Phase I Recommended Practice does not include a field that connects the various titles over the history of the publication (where it is still represented online). Many librarians have commented on the difficulty of finding and maintaining the relationships between the old and the new serial titles where linking relationships need to be made between former and current titles. This topic is described further in the NISO Recommended Practice, *PIE-J: Presentation & Identification of E-Journals* (NISO RP-16-2013).

KBART Phase II recommends a new field, `preceding_publication_title_id`, to establish this historical connection for serials, both journal serials and conference proceeding serials as described in Table 3.

Table 3: New field for title changes in Phase II

Field Name	Description
`preceding_publication_title_id`	The title identifier of any preceding publication title for serials and conference proceeding serials. The publisher's proprietary identifier (as described in section 6.6.13) should be used where it exists. Examples: 40026030 0146-6453

5.3 Changes in the Recommendations

There are two main sets of changes from the Phase I RP that are described in this section.

First, annotations are given to several existing metadata fields (in section 6.6) to differentiate their use in monographs vs. serials.

- Some fields, specified in the Phase I RP are specifically for e-journals and do not apply for e-books. These are:
  - `date_first_issue_online`
  - `num_first_vol_online`
  - `num_first_issue_online`
  - `date_last_issue_online`
  - `num_last_vol_online`
  - `num_last_issue_online`
- Some fields can be used for both e-journals and e-books (including conference proceedings), but in different ways. For instance, `print_identifier` and `online_identifier` for e-journals refer to ISSN and eISSN. However, the same fields for e-books should mean ISBN and eISBN.

- For e-journals, `publication_title`, `title_url`, and `title_id` are clearly for metadata on the serial level. For e-books, the same fields are clearly for metadata on the monograph level. However, for conference proceedings, multiple rows to the metadata file will need to be added. On the serial level, `publication_title`, `title_url`, and `title_id` refer to the title, URL, and identifier of the conference proceeding serial. On the monograph level, these fields apply to the specific volume or book within the conference proceeding series.
- One field from the Phase I Recommended Practice, `first_author`, should now be used for monographs only.

Second, seven new metadata fields are recommended for monographs and one new field is recommended for serials, including both journal series and conference proceedings series.

- A new field, `publication_type`, is introduced to differentiate serial (i.e., journals and conference proceeding series) from monograph (i.e., book, e-book, and conference proceeding volume).
- Four new monograph-specific fields are recommended:
  - `date_monograph_published_print`
  - `date_monograph_published_online`
  - `monograph_volume`
  - `monograph_edition`
- For both e-books and conference proceedings, the new field `first_editor` is introduced, to be used along with the existing field `first_author`.
- To indicate the relationship between a conference proceeding volume and the conference proceeding series, the field `parent_publication_id` is recommended.
- The new field `preceding_publication_title_id` is recommended to establish the relationship between a successor serial title and its preceding serial title.

These new fields are summarized in Table 4.

Table 4: Summary of new e-book and conference proceedings fields

Field Name	Description
`publication_type`	Includes the value “serial” (i.e., journals and conference proceeding series) or “monograph” (i.e., book, e-book, conference proceeding volume).
`date_monograph_published_print`	Date the monograph is first published in print.
`date_monograph_published_online`	Date the monograph is first published online.
`monograph_volume`	Number of the volume of a monograph (applicable to e-books and conference proceedings; for proceedings, volume within the conference proceedings series).

Field Name	Description
monograph_edition	Edition for a book.
first_editor	First editor (for monographs, i.e., e-books or conference proceedings volumes).
parent_publication_title_id	Title identifier of the parent publication. For a conference proceeding volume, the parent_publication_title_id is the title_id of the conference proceedings series.
preceding_publication_title_id	For serials and conference proceeding serials, the title identifier of any preceding publication title.

Section 6: summarizes all KBART Phase II Recommended Practices and should be used for preparing systems and sample files for KBART Phase II endorsement and compliance.

Section 6: Guidelines for Effective Exchange of Metadata with Knowledge Bases

6.1 Method of Exchange

Content providers should post holdings data to a dedicated metadata webpage or FTP (File Transfer Protocol) site for download by link resolver suppliers. This minimizes the effort involved in the transaction for both parties. FTP is a simple protocol for allowing users to exchange files across a network. It allows access to the metadata to be restricted to authorized users, though content providers should recognize that broad dissemination of information about accessing their content is in their best interests and, therefore, multiple link resolvers (including libraries managing their own link resolvers) should be able to access the data.

Posting to the web or to an FTP site is preferable to e-mail exchange because it is harder to incorporate e-mail into an automated process for checking, validating, and uploading new data. E-mail exchanges are also subject to length restrictions, spam filters, and individuals' availability. However, if posting to the web or an FTP site is unachievable, then e-mail is an acceptable alternative. The data from the tab-delimited file (see section 6.4.1) should be placed in the body of the e-mail; the e-mail's subject line should also follow the naming convention given in section 6.5.1.

6.2 Frequency of Exchange

A monthly metadata update is recommended. However, when content is added less frequently than monthly, content providers may then choose a less frequent schedule for updates. Alternatively, providers should update data more frequently than once a month if their holdings change more frequently. This will particularly be the case with e-books for current publication year works. Updates should be posted to the metadata webpage or FTP site with an appropriate date stamp as indicated in the filename conventions (see section 6.5).

6.3 Data Contacts

Both the content provider and the knowledge base developer should designate specific staff members to be responsible for metadata files and exchange. Doing so expedites resolution of any problems that may develop. Content providers will need to inform the designated knowledge base developer contact about any changes to the data exchange process. Knowledge base developers will need to inform the designated content provider contact about any errors in the data. Both contacts will need to take responsibility for passing messages to the appropriate staff within their organization and ensuring appropriate action is taken. To facilitate this relationship, the KBART Working Group has provided the KBART Registry (https://sites.google.com/site/kbartregistry/), which includes a web form for registering the organizational contact, as well as the platform and metadata URL links.

6.4 Data Format

6.4.1 Content providers should provide metadata formatted as tab-delimited values.

This is a generic format that minimizes the effort involved in receiving and loading the data and reduces the likelihood of errors being introduced during exchange. Tab-delimited formats are preferable to comma-separated formats, as commas appear regularly within the distributed data and while they can be "commented out," doing so leaves a greater opportunity for error than the

use of a tab-delimited format. Tab-delimited formats can be easily exported from all commonly used spreadsheet programs.

6.4.2 All metadata should be provided as plain text.

If metadata is provided in a format that supports additional style or formatting, it should be presented without those enhancements. Data should not include colors, typefaces, italics, or other markup.

6.4.3 Text should be encoded as UTF-8.

The UTF-8 character set is well supported and encompasses the writing systems of many languages. This is also a common output option for programs such as Microsoft® Excel®.

6.4.4 One publication should be given in each line of the file, with a column for each field as defined section 6.6.

6.4.5 Data should be provided with column headers (see section 6.6.1) and without a blank row between the column header and the first row of content.

6.4.6 A title should be listed twice if there is a coverage gap of greater than or equal to 12 months, with only the coverage field changing.

Greater granularity in reporting data coverage gaps is desirable and should be agreed on with the link resolver supplier if it can be supported.

6.4.7 All rows should be consistent in terms of format.

For example, ISSN should always be expressed as nine characters with a hyphen separator, and date fields should conform to ISO 8601 and always be in the format described in section 6.6.

6.4.8 The metadata file should be supplied in alphabetical order by title to ensure ease of checking and import by knowledge base developers.

6.5 File Name

6.5.1 The file should be entitled:

`[ProviderName]_[Region/Consortium]_[PackageName]_[YYYY-MM-DD].txt`

"Region/Consortium" should include any information based on where the package is sold, or to what consortium it applies. If the file is for a universal list, "Global" should be used.

Examples:

Title list is not region or consortium-specific, includes all titles from the content provider:

- `JSTOR_Global_AllTitles_2013-01-14.txt`
- `TaylorandFrancis_Global_AllTitles_2012-08-30.txt`

Title list is consortium-specific, for a specific package:

- `IOP_NESLi2_Option1-2011_2012-05-31.txt`
  (includes a year as part of the package name)
- `OxfordJournals_SCELC_AllTitles_2013-01-09.txt`
  (contains all titles that the consortium has subscribed to)

Title list is region-specific, for a specific package:

- `Springer_Asia-Pacific_Medicine_2013-01-28.txt`

6.5.2 The provider name should be the platform at which the data is hosted (but without the punctuation).

This ensures that one provider's data is clearly distinguished from data provided by others with similar package names. Also, the file name should be consistent for each metadata file deposited.

Publishers and vendors should avoid using special characters in filenames. Both upper and lower case characters are allowed as long as the content provider is consistent in its filenames throughout cycles of transmission.

Examples:

`Oup_Highwire_AllTitles_2013-01-09.txt`

`Bloomsbury_IngentaConnect_Alltitles_2013-01-01.txt`

6.5.3 Separate files should be produced for each package of content that the provider offers. Files should be named as customers would expect to see them labeled in the knowledge base, using the syntax:

`[ProviderName]_[Region/Consortium]_[PackageName]_[YYYY-MM-DD].txt`

Example:

`JSTOR_Global_ArtsandSciencesV_2013-01-14.txt`

Providers and recipients can agree in advance how best to present complex package names.

6.6 KBART Data Fields

6.6.1 Fields and Labels

The content provider should include the fields from Table 5 as columns in the tab separated metadata file. All fields should be considered to be mandatory if they exist and are appropriate to the content, and all effort should be made to gather the data, even if it must be obtained from another area of the business or an external source.

Because recipients of metadata files will be expecting to receive all files in a matching format, every field should appear in the order given below, even if the content provider is unable to provide any information or no information is appropriate for a specific field. To avoid confusion and unnecessary errors, content providers are required to include column headings on every file they generate. In order to supply additional information for other purposes not required by the KBART Recommended Practice, content providers are permitted to include any extra data fields *after* the last KBART utilized position (`access_type` in position 25).

Table 5: KBART data fields

Field Name	Description
publication_title	Publication title for serial or monograph (see 6.6.2) Conference proceedings series titles should be entered as serial titles, while volume titles should be entered as monograph titles.
print_identifier	Print-format identifier (see 6.6.3) ISSN for serials, ISBN for monographs, etc. Conference proceedings may have serial ISSNs while each proceeding volume may have its own ISBN.
online_identifier	Online-format identifier (see 6.6.4) eISSN for serials, eISBN for monographs, etc. Conference proceedings may have serial eISSNs while each proceeding volume many have its own eISBN.
date_first_issue_online	Date of first serial issue available online (see 6.6.5) Applicable only to serials.
num_first_vol_online	Number of first volume available online (see 6.6.6) Applicable only to serials.
num_first_issue_online	Number of first issue available online (see 6.6.7) Applicable only to serials.
date_last_issue_online	Date of last issue available online (see 6.6.8) Leave blank if coverage is to the present. Applicable only to serials.
num_last_vol_online	Number of last volume available online (see 6.6.9) Leave blank if coverage is to the present. Applicable only to serials.
num_last_issue_online	Number of last issue available online (see 6.6.10) Leave blank if coverage is to the present. Applicable only to serials.

Field Name	Description
title_url	Title-level URL (see 6.6.11) Applicable to both serials and monograph. For conference proceedings, the title_url for the proceedings series and the title_url for each volume should be different.
first_author	First author (see 6.6.12) Applicable only to monographs.
title_id	Title identifier (see 6.6.13) Applicable to both serials and monographs. For conference proceedings, the title_id for the conference proceedings series and the title_id for each proceeding volume should be different.
embargo_info	Embargo information (see 6.6.14) Describes any limitations on when resources become available online.
coverage_depth	Coverage depth (see 6.6.15) For example, abstracts or full text.
notes	Notes (see 6.6.16) Free-text field to describe the specifics of the coverage policy.
publisher_name	Publisher name (see 6.6.17) Not to be confused with third-party platform hosting name.
publication_type	Serial or monograph (see 6.6.18) Use “serial” for journals and conference proceeding series. Use “monograph” for books, e-books, and conference proceeding volumes.
date_monograph_published_print	Date the monograph is first published in print (see 6.6.19)
date_monograph_published_online	Date the monograph is first published online (see 6.6.20)
monograph_volume	Number of volume for monograph (see 6.6.21) Applicable to e-books and conference proceedings. For proceedings, use the volume within the conference proceedings series.
monograph_edition	Edition of the monograph (see 6.6.22)

Field Name	Description
first_editor	First editor (see 6.6.23) Applicable to monographs, i.e., e-books or conference proceedings volumes.
parent_publication_title_id	Title identifier of the parent publication (see 6.6.24) For a conference proceeding volume, the parent_publication_title_id is the title_id of the conference proceedings series.
preceding_publication_title_id	Title identifier of any preceding publication title (see 6.6.25) Applicable to serials and conference proceedings series.
access_type	Access type (see 6.6.26) May be fee-based (P) or Open Access (F).

6.6.2 Publication Title

Give the full name of the publication, for example, as it appears on the print edition or on its web home page. Special characters should be encoded using the UTF-8 character set. Abbreviations should be avoided. Leading articles in a title should be included; for instance, “The Holocene” should be listed as “The Holocene” in its complete official form, not “Holocene”.

Each serial (journal or conference proceeding) should have its own title. Previous titles of the serial should be listed as separate entries, with their own set of coverage dates corresponding to the period of time in which that title was used. Knowledge base developers should then ensure appropriate matching between related titles.

Each monograph (conference proceeding volume or e-book) should have its own title. Package titles should not be given as individual titles within metadata files. Any packages of titles (collections) should be sent as a separate file with the package name identified in the filename.

A conference proceeding series is considered a serial while each volume within a conference proceeding series is considered a monograph. The conference proceeding title should be entered as a serial title, while the title of an individual proceeding volume should be entered as a monograph title.

6.6.3 Print Format Identifier

Provide the publication’s standard identifier for the printed version. This will generally be the ISSN (presented with all 9 characters, including the hyphen and the check digit) or the ISBN-13.

In cases where multiple ISSNs or ISBNs exist for the title, only the print-format ISSN or ISBN should be used in this field. If it is desired to transmit additional identifiers, they may be included as extra data in fields after the last KBART utilized position (access_type in position 25) as described in section 6.6.1 above.

6.6.4 Online Format Identifier

In cases where identifiers for electronic formats have been created for the title, they should be included in this field. For ISSN, use all 9 characters, including the hyphen and check digit. For ISBN, use ISBN-13 as available; link resolvers can convert from the 10-digit ISBN if necessary. If it is desired to transmit additional identifiers, they may be included as extra data in fields after the last KBART utilized position (`access_type`, position 25) as described in section 6.6.1 above.

6.6.5 Date of First Issue Available Online

For journals, this field should include the date of the first issue available online in the format YYYY-MM-DD. Use only those parts of the date data that apply. For example, if the journal is annual, only YYYY should be used, whereas if the journal is monthly or quarterly, only YYYY-MM should be used. Only in cases where issues of the journal have specified cover dates including the day should YYYY-MM-DD be used. For books, leave this field blank.

The ISO 8601 date format should be used for all dates. Non-numeric dates (e.g., Spring or Summer) are not supported in ISO 8601 and are discouraged; use of volumes and issues is preferred in these cases. If non-numeric dates are used, the content provider should remain consistent in the application of these throughout cycles of transmission.

6.6.6 Number of First Volume Available Online

For journals, give the volume number of the first issue in this field. Do not include any captions[1] (e.g., "vol." or "v."). The house style for citing content may be used; for example, an alphanumeric value may be used in this field if appropriate.

Knowledge base developers should use an equivalent logic to normalize this data and the data provided in OpenURL queries to maximize the likelihood of a citation being matched to a source.

For books, leave this field blank.

6.6.7 Number of First Issue Available Online

For journals, give the issue number of the first issue. Do not include any labels (e.g., "no." or "n.").[1] Do not include supplement or part values. The house style for citing content may be used; for example, an alphanumeric value may be used in this field if appropriate.

Knowledge base developers should use an equivalent logic to normalize this data and the data provided in OpenURL queries to maximize the likelihood of a citation being matched to a source.

For books, leave this field blank.

6.6.8 Date of Last Issue Available Online

For journals, indicate the date of the most recent issue available. Again, use only those date data that are specifically given in the journal's cover date. The ISO 8601 date format should be used for all dates. Non-numeric dates (e.g., Spring or Summer) are not supported in ISO 8601 and are discouraged; use of volumes and issues is preferred in these cases. If non-numeric dates are used the content provider should remain consistent in its application of these throughout cycles of transmission.

For journals, this field will be left blank if the journal is available "to the present."

For monographs, this field will always be blank.

[1] Source: ANSI/NISO Z39.71-2006, *Holdings Statements for Bibliographic Items*. Bethesda, Maryland: National Information Standards Organization, 2006. Available at: www.niso.org/apps/group_public/project/details.php?project_id=38

6.6.9 Number of Last Volume Available Online

For journals, the volume number of the latest issue should be given in this field. Do not include any labels (e.g., "vol." or "v.").[1] The house style for citing content may be used; for example, an alphanumeric value may be used in this field if appropriate.

Knowledge base developers should use an equivalent logic to normalize this data and the data provided in OpenURL queries to maximize the likelihood of a citation being matched to a source.

For journals, this field will be left blank if the journal is available "to the present."

For books, leave this field blank.

6.6.10 Number of Last Issue Available Online

For journals, give the issue number of the latest issue. Do not include any labels (e.g., "no." or "n.").[1] Do not include supplement or part values. The house style for citing content may be used; for example, an alphanumeric value may be used in this field if appropriate.

Knowledge base developers should use an equivalent logic to normalize this data and the data provided in OpenURL queries to maximize the likelihood of a citation being matched to a source.

For journals, this field will be left blank if the journal is available "to the present."

For books, leave this field blank.

6.6.11 Title Level URL

Indicate the URL of the title's homepage.

For journals, this page should be a listing of the available volumes and issues.

For books, this page should be a table of contents.

6.6.12 First Author

For books, give the last name of the book's first author.

For journals, leave this field blank.

6.6.13 Title Identifier

Give the proprietary identifier for the content title, if you use a title identifier to create links to content. If more than one identifier exists, then supply the title identifier used for linking. If outside parties will not need to know or use these proprietary identifiers, or if no proprietary identifiers exist, this field may be left blank, but it would be preferable to include a `titleID` if one exists.

For conference proceedings or e-book series, a `titleID` is required to be used as a key that will be tied to the conference proceedings volume or e-book monograph as `parent_publication_title_id`.

6.6.14 Embargo

The embargo field reflects limitations on when resources become available online, generally as a result of contractual limitations established between the publisher and the content provider. Presenting this information to librarians (usually via link resolver owners) is vital to ensure that link resolvers do not generate links to content that is not yet available for users to access.

One of the biggest problems facing members of the supply chain is that multiple kinds of embargoes exist—in some cases, coverage "to one year ago" means that data from 365 days ago becomes available today, while in other cases it means that the item is not available until the end of the current calendar year.

Because of the complexities of embargoes, we recommend that the ISO 8601 date syntax should be used in this field. This is flexible enough to allow multiple types of embargoes to be described.

The following method for specifying embargoes is derived from the duration syntax in the ISO 8601 standard, making a few additional distinctions not covered in the standard. The embargo statement has three parts: type, length, and units, as described below. These three parts are written in that order in a single string with no spaces.

- **Type** – All embargoes involve a "moving wall," a point in time expressed relative to the present (e.g., "12 months ago"). If access to the journal begins at the moving wall, the embargo type is "R" (defined as "recurring" in ISO 8601). If access ends at the moving wall, then the embargo type is "P" (defined as "period" in ISO 8601).
- **Length** – An integer expressing the length of the embargo.
- **Units**– The units for the number used in the "length" field, specifically "D" for days, "M" for months, and "Y" for years. For simplicity, "365D" will always be equivalent to one year, and "30D" will always be equivalent to one month, even in leap years and for months that do not have 30 days. The "units" field also indicates the granularity of the embargo, that is, how frequently the moving wall "moves."

Examples:

- A newspaper database has a subscription model that gives customers access to exactly one year of past content. Each day, a new issue is added, and the issue that was published exactly one year ago that day is removed from the customer's access. In this case, the embargo statement would be "R365D", because the date of the earliest accessible issue changes each day.
- A journal has a model that gives access to all issues in the current year, starting in January. The following January, the customer loses access to all of the previous year's issues at once, and will only be able to access issues published in the current year. In this case, we would say that the customer has access to one "calendar year" of content. The embargo statement would be "R1Y", because the date of the earliest issue changes once a year.
- Access to all content, except the current calendar year is "P1Y".
- Access to all content in the previous and current calendar years is "R2Y".
- Access to all content from exactly 6 months ago to the present is "R180D".
- Access to all content, except the past 6 calendar months is "P6M".

In the case where there is an embargo at both the beginning and end of a coverage range, then two embargo statements should be concatenated, the starting embargo coming first. The two statements should be separated by a semicolon. For example, "R10Y;P30D" describes an archive in which the past 10 calendar years of content are available, except for the most current 30 days.

6.6.15 Coverage Depth

This field will indicate the extent to which content is covered within the range given in the coverage and embargo fields. It can have one of three values:

- **fulltext** – Indicates that the full text of articles is available. If the full text does not match the print equivalent, the `notes` field can describe what is excluded (e.g., "excludes graphics").
- **selected articles** – Coverage includes the full text of some, but not all articles. The specifics of the coverage policy should be indicated in the `notes` field. This value should be used only if a significant number of articles are omitted, perhaps as a result of specific policy. For example, a

particular journal may only publish research articles online, and not letters or book reviews. Other databases may only include articles in certain subject areas. That policy should be described in the `notes` field. The coverage depth should not be set to "selected articles" in cases where only a few articles are missing due to technical issues.

- **abstracts** – Coverage includes only abstracts of articles.

The above coverage depth values can be used in combination with a semicolon to delimit values. For example, if coverage of a journal includes only abstracts of selected articles (e.g., as may occur in A&I databases), this field would include "abstracts; selected articles". A topic-oriented full-text product would be designated as "selected articles".

6.6.16 Notes

This is an optional free-text field that may be supplied if the coverage depth used requires further explanation. This field is used to describe the specifics of the coverage policy, for example, "Excludes letters and book reviews". If a title is Hybrid Open Access, describe the details of the Open Access content coverage. For example, if certain articles are open access based on author fees, the entry could read, "Certain articles are Open Access supported by author fees."

Data transmitted in this field can be displayed verbatim in the link resolver results set so that end users can identify exclusions in content.

6.6.17 Publisher Name

This field is important if the package that is being described is an aggregation of content from multiple publishers or if the package relates to a hosting platform as a complete A-Z list of all content on the platform regardless of publisher. In this case, all effort should be made to identify the publisher in this position.

6.6.18 Publication Type

This field has two possible values:

- **Serial** – a journal serial or a conference proceeding serial
- **Monograph** – an independent book or a volume within a conference proceeding serial

6.6.19 Date of Monograph First Published in Print

Use this field to identify the date when the conference proceeding volume or e-book was first published in print. This is mandatory except where content is born digital (i.e., no print format exists). The ISO 8601 date format should be used for all dates.

6.6.20 Date of Monograph First Published Online

Use this field to identify the date when the conference proceeding volume or e-book was first published online. This field is mandatory. The ISO 8601 date format should be used for all dates.

6.6.21 Volume for Monograph

For books, indicate the volume number if it applies.

For conference proceedings, indicate the volume number within the conference proceeding series.

Use of text is acceptable.

6.6.22 Edition for Monograph

For books, indicate the number of the edition, if applicable. This is the edition relevant to the publication date. It may be that additional text is needed after the edition, e.g., "3rd ed. Revised". Use of text is acceptable.

6.6.23 First Editor

For books or conference proceeding volumes, give the last name of the book's first editor if there is one.

For journals, leave this field blank.

6.6.24 Parent Publication Identifier

If a monograph belongs to a conference proceeding series or an e-book series, then this field should be populated. The value of this field should be same as the `title_id` of the conference proceedings series or the e-book series that it belongs to.

6.6.25 Preceding Publication Identifier

For serials or conference proceedings series, indicate the identifier of the preceding serial title if there has been a change in the title. The value of this field should be same as the `title_id` of the preceding title in the same file.

6.6.26 Access Type

The type of access for the content title has two possible values:

- **Fee-based (paid)** – When access to a content title is solely based upon a fee, either subscription or purchase (or a combination of the two), the access type is "P".
- **Open Access (free)** – When access to a content title is solely based on any one of the numerous open access models (e.g., gold open access, author-pays open access, etc.) the code is "F".

If a title has some Open Access or free content the access type for a title should be indicated as fee-based, with the value "P." For a title to use the "F" (free) value, 100% of the content must be free.

In the case of a hybrid title with both free and with paid content, the title records should be repeated as many times as necessary to indicate coverage ranges for which access is free and coverage ranges for which access is paid. For example, a journal with a 1 year moving wall where the most recent 12 months is paid access would be indicated by one record having a value of "P" (for paid) in the `access_type` field, and then the content older than 12 months would be indicated by a second record showing a value of "F" (for free) in the `access_type` field. The relevant access dates would go in their respective records.

Section 7: Next Steps

Following the completion of the Phase II KBART project and the publication of this Recommended Practice, the KBART Working Group enters a new phase in its lifecycle. KBART as a Recommended Practice for title level metadata transfer has reached relative maturity. Uptake of the recommendations is steadily growing and there is a real commitment from the community to adopt KBART-formatted files as a low cost, low administration method of communicating accurate, timely, and comprehensive electronic holdings metadata to knowledge bases.

Following publication of the Phase II Recommended Practice, the project will transfer to Standing Committee status within NISO. NISO Standing Committees are typically responsible for education and promotion activities for standards and best practices, as well as monitoring the environment and community for any necessary updates or revisions needed to the published document. A new Standing Committee will be formed (with participation by some existing Working Group members) comprising link resolver vendors, consortia representatives, content providers, and librarians and a call for membership will be issued. The specific remit of the new group will be:

1) Continue to test and endorse metadata files from content providers seeking KBART compliance.
2) Work with content providers to transfer KBART Phase I compliant content providers to Phase II compliance within the 6-month timeframe set out in this document.
3) Work with key content provider groups who are not yet progressing compliance to establish factors influencing their position and work to overcome this and promote the value of KBART.
4) Continue to gather feedback from community adoption of Phase II for future work on KBART should it become necessary.
5) Continue to discuss KBART at conferences to promote the value of KBART-compliant metadata within the supply chain.
6) Work on long-term sustainability of the endorsement process by looking at industry groups who will take on the testing and compliance long term.

With publication of the Phase II Recommended Practice, NISO will take on the future direction of the KBART work in its entirety (without UKSG involvement), but it is hoped and anticipated that membership of the standing committee will be global in its make up as well as cross-sectoral to reflect the value that KBART brings to the entire community.

Appendix A: Sample Files

Sample1a: E-books only

Note: The spreadsheet for this data has been split into three sections for viewability in this document. The second and third sections represent additional columns that were appended to the first section in the original spreadsheet.

publication_title	print_identifier	online_identifier	date_first_issue_online	num_first_vol_online	num_first_issue_online	date_last_issue_online	num_last_vol_online	num_last_issue_online
Dante and Aquinas	978-1-909188-03-7	978-1-909188-07-5	2013-05-15					

title_url	first_author	title_id	embargo_info	coverage_depth	notes	publisher_name	publication_type
http://www.ubiquitypress.com/files/DanteAndAquinas.pdf	Ryan	10.5334/bad		fulltext	Published under CC-BY license	Ubiquity Press	monograph

date_monograph_published_print	date_monograph_published_online	monograph_volume	monograph_edition	first_editor	parent_publication_title_id	preceding_publication_title_id	access_type
2013-05-15	2013-05-24		1	Took			F

Sample 1b: E-books only

Note: The spreadsheet for this data has been split into three sections for viewability in this document. The second and third sections represent additional columns that were appended to the first section in the original spreadsheet.

publication_title	print_identifier	online_identifier	date_first_issue_online	num_first_vol_online	num_first_issue_online	date_last_issue_online	num_last_vol_online	num_last_issue_online
Designing Multi-Target Drugs	9781849733625	9781849734912	2012-04-12					
Dietary Sugars	9781849733700	9781849734929	2012-11/02					
Discrete Element Modelling of Particulate Media (conference proceeding)	9781849733601	9781849735032	2012-08-06					
DNA Conjugates & Sensors	9781849734271	9781849734936	2012-10-18					
Drug Design Strategies: Computational Techniques and Applications	9781849731676	9781849733403	2012-01-18					
Innovations in Biomolecular Modeling and Simulations Vol 1	9781849734615	9781849735049	2012-05-24					
Innovations in Biomolecular Modeling and Simulations Vol 2	9781849734622	9781849735056	2012-05-24					

title_url	first_author	title_id	embargo_info	coverage_depth	notes	publisher_name	publication_type
http://dx.doi.org/10.1039/9781849734912		9781849734912		fulltext			monograph
http://dx.doi.org/10.1039/9781849734929		9781849734929		fulltext			monograph
http://dx.doi.org/10.1039/9781849735032		9781849735032		fulltext			monograph
http://dx.doi.org/10.1039/9781849734936		9781849734936		fulltext			monograph
http://dx.doi.org/10.1039/9781849733403		9781849733403		fulltext			monograph
http://dx.doi.org/10.1039/9781849735049		9781849735049		fulltext			monograph
http://dx.doi.org/10.1039/9781849735056		9781849735056		fulltext			monograph
http://dx.doi.org/10.1039/9781849734912		9781849734912		fulltext			monograph

date_monograph_published_print	date_monograph_published_online	monograph_volume	monograph_edition	first_editor	parent_publication_title_id	preceding_publication_title_id	access_type
4/12/2012	2012-03-28	21		Morphy	2041		P
11/2/2012	2012-10-23	3		Preedy	2045		P
8/6/2012	2012-08-01	399		Wu	2042		P
10/18/2012	2012-11-30	26		Fox	1757		P
1/18/2012	2012-01-04	20		Banting	2041		P
5/1/2012	2012-05-24	23		Schlick	1757		P
5/1/2012	2012-05-24	24		Schlick	1757		P

Sample 2: Phase II RP fields

Note: The spreadsheet for this data has been split into three sections for viewability in this document. The second and third sections represent additional columns that were appended to the first section in the original spreadsheet.

publication_title	print_identifier	online_identifier	date_first_issue_online	num_first_vol_online	num_first_issue_online	date_last_issue_online	num_last_vol_online	num_last_issue_online
General dates + Hybrid OA + Preceding Title								
Advances in Colloid and Interface Science	0001-8686		1967-01-01	1	1			
Advances in Space Research	0273-1177		1981-01-01	1	1			
Annals of Physics	0003-4916		1957-01-01	1	1			
Annals of the ICRP	0146-6453		1977-01-01	1	1			
Annals of the ICRP/ICRP Publication	0074-2740		1959-01-01	1		1975-12-31	23	
Advanced Powder Technology	0921-8831		1990-01-01	1	1			
Consortia dates+ Hybrid OA + Preceding Title								
Advances in Colloid and Interface Science	0001-8686		1995-01-01	61				
Advances in Space Research	0273-1177		1995-01-01	15	1			
Annals of Physics	0003-4916		1995-01-01	241	1			
Annals of the ICRP	0146-6453		1995-01-01	25	1			
Advanced Powder Technology	0921-8831		1995-01-01	6	1			
Advances in Colloid and Interface Science	0001-8686		1995-01-01	61				

publication_title	print_identifier	online_identifier	date_first_issue_online	num_first_vol_online	num_first_issue_online	date_last_issue_online	num_last_vol_online	num_last_issue_online
Open Access								
AASRI Procedia	2212-6716		2012-01-01	1				
APCBEE Procedia	2212-6708		2012-01-01	1				
Acta Pharmaceutica Sinica B	2211-3835		2011-01-01	1	1			
Advances in Applied Mathematics	0196-8858		1980-01-01	1	1			
E-books								
Marine Ecological Processes	978-0-387-79068-8	978-1-4757-4125-4						
Hydraulik für den Wasserbau	978-3-642-05488-4							
Iceland Geodynamics	978-1-4419-2840-5	978-3-540-37666-8						
Conference Proceedings								
2010 IEEE International Conference on Acoustics Speech and Signal Processing (ICASSP)	978-1-4244-4295-9							
2011 IEEE International Conference on Acoustics, Speech and Signal Processing (ICASSP)	978-1-4577-0538-0							
2012 IEEE International Conference on Acoustics, Speech and Signal Processing (ICASSP)	978-1-4673-0045-2							

publication_title	print_identifier	online_identifier	date_first_issue_online	num_first_vol_online	num_first_issue_online	date_last_issue_online	num_last_vol_online	num_last_issue_online
Proceedings of the IEEE International Conference on Acoustics, Speech, and Signal Processing	1520-6149		2008					

title_url	first_author	title_id	embargo_info	coverage_depth	notes	publisher_name	publication_type
General dates + Hybrid OA + Preceding Title							
http://www.sciencedirect.com/science/journal/00018686		00018686		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/02731177		02731177		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/00034916		00034916		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/01466453		01466453		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/00742740		00742740		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/09218831		09218831		fulltext	Certain articles are Open Access supported by author fees	Elsevier	Serial
Consortia dates+ Hybrid OA + Preceding Title							
http://www.sciencedirect.com/science/journal/00018686		00018686		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/02731177		02731177		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/00034916		00034916		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/01466453		01466453		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/09218831		09218831		fulltext	Certain articles are Open Access supported by author fees	Elsevier	Serial

title_url	first_author	title_id	embargo_info	coverage_depth	notes	publisher_name	publication_type
Open Access							
http://www.sciencedirect.com/science/journal/22126716		22126716		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/22126708		22126708		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/22113835		22113835		fulltext		Elsevier	Serial
http://www.sciencedirect.com/science/journal/01968858		01968858		fulltext		Elsevier	Serial
E-books							
http://link.springer.com/book/10.1007/978	Valiela			fulltext		Springer New York	
http://link.springer.com/book/10.1007/978	Zanke			fulltext		Springer Berlin Heidelberg	
http://link.springer.com/book/10.1007/978	Sigmundsson			fulltext		Springer Berlin Heidelberg	
Conference Proceedings							
http://ieeexplore.ieee.org/servlet/opac?punumber=5487364	5487364		fulltext				Monograph
http://ieeexplore.ieee.org/servlet/opac?punumber=5916934	5916934		fulltext				Monograph
http://ieeexplore.ieee.org/servlet/opac?punumber=6268628	6268628		fulltext				Monograph
http://ieeexplore.ieee.org/xpl/conhome.jsp?punumber=1000002	1000002		fulltext				Serial

date_monograph_published_print	date_monograph_published_online	monograph_volume	monograph_edition	first_editor	parent_publication_title_id	preceding_publication_title_id	access_type
General dates + Hybrid OA + Preceding Title							
							P
							P
							P

date_monograph_published_print	date_monograph_published_online	monograph_volume	monograph_edition	first_editor	parent_publication_title_id	preceding_publication_title_id	access_type
						00742740	P
							P
							P
Consortia dates+ Hybrid OA + Preceding Title							
							P
							P
							P
							P
							P
Open Access							
							F
							F
							F
							F
E-books							
1995	2013		3				P
2003	2013		3				P
2006	2013		1				P
Conference Proceedings							
2010	2012				1000002		
2011	2011				1000002		
2012	2012				1000002		

Appendix B:
Survey Results

This appendix reports the detailed results of a survey conducted by the KBART Phase II Working Group in January 2012 to obtain information about the use of consortia title lists and about the library and publishing community's views on the metadata of Open Access material.

1. Have you heard of the NISO/UKSG KBART (KnowledgeBases and Related Tools) Recommended Practice initiative?

Create Chart Download

	Response Percent	Response Count
Yes	**81.4%**	**166**
No	18.6%	38
answered question		**204**
skipped question		**4**

2. Are you familiar with KBART's goals and products?

Create Chart Download

	Response Percent	Response Count
Yes	**65.0%**	**132**
No	35.0%	71
answered question		**203**
skipped question		**5**

3. How useful would it be to your organization and its users to have indicators on the link resolver user interface that a journal is open access or free? Create Chart Download

	Response Percent	Response Count
Very useful	**69.0%**	**109**
Somewhat useful	27.2%	43
Not very useful	3.8%	6
Not useful at all	0.0%	0
	Comments (optional): Show Responses	20
	answered question	**158**
	skipped question	**50**

Comments:

However, users often don't read notes or they misunderstand the notes, e.g., when we note that only part of a journal is available on open access after an embargo, such a research articles in JAMA.

Very useful to our organisation but not very useful to the users

From a collection management perspective this is very useful (evaluating when something is free and for usage stats analysis) but not necessarily for our users as they can access this from any search engine.

It is easy to recognise what we can activate on our link resolver. We can easily identify to our users that the content could be subject to change outside of our control if it no longer becomes freely available or we have no subscription rights.

It is easy to recognise what we can activate on our link resolver. We can easily identify to our users that the content could be subject to change outside of our control if it no longer becomes freely available or we have no subscription rights.

As long as precise holdings data is included.

We try to give the information that content is "free of charge" on our link resolver (by adjusting the target service name)

This is difficult to answer. First, I am not sure that all users fully understand what "open access" means and secondly, as is often the case, "free journals" have unstable access and/or are dropped without prior acknowledgment being sent to link resolvers (knowledge bases), resulting in frustration to users.

Somewhat useful from a user education perspective, but really our users just want to know whether they can get access or not.

We have many unaffiliated users (students from other campuses who cannot log in to our resources) who would appreciate knowing that a given journal/article is open access and its content is available to them)

Our current link resolver (EBSCO) identifies open access titles to an extent, but not consistently.

Users want to know if they have access - not why

It is important to track usage and to distinguish OA from licensed (hybrids are tricky).

As long as it specifies whether it's the whole journal and not just parts

We currently put a note in our SFX menu for those "free" ejournal targets so users are aware that free content is at the discretion of the publisher and may be removed etc

Our current link resolver, Serials Solutions 360 Link, does provide links to free journals and articles whenever possible.

Essential!

As long as users get to the content, they may not care too much how it may have been paid for. But whenever there are problems, knowing that a journal is open access or free can become important, producing a different set of expectations.

It would be really helpful is publishers/platforms could provide a second list containing only the open access material. Our KB and link resolver system has an indicator on whether a resource needs to be proxied for off-campus use - and it would be better if the OA material were not proxied.

From a Library staff perspective I think it is useful to have this information as it helps with trouble-shooting problems.

4. How useful would it be to your organization and its users to have indicators on the link resolver user interface that an article is open access or free?

Create Chart Download

	Response Percent	Response Count
Very useful	**68.4%**	**106**
Somewhat useful	26.5%	41
Not very useful	4.5%	7
Not useful at all	0.6%	1
	Comments (optional): Show Responses	23
	answered question	**155**
	skipped question	**53**

Comments:

What would be really useful is if Open Access content could be identified in usage statistic reports.

Especially in the case of journals which are not entirely OA or free.

Especially in the case only some issues or articles of a journal are free or open access, and not the entire journal in itself.

Although it is tricky/messy to list a random list of articles available within a journal if it is not a straight run within an issue/volume.

...but we currently do not handle hybrid models in our knowledge base. We are still investigating ways to include articles available via a hybrid model by automatically fetching this information from an external resource.

If link resolvers are going to contain data at the article level, then this would be useful. It is frustrating when current link resolvers show OA but only some articles are OA. Regarding #5 below, I'm not sure the warning will be much use, but from a get-whatever-you-can-for-free perspective, the warning is better than not showing possible access.

The same comments to question 3 above, apply here.

For the question below #5. I would choose to have the URL Inactive but still displayed. Perhaps with the option for the user to make active or instructions to copy and paste into address bar with note that it may or may not be free content.

Somewhat useful from a user education perspective, but really our users just want to know whether they can get access or not.

We have many unaffiliated users (students from other campuses who cannot log in to our resources) who would appreciate knowing that a given journal/article is open access and its content is available to them).

This would be useful but it's difficult to imagine it working smoothly and being up to date in practice as it's already very difficult to achieve accurate links and coverage information for titles in general (I think both the Link resolver companies and publishers still have a lot of work to do in this area), and this is of course an even more detailed and larger undertaking.

Users want to know if they have access – not why.

Our users do not see this at article level.

It's hard to predict whether this would be helpful or misleading in that users might assume all articles in a particular journal are available.

I struggles somewhat to see how this can work - unless there was a separate repository or place where link resolvers could search to see if the OA article is available.

While I know users care about content at the article level, and this is certainly the level at which many publishers make content OA, I'm not sure how KB providers and libraries can manage KB content at this level of granularity. I'd love to hear what the plans for this are!

This would only be Very Useful if/when usage statistics for particular articles are available.

The article does not need to have that indication. As long as there is an article-level link that's all I or my users care about.

Essential!

I'm not very technically minded - but keeping track of OA articles in a hybrid journal sounds pretty complex and I wonder how that would work? Currently we simply add a local note for PubMed Central material that only NIH-funded articles are OA for some journal titles.

It could be useful for example if using the same journal at another time or to try accessing another article, but I don't think users would pay much attention to this information, so in practice it may not help as much as it should.

We have a discovery system, so a lot of users are linking directly to content at article level. Being able to set up our link resolver to show open access / free content at article level would therefore be very useful within our discovery system. But it would need to be sophisticated enough to give a definitive 'yes/no' on whether the requested article was available, not a general link to a journal with a note that it's a hybrid journal and only selected articles are available. So yes, the metadata would be useful, but our link resolver software would need to become more sophisticated in order to put this metadata to good use.

5. If it is not clear whether an article in a hybrid journal you do not subscribe to is available or not as OA/free, how would you like to display this to your end users: Create Chart Download

	Response Percent	Response Count
Active/displayed (might lead to a dead link)	2.6%	4
Inactive/not displayed (might actually be available)	23.9%	37
Active/displayed but with a text to warn the end user the article may not be available	**73.5%**	**114**
answered question		155
skipped question		53

6. How useful would it be to your organization and its users if content providers and link resolvers indicated on your administrative interface which journals in your electronic holdings are hybrid (even if it does not give you the information of which articles and how many articles in this journal are OA). Create Chart Download

	Response Percent	Response Count
Very useful	**44.8%**	**69**
Somewhat useful	41.6%	64
Not very useful	12.3%	19
Not useful at all	1.3%	2
answered question		154
skipped question		54

7. Do you prefer to see Open Access and/or free content grouped together as a "collection" of sorts in your link resolver's knowledgebase, or would you prefer to see it interspersed within vendor and publisher packages?

Create Chart Download

	Response Percent	Response Count
Grouped together as a collection	**55.1%**	**81**
Interspersed with vendor and publisher packages	44.9%	66
	Comments (optional): Show Responses	48
	answered question	**147**
	skipped question	**61**

Comments:

Both options are acceptable.

It is useful to know which content is free within a vendor package

Needs some indication when available as Open Access or free content

Not sure. It would be useful to provide an access point for free material for users without institutional access but that might be accomplished with a filter. Hybrid journals that we subscribe to should be in packages but completely free could be in a separate collection.

Though might also be useful as a 'collection'

For large publishers it would be more useful to see it organised by vendor and publisher. For smaller publishers it would be acceptable to group them together as a collection.

It would be also useful to have Open Access and/or free content grouped together as a "collection", but it's more useful to display the connection with its publisher and package.

It would be useful also to see Open Access and/or free content grouped together as a "collection", but it's more useful to display each journal in connection to its publisher and package.

It would be arguably easier for library staff to identify and manage fee and OA content if it were all grouped together in the KB

Both would be useful. I don't really like the packages. The package model is not flexible enough.

Targets for all open access titles / content from particular publishers are more useful than a general open access target.

I currently feel that if a publisher is offering several packages (highly likely) and does not split OA from for-fee titles, then it is administratively easier to activate OA titles with their for-fee counterparts. However, if the publisher splits up the titles by OA vs. for-fee when sending data to the knowledge base providers, then it would be fine to have to 'subscribe' to OA titles separately from the fee-based titles in the knowledgebase.

Would like to see it both ways - would they be mutually exclusive?

If it is a collection we can 'activate all' and let it be auto-updated by the link resolver vendor. If it is interspersed we will have to monitor each platform target to see what has been newly added and if it is obvious that it is free/OA compared to the subscribed content. The amount of free content regularly added would make it a difficult and timely task to keep on top of and we would miss out on lots of good free/OA content.

No strong preference, actually!

Or grouped by discipline, subject or type (current / archive)

I think I would be confused when it came to activating OA material within a publisher package. In such a case the OA nature or hybrid nature would have to be very clear.

Consideration could be given to implementing both because if it is only offered as interspersed and there is a vendor that you purchase only some content and no packages, then the onus is on the library to add that free content title by title. Some may like that control, but in a bigger operation with limited staffing this could be very counter-productive. Turning on a package in this regard would be more productive. Providing clear designations that the content is free/open access and may be subject to change at any time may be helpful.

Also would like this to be listed first.

What I'd really like to see is a separate 'open access' collection for each major publisher (i.e. Springer open access, Elsevier open access, etc.). The journals that are published separately, or with one or two others, could be put into a sort of 'collected' open access package. That way, it would be easy to find open access titles that share platforms with subscribed material, and also to 'activate' them in a link resolver separately from the subscriptions.

I would like to see free content in a separate list from the subscription based content according to publisher/provider or platform. E.g., Nature Publishing Group Open Access, BioOne Open Access.

Although I chose "interspersed with vendor and publisher packages" my actual preference depends upon the situation, which I suppose means that I would prefer having more than one option. I would like the ability to group it with other titles from the same publisher because we have a tab where users can view titles by publisher/package name. There are also useful collections of open access content and that is convenient as well, for example to select all of the open access titles from Springer at once is convenient. The more options the better!

Both.

Difficult to pick between these two options. I think we'd like to see all journals from our main academic publishers grouped with the publishers' packages. However, in general it is useful to have open access/free content as a package in its own right. So possibly the answer would be – in both.

But within the publisher packages, we would prefer collections specifically dedicated to the open access/free titles.

Again, hybrids are tricky, since they are within larger packages.

I would prefer that the open access journals from vendors/publishers be group together as an "open access" package from that vendor/publisher rather than mixed in with the licensed titles or lump together in one all-inclusive "open access" collection.

Right now it is helpful to readily identify the open access/free content. However, if it were readily apparent (and easily extracted into a subset) that a particular journal in a vendor or publisher package was Open Access, then having one file might work just fine.

It is not very clear for me what is the best option, maybe a good option is a sub-collection inside publisher's collection

If interspersed with vendor package, clearly marked as "open access"

Depends on the architecture of the knowledgebase. If it accesses via provider/collection then it matters. If not, subject/content regardless of "cost" takes priority.

It's easier from a workflow point of view to keep like publisher/vendor content together.

As long as we could run a report that collates the titles

Interspersed but clearly labeled that content is OA. However, that is to say I don't want the DOAJ to go away. Collections such as those do serve a purpose and are more easily managed on our end.

I think if it was grouped together it would be easier to find and quicker to activate them all at the same time

Grouped together as a collection BY publisher or subject is helpful. Recent additions of OA collections by publishers to link resolver KBs (e.g., ScienceDirect Free and Delayed, Nature Open Access) are especially beneficial, as we know these publishers are OpenURL compliant and better than most at maintaining accurate holdings. We have begun to call out some journals with special notes when they are from less reliable sources (in terms of linking, accuracy, etc.).

We would envisage, for instance a publisher package that groups together all of their OA journals in a distinct 'target', or sub-target. This approach is preferable to a single 'target' or group for all OA journals across all publisher platforms.

Interspersed might skew usage statistics/calculations of cost-per-use.

With mentioned "open access journal"

OA grouped together per vendor.

Probably too early to determine the extent to which the hybrid journals are going to disrupt current arrangements.

To be more specific, I'd like to see OA/free content grouped in OA/free vendor packages separate from subscription vendor packages. It would even be helpful to have subscription, hybrid, and fully OA/free packages. Or, alternatively, perhaps the link resolver could have one package but a flag for one of these three statuses, that could be used to activate only the subset of titles accessible to your library's users.

It would be better to have a list that is separate from the main publisher especially if a library doesn't have a subscription to the publisher's other content.

Easier to manage, consistent overview and comparison with data in other knowledge bases

Actually prefer to have both – we serve a clientele that does not have access to subscribed materials. Being able to indicate a collection of all open-access journals would be helpful

I am not sure if the majority of our users will really be interested in whether or not something is OA: all they are interested in is whether or not something is accessible and of a suitable academic quality.

For a few publishers/packages, our current link resolver (SFX) collects groups hybrid titles into separate "selected free" collections, as opposed to collections which are wholly OA / wholly paid for. If we activate these collections they display with a

warning to users that not all the articles will be available to them. We've not tended to activate them up to now as they often confuse users, but we would consider activating these links for high quality journals, especially if they had a reasonable number of OA articles.

8. Are there any Open Access and/or freely-available content issues (related to holdings metadata) that you think KBART should investigate in the future that are not mentioned in this survey? Download

	Response Count
Show Responses	35
answered question	35
skipped question	173

Comments:

It would probably be useful to distinguish when articles are "article first" / "publish-ahead-of-print"; or pre-prints available from an institutional repository

Please continue you work with hybrid journals. It is a problem when a journal is said to be free in the KnB but changes its policy or has restricted access to some content.

Availability of Open Access content through institutional repositories.

A focus on Open Access and/or free content available on institutional repositories and the opportunity of ensuring them visibility on other research databases (i.e. PubMed, Scopus, ISI, etc.) and link resolvers' knowledgebases. The possibility to have more information about publisher policies on freely available contents (i.e. for how long an issue will be freely available? etc.).

Could more be done to surface OA/free content at the discovery tool layer, rather than in the KB?

I think that the issue of fee-based titles becoming OA as the issues age is not clearly covered as yet. Some publisher have a model where the title is fee-based for the current year (or volume), but then the older issues/volumes become OA. This is difficult to manage in our current systems.

1. Current KBART recommendation do not include CJK related field well, e.g. Japanese reading (script). 2. We have developed an API service named JEEPway which returns open access alternatives and this can be implemented in the result window of link resolvers. You can see test responses below: http://jeepway.lib.kyushu-u.ac.jp/jeepway/api/test. And a response of the newer version is below: http://121.1.213.210/jeepway/api/index?target=[%22base%22]&response=0&maxno=10&title=Linking%20Service%20to%20Open%20Access%20Repositories&aulast=sugita. Please feel free to ask below for further information. [Name and e-mail deleted for privacy.]

Description of content on websites - start and end dates. Very frustrating digging into every crevice trying to find a statement of what is available.

Not sure what KBART does about embargoed free access. Would be good for host to supply link resolver vendor with definitive monthly end point of free access in terms of vol/issue/page. For hybrid journals my impression at the moment is that the vast majority have too low a percentage of OA articles to bother activating if we don't subscribe. I'm hoping the hybrid model will die before we really have to agonise about whether or not to activate non-subscribed hybrid journals. I note that Elsevier now have several issues open at once. Maybe publishers could open a separate issue each year for OA articles in hybrid journals? Then if we don't subscribe we could activate the title with full-text access for those specific issues only?

Don't know. Do you mean small reviews such as those who are directly edited by little research center or library or association?

No.

Does the journal provide a permanent open url? Was this an original author contribution or harvested? What University/Corporation is the OA associated with?

I'd like to see a way to clearly indicate free back issues. I'd also like some easy way to track free trials -- many journals now have a 'free' period of up to a year upon launch. If we activate them, we have to remember to deactivate later. It's also a bit of a problem when a publisher offers free access to all their titles for a month or so -- it makes it impossible to tell if your access is working or not!

To distinguish between gold open access (fees paid by the researcher or institution), open archives released by the publisher (moving wall), and free access promotional.

I can't think of any at the moment.

A mechanism for link checking for OA titles in case at title disappears.

Translations and French equivalent of some title and metadata.

We struggle with inaccurate data coming to us and our link resolver from the publishers. We appreciate all your good efforts at standardization.

Not sure.

No.

One issue is tracking when an open access title moves to being licensed, or simply disappears. Another is URL changes and coverage data updates. With licensed titles you usually have a responsible party that feeds this data to the KB vendors, but with say government publications, you really don't have the agencies providing those updates with any reliability if at all.

Link resolver suppliers should be particularly careful to indicate (1) when a free/OA journal has an embargo period & (2) what that embargo period is.

A uniform way to present embargo information in open access holdings statements would be helpful to our users.

What about indication that something is fee-based for current content but then open access/free for backfiles?

It would really be wonderful if journals would clearly identify themselves as Open Access in a specific place on their websites so users and libraries know what is what. This then means that we may need standard definitions of Open Access, as well as the levels of OA that are mentioned in this survey.

Embargo statements are useful but often overlooked by patrons.

Perhaps link resolvers could investigate the use of 'getSelectedFulltext' targets or collections as a solution to this issue.

From a service point of view a false positive in the knowledgebase is far worse than a false negative. If we can't identify free content in hybrid journals at the article level then we shouldn't do it at all.

eBooks metadata at the top level and the chapter level.

The capability to link to individual articles that are OA/free within hybrid journals would be wonderful. Since that will require widespread changes with publisher/vendor participation and take a while, I think your idea to flag publications as hybrid would be very helpful meanwhile.

Journals that offer free (OA access) after an embargo period. The DOAJ only lists fully OA titles. There are many publishers that provide OA access to back issues but they are very difficult to identify. It would be better to list these OA and free back issues on a list that is separate from the main publisher especially if a library doesn't have a subscription to the publisher's other content.

None.

9. Do you represent a consortium or a single library? Create Chart Download

	Response Percent	Response Count
Consortium - fill out this page; you may skip the questions on the next page	5.1%	7
Library - skip the questions on this page and fill out the next page	**88.3%**	**121**
Both - if you qualify, please fill out both pages!	7.3%	10
	answered question	**137**
	skipped question	**71**

10. How many institutions does your consortium represent?	Download
	Response Count
Show Responses	15
answered question	15
skipped question	193

Comments:

1000

Approx. 500

17 library services serving 44 NHS Trusts

80 (many OPLs)

16

65

Actually we are a library that also runs an open source link resolver that is used by members of a consortium as well as individual libraries.

4 and 88 (2 consortium)

75

30+ – all public libraries, some public/research libraries

Our library is part of CONSORT (4 academic libraries) and OhioLINK (88 academic and public libraries) but I do not speak for either consortium

OhioLINK - 87

Approximately 55

70

11

11. About how many *custom* consortial e-journal packages do you offer? Create Chart Download

	Response Percent	Response Count
0	14.3%	2
1-3	**21.4%**	3
4-6	7.1%	1
7-9	0.0%	0
10-12	**21.4%**	3
13-15	0.0%	0
16-18	7.1%	1
19-21	0.0%	0
>21	**21.4%**	3
Don't know	7.1%	1
	answered question	**14**
	skipped question	**194**

12. What is the average number of participants in your custom packages? Create Chart Download

	Response Percent	Response Count
0	7.1%	1
1-3	0.0%	0
4-6	14.3%	2
7-9	7.1%	1
10-12	7.1%	1
13-15	0.0%	0
16-18	7.1%	1
19-21	0.0%	0
>21	**35.7%**	**5**
Don't know	21.4%	3
	answered question	**14**
	skipped question	**194**

13. UKSG Link Resolvers and the Serials Supply Chain Overview (http://www.uksg.org/projects/linkfinal) Create Chart Download

	Response Percent	Response Count
Very useful	37.5%	6
Somewhat useful	**56.3%**	**9**
Not very useful	6.3%	1
Not useful at all	0.0%	0
	Comments (optional): Show Responses	1
	answered question	**16**
	skipped question	**192**

Comments:

I haven't read this document before. The recommendations may be useful.

14. Publisher/Provider Registry & List Clearinghouse (http://sites.google.com/site/kbartregistry/) Create Chart Download

	Response Percent	Response Count
Very useful	**50.0%**	**8**
Somewhat useful	**50.0%**	**8**
Not very useful	0.0%	0
Not useful at all	0.0%	0
Comments (optional): Show Responses		2
	answered question	**16**
	skipped question	**192**

Comments:

I'd like to call a few publishers right now. Thank you.

More could be added – also disappointing is the number of publishers who have KBART holdings files but who are not listed and whose files are behind an institutional administrative login.

15. Recommended Practice Guidelines (http://www.niso.org/publications/rp) Create Chart Download

	Response Percent	Response Count
Very useful	**93.8%**	**15**
Somewhat useful	6.3%	1
Not very useful	0.0%	0
Not useful at all	0.0%	0
Comments (optional): Show Responses		2
	answered question	**16**
	skipped question	**192**

Comments:

We have made use of SERU guidelines to streamline licensing.

I keep sending this to publishers with multiple titles.

16. What proportion of your member institutions are likely to find KBART products useful? Create Chart Download

	Response Percent	Response Count
0%	0.0%	0
10%	0.0%	0
20%	21.4%	3
30%	7.1%	1
40%	0.0%	0
50%	7.1%	1
60%	7.1%	1
70%	7.1%	1
80%	14.3%	2
90%	7.1%	1
100%	**28.6%**	**4**
	answered question	**14**
	skipped question	**194**

17. How important are accurate 'standardized' holdings lists for members of your consortium? Create Chart Download

	Response Percent	Response Count
Very important	**93.8%**	**15**
Somewhat important	0.0%	0
Not very important	6.3%	1
Not at all important	0.0%	0
	answered question	**16**
	skipped question	**192**

18. How important is it for KBART to address holdings list generation, distribution and accuracy at the consortial level? Create Chart Download

	Response Percent	Response Count
Very important	**57.1%**	**8**
Somewhat important	42.9%	6
Not very important	0.0%	0
Not at all important	0.0%	0
	answered question	**14**
	skipped question	**194**

19. How effective are you at providing accurate, up-to-date e-journal holdings data for your custom consortial packages, either directly or through knowledgebase/link resolver providers? Create Chart Download

	Response Percent	Response Count
Very effective	21.4%	3
Somewhat effective	**50.0%**	**7**
Not very effective	28.6%	4
Not effective at all	0.0%	0
	Comments (optional): Show Responses	4
	answered question	**14**
	skipped question	**194**

Comments:

...but the consortia is doing most of the activations for its libraries and therefore we are not often asked for up-to-date holdings data :)

Despite the consortial nature, we expect each institution to know what they are entitled to and share that info with us. They get it from the publisher/vendor. I suppose it's a bit of a loose consortia.

It is difficult to obtain accurate holdings data from publishers about the consortial entitlements. The kb/link resolver providers have the same problem and cannot "check" all of the publisher-provided lists for accuracy.

Because as a link resolver provider – we must rely on the consortia to provide an accurate account of the consortia holdings. Communicating with publishers for a consortia holdings list usually results only in holdings for our own institution rather than for the common holdings for the consortia. It means every library needs to know what they have and activate their own holdings since there are few consortia provided lists available.

20. To what extent do you feel that consortia should be concerned with distributing accurate holdings lists to knowledgebase providers or libraries?

Create Chart Download

	Response Percent	Response Count
A significant extent	**78.6%**	**11**
Some extent	21.4%	3
A limited extent	0.0%	0
No extent	0.0%	0
	Comment (optional): Show Responses	2
	answered question	**14**
	skipped question	**194**

Comments:

Libraries are now relying on link resolvers to manage all of their big deal packages. If the kb providers cannot obtain accurate holdings - the problem persists down the chain to the libraries who use their services and then ultimately to the end user who cannot gain access to a journal that the library may have paid for via their consortia agreement.

Still of the opinion that the vendors should be responsible for providing a consortia level holdings list rather than the consortia providing that list to the link resolver vendors. Big Deal licenses and negotiation should include a clause for accurate holdings whenever multiple titles are involved - especially deals where the number of titles exceeds 50.

21. Please rank the following KBART initiatives for importance to your consortium — Create Chart — Download

	1-most important	2	3	4	5	6-least important	Rating Average	Rating Count
Clearinghouse of downloadable standard holdings lists	**46.2% (6)**	23.1% (3)	7.7% (1)	0.0% (0)	0.0% (0)	23.1% (3)	7.15	13
Adding e-journal publisher participants	**42.9% (6)**	35.7% (5)	7.1% (1)	7.1% (1)	7.1% (1)	0.0% (0)	8.14	14
Adding aggregator participants	35.7% (5)	**42.9% (6)**	0.0% (0)	0.0% (0)	21.4% (3)	0.0% (0)	7.64	14
Addressing custom consortial shared lists	**23.1% (3)**	**23.1% (3)**	**23.1% (3)**	15.4% (2)	7.7% (1)	7.7% (1)	6.62	13
Addressing alternative formats (e-books, conference proceedings, etc.)	23.1% (3)	**38.5% (5)**	23.1% (3)	0.0% (0)	7.7% (1)	7.7% (1)	7.08	13
Addressing Open Access content	**57.1% (8)**	14.3% (2)	14.3% (2)	7.1% (1)	0.0% (0)	7.1% (1)	8.14	14
						Comments (optional): Show Responses		1
						answered question		**14**
						skipped question		**194**

Comments:

The “clearinghouse” idea probably would be restricted to UK, thus not relevant for us. :)

22. Would you be willing to send a short web survey (like this one, but addressed to your libraries) to your consortium members? — Create Chart — Download

	Response Percent	Response Count
Yes	21.4%	3
No	**78.6%**	**11**
	answered question	**14**
	skipped question	**194**

23. If you answered yes, please enter your email address so we can contact you about this later: — Download

[Responses not shown for privacy.]

24. Which aspects of holdings lists do you find most problematic for your consortium?	Download
	Response Count
Show Responses	5
answered question	5
skipped question	203

Comments:

The fact that the supplier changes the package content and the files in the link resolver don't reflect this. I did a brief survey last April and found 20% mismatch between holdings available, and those listed in the link resolver file.

Tieing the holdings to the school. Who's getting what?

Inaccurate data. No accounting for journal name changes. When a journal changes its name, publishers often add the new titles' e-issn to the journals' former names - which then makes matching a journal from multiple suppliers difficult. Also, adding the previous title's issn and holdings information to a current journal's entry and only listing the new journal name.

Inaccurate data. No accounting for journal name changes - adding the current journal's eissn to the older journal's name in an entry. Only listing the current journal's name.

Customization & accuracy.

25. What other information or questions should the KBART Working Group be aware of?	Download
	Response Count
Show Responses	2
answered question	2
skipped question	206

Comments:

I would like to see serial records on a separate file from the e-book/conference or other single entry monograph-like electronic product in the KBART holdings file.

[Note: The second comment was a duplicate of the first entered a second time by the same respondent.]

26. UKSG Link Resolvers and the Serials Supply Chain Overview (http://www.uksg.org/projects/linkfinal)

Create Chart Download

	Response Percent	Response Count
Very useful	29.3%	29
Somewhat useful	**60.6%**	**60**
Not very useful	10.1%	10
Not useful at all	0.0%	0
Other (please specify) Show Responses		12
	answered question	**99**
	skipped question	**109**

Comments:

Interesting but quite old. An updated report would be very useful!

We don't know them.

Don't forget to take care and to involve other languages, other countries (such as african, asian, latin american).

As the librarian responsible for electronic access to e-journals, this document provides important and useful background information that puts the issues KBART is working on in perspective.

I hadn't seen it before, but I found it very interesting, and prescient – the issue of the separate link resolver companies all doing the same work has been on my mind in the past year or so. If there was a central clearinghouse, then more information could be checked and verified, rather than having the same info checked 5 or more times by the different companies. It would also be easier for both publishers and libraries -- we could deal with one central source.

Was not aware of.

Not sure at this time.

We don´t use.

It's useful for people to understand the complex nature of how a link resolver works and the many parties that need to work together for the whole system to function as expected.

Used this many times when it was first made available.

Have not used.

Have used this in the past to explain key concepts to Senior Management!

27. Publisher/Provider Registry & List Clearinghouse (http://sites.google.com/site/kbartregistry/) Create Chart Download

	Response Percent	Response Count
Very useful	**46.4%**	**45**
Somewhat useful	43.3%	42
Not very useful	10.3%	10
Not useful at all	0.0%	0
	Comments (optional): Show Responses	15
	answered question	**97**
	skipped question	**111**

Comments:

Hard to keep updated?

We don't know them.

A direct vendor contact who knows exactly what you are talking about when you call is very useful.

I am never confident at all that lists like this are up-to-date, especially with respect to individual people listed as contacts. Publishers seem to have a lot of turnover in their support staff. When I email someone and don't hear from them for a week, I don't know if it's because they're busy, or because they don't work there anymore!

Too bad more publishers haven't joined yet! But it's nice to be able to check if a publisher has officially registered or not before you contact them.

Was not aware of.

Would be very useful if more comprehensive.

Not sure at this time.

Wish there were more publishers on board and consortia!

Very useful, but needs to be more widely publicized.

As long as the registry is kept up-to-date.

Could be very useful if there were more publishers/providers listed.

Have not used.

Possibly useful now that I know it is there.

Unless data such as that presented on the site referenced comes with a "last edited" time stamp it is of limited utility.

28. Recommended Practice Guidelines (http://www.niso.org/publications/rp) Create Chart Download

	Response Percent	Response Count
Very useful	**53.0%**	**53**
Somewhat useful	39.0%	39
Not very useful	8.0%	8
Not useful at all	0.0%	0
	Comments (optional): Show Responses	9
	answered question	**100**
	skipped question	**108**

Comments:

Very useful to refer to on occasion.

We don't know them.

This is the 1st step to get involved.

This is indirectly useful to us, as we use a commercial link resolver.

I appreciate standards that try to make content providers aware of what they should be doing and what the benefits are to them.

I've been using the guidelines for about a year now, and really like the way the necessary information is clearly laid out.

Was not aware of.

Not sure at this time.

Have used these when redesigning our internal record-keeping systems, to keep them in link with what is becoming the industry standard for holdings metadata.

29. How important is it to your library to receive 'standardized' lists that can be processed easily by any knowledgebase provider (e.g. EBSCO, Ex Libris, OCLC, Serials Solutions)? Create Chart Download

	Response Percent	Response Count
Very important	**89.9%**	**98**
Somewhat important	8.3%	9
Not very important	0.9%	1
Not at all important	0.9%	1
	Comments (optional): Show Responses	16
	answered question	**109**
	skipped question	**99**

Comments:

Essential for efficient practice.

We don't use a knowledge base provider - but do it ourselves. The lists will be useful to us.

Converting file formats between one vendor and another is such a waste of time.

Comment to Question number 30: I guess it's near 40%, but we must control the whole list, the data... and correct them.

Consistency in the lists improves linking!

As long as the data is complete and accurate, I don't care what format it's in as long as I can manipulate it in Excel to work with our knowledgebase.

We've been with one link resolver (SFX from Ex Libris) for many years now, but the move into discovery systems has led other libraries to consider changing their link resolver. We're right in the middle of looking at discovery systems, so we want to be able to move if necessary. In this digital age, it's very frustrating if system changes have to be bogged down because of data transfer problems. (It's also very hard to explain to upper administration!)

It would be great if the title lists we receive when licensing/purchasing content could also be sent to knowledgebase providers instead of trying to make sure two different lists (the list they send us librarians and the lists sent to the knowledgebase providers) with hundreds of titles match each other.

Thank you, but we'd rather you send the standardized lists to the KB providers.

EXTREMELY IMPORTANT! We re-vended our holdings list/knowledgebase several years ago. It was the first re-vend for the company we re-vended to and I can say with all honesty it was a NIGHTMARE!!! It was worse than any subscription re-vend I'd ever been through and as a result I developed high blood pressure. That said we are happy with our current provider.

We don't usually make bulk changes anymore for subscriptions but they would be helpful for platform changes.

In fact, essential!

The big problem is that even the publisher not always can tell us what titles we actually subscribe to. Then it is even more difficult for us as a library.

I answered "somewhat important" but really don't know – I'm going on the assumption that we'd find it useful once we understood what it is.

Actually, I'd prefer customized lists for my institution. And since we are IP authenticated and the publisher must know what we have access to, I'm not clear on why publishers can't provide these.

Equally important for updating our own records.

30. What proportion of the lists your library receives from publishers and aggregators could be used as they are by your knowledgebase provider?

Create Chart Download

	Response Percent	Response Count
0%	7.5%	8
10%	6.6%	7
20%	0.9%	1
30%	4.7%	5
40%	3.8%	4
50%	1.9%	2
60%	1.9%	2
70%	5.7%	6
80%	5.7%	6
90%	3.8%	4
100%	3.8%	4
Don't know	**53.8%**	**57**
	answered question	**106**
	skipped question	**102**

31. How important are accurate e-journal holdings data for your library and users?

Create Chart Download

	Response Percent	Response Count
Very important	**99.1%**	**108**
Somewhat important	0.9%	1
Not very important	0.0%	0
Not at all important	0.0%	0
	Comments (optional): Show Responses	14
	answered question	**109**
	skipped question	**99**

Comments:

It is a critical part of linking to results from our discovery service (Summon).

Frustration can be very high if information not accurate.

Now the only way that the majority of users find articles in journals, so absolutely crucial. If the holdings are inaccurate, the content may as well not be there, as most users give up before asking for library assistance.

Not good to tell users they don't have access when they do. Whether they give up, or Google and find that they really do have access, it doesn't reflect well on the library. And if we say we have access when we don't that generates unnecessary enquiries that add to our workload.

#30. Our library doesn't receive many lists from publishers to send to our kb provider. When they send us locally specific lists the lists need some tweaking to be loaded into the KB.

Accurate holdings data = successful linking. Inaccurate holdings data = unsuccessful linking.

A lot of our e-journal use comes through the link resolver. If the holdings are inaccurate, we are either frustrating our users with unavailable content, or preventing them from accessing content that is available, which is also a waste of our subscription dollars.

Without accurate ejournal holdings, our users won't find the articles they need. We also know that users don't always report problems, and often we only find out about a problem when it's reported.

This is crucial and something that I spend a great deal of time correcting with our knowledgebase provider.

Finally, a question we understand.

I think this issue is critical for librarians in order to retrain patron trust. My two biggest concerns related to e-content and our patrons are accuracy of journal holdings data and user interface changes; when something goes wrong or changes are unexpected related to either of these we break trust with our patrons, trust that is nearly impossible to win back.

It disturbs me that there is so much variation in e-journal holdings. It's got to be inefficient for all parties, KB and publisher/vendor; certainly inefficient for libraries, who must constantly verify accuracy of holdings - IF they have the personnel to do so.

Again, this is essential.

Essential!

32. How accurate do you think your current e-journal holdings data are? Create Chart Download

	Response Percent	Response Count
<60%	3.7%	4
60%	2.8%	3
65%	1.8%	2
70%	11.9%	13
75%	12.8%	14
80%	**16.5%**	**18**
85%	14.7%	16
90%	12.8%	14
95%	10.1%	11
>95%	1.8%	2
Don't know	11.0%	12
	answered question	109
	skipped question	99

33. What level of accuracy does your library aspire to for its e-journal holdings data? Create Chart Download

	Response Percent	Response Count
<60%	0.0%	0
60%	0.0%	0
65%	0.0%	0
70%	0.9%	1
75%	0.9%	1
80%	0.9%	1
85%	0.9%	1
90%	3.8%	4
95%	17.9%	19
>95%	**66.0%**	**70**
Don't know	8.5%	9
	Comments (optional): Show Responses	15
	answered question	**106**
	skipped question	**102**

Comments:

Not a question we have really considered, there is an expectation that it will be completely accurate but realistically this is not achievable.

The 32. Figure is a guess...

A good quality, reliable user experience is paramount for us.

It will never be perfect - things are constantly changing – print holdings can be inaccurate too.

Some publishers/SFX targets have low accuracy, e.g. Proquest, “Misc free” (SFX).

It’s hard to know this, we’re just starting a title by title checking project.

We do extensive checking before turning on a package to ensure accuracy.

I really don’t have a way of evaluating this, apart from doing a time-consuming random trial.

We can never achieve 100% accuracy because we’ll never be absolutely up to date with changes.

100% would be nice.

Estimates here of course.

We check changes made to our local knowledge base by Ex Libris and make amendments as necessary.

We don’t have a formal level specified, but I think 95% seems reasonable.

It is very difficult to gauge the answer to q 32. We would aspire for complete accuracy

The impossible dream! (Our current data – I’m just guessing – it could be much worse.)

34. How important are standard e-journal package lists that pertain to large groups of libraries?

Create Chart Download

	Response Percent	Response Count
Very important	**68.2%**	**75**
Somewhat important	25.5%	28
Not very important	4.5%	5
Not at all important	1.8%	2
Comments (optional): Show Responses		15
answered question		**110**
skipped question		**98**

Comments:

We take quite a number of standard packages.

We assume here that you are referring to NESLi2 lists.

Not sure how to interpret this question, is it important for us to know what others have?

There is an economy of scale in having accurate lists that apply to many libraries – otherwise we are all reinventing the wheel separately.

Not sure I understand the question. If a publisher offers a package that is common for many libraries, than this package list is of course very important.

Particularly important if that package is the only option, e.g. for a particular full-text database where every subscriber to that package gets exactly the same content.

Here vigilant maintenance positively affects many libraries (and the converse is also true). So, here you get a "bang for your buck" for the effort.

I always breathe a sigh of relief when I can just activate a package instead of maintaining it manually.

It's more important to us that we have custom packages for our consortium. It seems that the current licensing practices of publishers are leading to a different collection for each consortium. If we all got the same set, then a 'standard' list would be fine – but that seems to be happening less often.

Very important for standard packages such as JSTOR which is the shining example of how to make life easy for everyone. We all have exactly the same JSTOR Arts & Sciences I for example.

We're puzzled as to why "large groups" were specified.

Title list AND HOLDINGS are especially important if our subscription allows post-cancellation access.

I would cry tears of joy if publishers would send ME an accurate list. At least then I could upload it to the KB vendor. For larger libraries, standard lists are quite necessary and any individual subscriptions could be managed separately without a problem. It's the BIG lists that cause us the problems.

Can be very frustrating – sore point is title changes/ceased titles – the publishers often don't include older titles on the lists because they are not being currently published, but we still have access. This is one case where publishers' lumping of titles (latest entry) is an advantage.

The majority of our full text usage comes from standard packages (e.g. JSTOR, aggregator databases).

35. How important are custom e-journal package lists that pertain only to multiple members of your consortium? Create Chart Download

	Response Percent	Response Count
Very important	**51.9%**	**54**
Somewhat important	35.6%	37
Not very important	7.7%	8
Not at all important	4.8%	5
	Comments (optional): Show Responses	12
	answered question	**104**
	skipped question	**104**

Comments:

...and we take a lot of NESLi2 and SHEDL packages.

Our customised packages are normally negotiated just for our institution.

If the consortium numbers are great enough that our link resolver vendor will create consortium targets (e.g. Nesli2 e-journal packages), these customised lists are very important to ensure accuracy.

Less useful for most publisher packages where it is likely that most libraries will have access to some content beyond the common package, e.g. subscriptions to titles that aren't included in the package.

These also need to be accurate in order for libraries to get access to what they paid for users to.

I always breathe a sigh of relief when I can just activate a package instead of maintaining it manually.

Vital – our consortial packages rarely match the 'standard' lists perfectly any more.

Very very important for the UK's NESLi2 packages to be sent speedily by publishers to the link resolver companies.

Not in a consortium.

We're not currently using such packages, but we might eventually.

They're very important to members of the consortium.

NESLi packages are another key resource, so it's essential that we have accurate metadata.

36. How important are custom e-journal package lists that pertain only to your library? Create Chart Download

	Response Percent	Response Count
Very important	**67.9%**	**74**
Somewhat important	22.9%	25
Not very important	7.3%	8
Not at all important	1.8%	2
Comments (optional): Show Responses		16
answered question		**109**
skipped question		**99**

Comments:

Teldan was excellent at providing this service in a timely fashion. Our current provider is less quick.

Unfortunately, there are often (slight but vital) differences between exactly what we take and the standard packages...

This is somewhat important because the number of custom ejournal packages that pertain only to our library is relatively low.

We can put some effort into maintaining our own lists, if necessary, but any help that supplier can give is very welcome as we have huge calls on our time from many different directions.

It is very important to be able to ensure you are activating the correct content with coverage that matches your access. It is likely to be selective within a link resolver target is if it customised.

Once again, I don't really understand the question. Of course such a package list is important for my library, but I would not expect the knowledge base provider to prioritize it.

Ideally I just want to be able to download a KBART file from each publisher's admin site that is specific to our institution and just upload it to our link resolver's 'all titles' target for that publisher. Job done.

I don't need them as custom lists provided by my KB provider, but direct from publisher in useful format would be ideal.

Should my library subscribe to a custom e-journal package (which we rarely do), it is important for ME as the Serials/E-Resources librarian to have an accurate list from the publisher so that I can accurately track journals in our link resolver. I would not expect our link resolver to create a custom database in its knowledgebase just for our single library.

I love to have these lists when I can get them, but the accuracy and completeness of lists the publishers provide vary greatly. Elsevier has a great service that pulls holdings data directly from their database - it's extremely accurate, down to the issue number. I think most other publishers are compiling title lists by hand, and they are crap most of the time.

We have very few 'packages' that are not consortially purchased. If we did, then these would be very important to us; we are lucky enough to belong to two very active consortia (CRKN at national level for Canada, and OCUL for the province of Ontario, both for the university sector).

It's very important to us to be able to customise packages in the case of any suppliers where we may have for example all of a subject package but also a handful of titles from another subject package because they form part of our core subscription. It's also important for us to be able to upload our own holdings for aggregator services such as subscription agent ejournal platforms, as these will only pertain to our library. But I'm not sure we'd expect KBART to get involved with helping us to do this, other than to ensure that it's technically possible for us to upload our own files/amend existing packages in our link resolvers.

They're all important, but if I had to choose just two, I'd pick the standard and consortium packages as I have little control over those and they're much larger lists than local library lists and therefore are more difficult and time consuming to maintain.

And I'm not sure why publishers can't give these to us.

We have a lot of individual subscriptions rather than big deals

We don't have very many custom packages, as most resources which are specific to our library are individual subscriptions. However, it is important that I can get an accurate, standardized list of all our subscriptions with a particular publisher, which in effect is a package that is unique to our library.

37. How often do you update standard e-journal package lists that pertain to larger groups of libraries?

Create Chart Download

	Response Percent	Response Count
Less than annually	14.6%	14
Annually	**39.6%**	**38**
Semi-annually	12.5%	12
Quarterly	10.4%	10
Monthly	15.6%	15
Weekly	7.3%	7
	Comments (optional): Show Responses	26
	answered question	**96**
	skipped question	**112**

Comments:

When needed.

We would expect this to be done by (in our case) Serials Solutions.

I am interpreting 'How often do you update' in questions 37 and 38 to mean how frequently we have to correct inaccuracies in our KB, or make local adjustments because the KB does not yet reflect recent changes (such as changes of publisher, title changes etc.).

Within our institution we have a team that submits change requests and additions on a daily basis to e-journal targets on link resolvers KBs.

I update when I find many errors. Not on a regular basis really.

Unless problems are detected.

We tend to trust our link resolver vendor on full-text aggregator databases and just rely on their weekly automated updates.

Monthly, but that's not enough.

Rely on changes through Ebsco's A-to-Z service and only amend when readers bring errors to our attention.

Or as the need arises.

I tend to report any issues I discover to our link resolver so they can make the change for everyone, but sometimes I make changes myself in our link resolver (I hope I understood this question correctly...).

We use the standard lists when we don't have a customized consortial list – CRKN is working on getting more consortial lists completed (I'm part of that process). We update as information comes through for renewals, and then for problems or updates that couldn't be made right away (e.g. new titles that aren't online yet at the beginning of the year).

If we can set these to auto-update, we will.

Sometimes even daily!

I don't understand this question.

We update all our holdings on a somewhat regular basis: All aggregators are done monthly - Big Four publishers and most scholarly presses and societies at least quarterly depending on how many transfers occur and when we receive notice of transfers – others are done as clients/librarians request a journal that isn't listed. Some are only done once - if the number of titles from that publisher does not really change.

Semi-annually to annually.

Automatically via updates from our data provider

I'd prefer to have it more frequent, but that's the nature of the beast we use.

Usually the publisher releases quarterly updates on titles joining the package etc.

Though we are checking and updating the same information in our link resolver far more regularly, i.e., as and when changes are made.

Usually driven by problems discovered by patrons, Reference Staff, or ILL Staff.

As needed.

Whenever the mistakes are identified.

Rely on updates provided in our link resolver's knowledgebase.

I'm not sure if this is referring to any lists we keep internally, or updates of the metadata in our link resolver? We automatically get fortnightly updates of package lists through our link resolver, but do not normally do any further checking of these updates against our own records.

38. How often do you update custom e-journal package lists that pertain only to multiple members within your consortium? Create Chart Download

	Response Percent	Response Count
Less than annually	18.2%	16
Annually	**42.0%**	**37**
Semi-annually	11.4%	10
Quarterly	8.0%	7
Monthly	11.4%	10
Weekly	9.1%	8
	Comments (optional): Show Responses	18
	answered question	**88**
	skipped question	**120**

Comments:

As above.

This doesn't apply to us but if it did this would be annually.

N/A

On an annual basis I send consortium level customised package lists (Nesli2 deals) to our link resolver as part of a UK institution group.

This is generally done by the consortium administrators.

Unless problems are detected.

We try to have an annual go at each package as a whole but we need to revisit them monthly until all new journals / transfers have been dealt with.

Or as the need arises.

Do you mean update in the link resolver?

If we have a custom consortial list, it will normally be updated for us, and just 'roll over'. So the CRKN 2011 package will become the CRKN 2012 package, and will be active for us without us taking any special action. As new custom lists become available, we will activate them.

N/A

I don't understand this question.

Same comments as in #37.

Automatically via updates from our data provider.

Again, I'd prefer to have it more frequent.

Though we are checking and updating the same information in our link resolver far more regularly, i.e., as and when changes are made.

Ditto.

As above we mostly rely on the link resolver, although for NESLi packages we try to check annually against our own records

39. What is your preferred update schedule? Create Chart Download

	Response Percent	Response Count
Less than annually	2.0%	2
Annually	**26.5%**	**26**
Semi-annually	9.2%	9
Quarterly	12.2%	12
Monthly	23.5%	23
Weekly	**26.5%**	**26**
	Comments (optional): Show Responses	19
	answered question	**98**
	skipped question	**110**

Comments:

Or as often as the collection updates.

Needs to be up to date.

This would help us manage title takeovers and publisher changes during the course of the year.

It keeps it more manageable to do smaller updates frequently and it also means change requests are made more quickly by our link resolver vendor.

Just too many short-notice platform redesigns / new platforms to be any less frequent than weekly.

Or as the need arises. Accurate and complete access to content is crucial for service and mission of the library.

I'm not sure I understand this question. I want our link resolver to update regularly. They are the ones working with the content providers to keep e-journal packages accurate.

Depends on how much the packages are changing. Typically I handle newly available portfolios in our packages weekly, since that is how often SFX sends update. I only do full reloads of packages annually, unless there is a major change in the package.

I have found that there are always late changes (new titles, for instance) that make it impossible to do only one update of a list. But I would prefer to keep it to a minimum. Publishers don't usually have all their new or transferred titles ready as of Jan. 1 each year; some aren't out until well into the year. So rather than keep all new content hidden, I prefer to get what is available active as early in the year as possible, and then add the rest later.

Depends on the package. For some packages, monthly would be too often if they do not have a large number of titles and do not undergo a lot of transfers – e.g., many of the society publishers. However the aggregator packages need to be updated monthly.

Annually with the facility to add new one-off titles as these become available.

As we receive weekly updates from SFX.

Depends on the publisher -– monthly for some – but for others, monthly is too often if nothing changes.

Preferred=quarterly because ejournals change so much. Actual practice=annually.

Frequent but results in more up-to-date data for end users.

(As long as it's not me doing the updating.)

As often as they change, I would think. (I don't know much about Electronic Resources tracking – it's only one of my numerous responsibilities in our library.)

In summer would be best.

When they change and become available.

40. Please rank the following KBART initiatives for importance to your library. Please use each number (1-7) only once. Create Chart Download

	1-most important						7-least important	Rating Average	Rating Count
Clearinghouse of downloadable standard holdings lists	**51.0% (53)**	14.4% (15)	11.5% (12)	6.7% (7)	2.9% (3)	5.8% (6)	7.7% (8)	7.64	104
Adding e-journal publisher participants	17.5% (18)	**25.2% (26)**	15.5% (16)	18.4% (19)	14.6% (15)	6.8% (7)	1.9% (2)	6.43	103
Adding aggregator participants	10.8% (11)	**19.6% (20)**	13.7% (14)	15.7% (16)	15.7% (16)	15.7% (16)	8.8% (9)	5.44	102
Addressing custom consortial shared lists	14.9% (15)	**20.8% (21)**	14.9% (15)	11.9% (12)	10.9% (11)	8.9% (9)	17.8% (18)	5.51	101
Addressing custom local holdings lists	16.7% (17)	**28.4% (29)**	15.7% (16)	7.8% (8)	10.8% (11)	8.8% (9)	11.8% (12)	6.09	102
Addressing alternative formats (e-books, conference proceedings, etc.)	14.6% (15)	**19.4% (20)**	11.7% (12)	11.7% (12)	12.6% (13)	14.6% (15)	15.5% (16)	5.39	103
Addressing Open Access content	**20.6% (21)**	14.7% (15)	10.8% (11)	15.7% (16)	10.8% (11)	15.7% (16)	11.8% (12)	5.69	102
							Comments (optional): Show Responses		10
							answered question		**104**
							skipped question		**104**

Comments:

Would be useful to give priority to your work on e-journals before addressing other formats.

Found this difficult to rank, because they are all important!

With e-books it would be important to address standardising how e-book editions are represented in link resolver metadata.

All of these are important! Ebooks are an interesting area, as I'm not sure if link resolvers are the best place to handle these -- at present, we put them in our catalogue. But I do think that having them active in link resolvers is a good idea in the long term. Conference proceedings, which are even more likely to be indexed than books, are certainly important to have in link resolvers. The main purpose of a link resolver is to take a user from an index citation directly to the full text online -- so everything that is indexed should be in the link resolver.

My library also operates a knowledgebase/link resolver service and we are continually trying to obtain accurate holdings from publishers and providers - especially since we do not have staff that our commercial counterparts have. We also find that MARC records for e-books works better than including it our kb as our link resolver is able to search the catalogue for print journal holdings, as well as print and ebook monograph holdings where applicable.

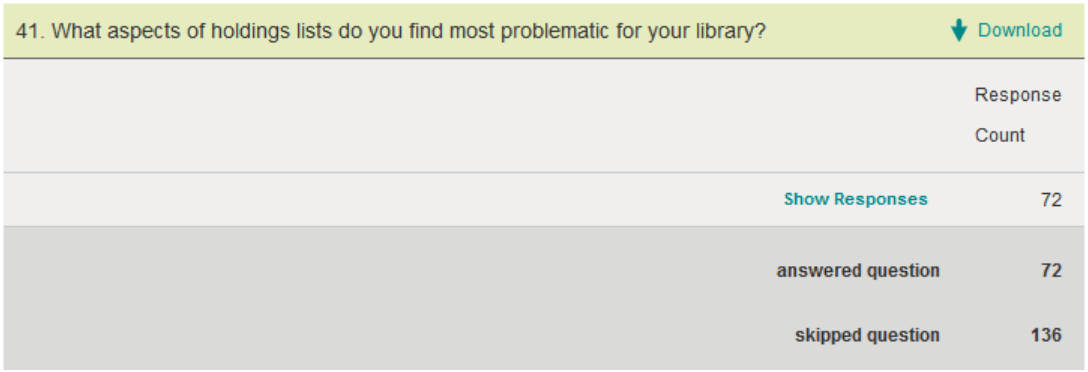
I wasn't sure what was meant by: Adding e-journal publisher participants or Adding aggregator participants.

We find getting MARC records into our catalogue more useful and at this time do not envision a need to display e-books in our knowledgebase.

It is very difficult to compare the importance of some of these issues!

Belong to Australian Consortium.

Addressing title changes.



41. What aspects of holdings lists do you find most problematic for your library?	Download
	Response Count
Show Responses	72
answered question	72
skipped question	136

Comments:

Additions and drops (mostly drops) not being communicated by the publisher in a timely way.

We don't know well the coverage of our accesses.

Mainly inaccuracies listed by Serials Solutions and having to resolve them.

Difference between the publisher list and what we actually have access to. Speed at which link resolver providers update their knowledge base. Your collection being available as a bundle on the link resolver and having to use parts of different packages to activate holdings

Local holdings variations.

Incapacity to modify any information of the holdings.

Having correct and accurate start and end years and previous and continuing title data.

Coverage inaccuracies, hidden title changes, incorrect ISSNs.

The collections states are often inexact (more than 50% of the collections) and more often for OA collections (e.g. free medical journals). We also often need to ask the creation of ad-hoc package to our A-Z provider to describe our resources.

Difficulty to find them; lack of a standard format; lack of accuracy and completeness.

ISSNs and ISBNs that include hyphens/dashes; multiple ISBNs and authors for ebooks.

Inability of publishers to provide lists that include correct information about previous titles, ceased and transferred titles, new starts titles and suchlike, and failure to understand the problem. Large NESLi2 packages are the most difficult. We're not convinced that the JISC knowledgebase project is the best way to solve the problem, nor that the JISC understands the scale of the inaccuracies and omissions from lists supplied. There seem to be a number of different agencies - KBART, JISC and others - working towards the same goal, and these efforts should be rationalised.

Title changes (tendency to list all vols. under latest title despite historical title changes).

It's like nailing jelly to a wall - impossible to trust the data that is there, which gives a very poor impression of our abilities as information managers.

1. Getting up-to-date custom consortial shared lists added to our link resolver from Jan. Currently done by institutions rather than publishers, it is a lengthy process and the lists available from publishers need a lot of time and effort to make them suitable for submitting to link resolvers as they are not all KBART compliant (yet). Therefore it can be March time before holdings are accurate. 2. Hybrid Open Access collections - how the holdings are displayed to our end users. We currently have 'warning' note that not all access available. 3. E-book editions are not clearly displayed to end user. 4. Large platform updates or publisher transfers are not clearly communicated by link resolver that they are actioned. It causes a lot of panicked libraries who want to be assured that links are going to be redirected in time. This is often poor communication from publishers to link resolvers vendors in time.

Not reliable holdings information (ProQuest Central, SFX target ""Misc Free""). Also as you mentioned: OA.

Having to physically check access before you can trust a statement.

Accuracy, taking into account title name changes, entitlement after publisher changes.

Thresholds defined as DD-MM-YYYY vs. vol/issue/year. Accurate expression of embargo periods. Having to augment collection lists with additional / previous subscriptions / OA coverage. For e-books, the lack of consistency in identifiers: different ISBNs with / without spaces / hyphens.

Keeping the lists accurate given the fact that individual journals are always mutating.

Accurate, up to date, freely available.

Any inaccuracy or incompleteness.

Inaccurate and incomplete.

Inaccurate or incomplete data. Sometimes titles that are expected to be there are not and vice-versa. They never seem to match what is expected or what our link resolver has.

The lists I get from the publishers are incomplete and inaccurate (with the exception of Elsevier). They require too much laborious manual checking.

Getting them in the first place and having to trust that they are accurate and working as listed.

Keeping up with title changes – of which there are different types. There are journals that change titles during their publishing history. The past practice of many publishers that put all issues under the 'current' title have caused problems; I am pleased to see that major publishers are mostly now setting up a separate site/page for the new title and its issues. Titles transferring between publishers are also problematic, particularly when content is actually moved as well. The inaccuracies in publisher/aggregator provided data are also very problematic. We have received lists where the start date for all titles is the same -- even though some of them didn't start until years after the start date; we've received lists that show years of content that aren't actually online. And we just get errors in the lists as well. This is why it can be frustrating when link resolver companies say they rely on publisher/aggregator data – we know it can be wrong!

Completeness, accuracy, standardization

Finding the list on the publisher's website and organizing the lists. We use a home grown Access ERMS so the list can't be imported using EDI, it must be saved somewhere (an intranet shared drive?) until I have time to compare it with the ERMS title list.

Inaccurate holdings can lead to much confusion and disappointment for end users.

They do not remain consistent (i.e., knowledgebase provider will correct and then the inaccuracy will appear again in the next month or several months later), and difficulties with the way our provider groups some content, i.e., they have seemingly odd policies about the way their packages are grouped together and what content can or not be included (i.e., they refuse to list OSA's Conference Proceedings by title, and instead will only provide the entry "OSA Conference Proceedings".

Updating

Having list for French/international content. Title change and title transfer between platforms.

The discrepancies between the publisher journals lists on publisher websites, the holdings lists in our link resolver, and the lists sent to us in Excel spreadsheets when we renew our ejournal subscriptions.

Date ranges that pertain to our sub/holdings.

Inaccurate data.

Reconciling title lists with title changes.

The lists are not always correct, and sometimes content included in the list is not yet available

To have accurate updated holdings lists.

Inaccurate holdings can lead to disappointment for end users.

Print ISSN vs. eISSN; ISSNs not in a standard format; ISSNs not included; non-uniform titles (sometimes start with stop words like "the"...sometimes don't); publishers who provide just their proprietary journal codes on their lists but no standard identifiers; spreadsheets that are overly complicated (e.g., include a million columns you have to delete or hide).

Unless we retain separate lists of titles/holdings for our e-journal packages to examine against our Serials Solutions subscribed titles, we don't have a way to know if a title has left/been added/removed errantly/added incorrectly.

Paper and "e" ISSN and the use of these for match points by link resolvers and knowledge bases.

Too many separate holdings lists and the time it takes to update & maintain them, Example: catalog, A-Z, Pubmed Linkout, Serhold. Lack of standardization for ebooks.

Addressing post-cancellation rights when titles change publisher to get the correct holdings in place.

Our provider is pretty good at keeping up to date, but our openURL resolver (consortium) is not. Another problem with the openURL resolver is it's a one-size fits all. Regardless of the title, links are resolved by collection to our consortium's journal collection, even though content is available on the publisher site and not yet loaded or unavailable at the consortium.

Inaccurate holdings dates, followed closely by inaccurate title lists, in general (what constitutes the "package"), and variability in grace periods or activation of new subscriptions. We're still waiting for a complete list of Wiley 2012 full collection titles and it's the third week of January.

Journal name changes – I would like the correct years/volumes for each name that the journal has had.

Incompleteness and lack of detail; inaccuracy and misinformation, particularly with regard to thresholds; information about what changes have been made within the holdings list.

Lack of accuracy. On a personal level – variations in title causing duplicate entries.

The ones that count for every customer a publisher have.

Inaccuracies in what we actually have access to.

They are not kept up-to-date frequently enough and they are not transmitted to our link resolver vendor frequently nor accurately enough.

Having the right titles and holdings in consortial packages as they require the most time to update and verify. Also, having packages that don't offer deep linking (for example, Lexis-Nexis).

Publishers sell archives separately, but report the whole run to my link resolver, so suddenly my users are trying to access back-files we did not buy.

It's not something I spend any significant time on. We have Serials Solutions 360 Core and I thought that should have helped us have up to date information on what we hold. I guess I'm learning from this survey that this isn't the case.

And to stop thinking electronic vs. print vs. microfilm etc. Journals are journals and the delivery method is incidental. People want to know if they can access a specific journal article. Then we worry about what formats it is available in.

Keeping current.

Dealing with content without ISSNs.

The most problematic is that publishers often can't provide us with an accurate list.

Recognition or lack of recognition of title changes.

Holdings lists that do not cover title/ISSN changes (from publishers who put multiple titles under the latest title).

Lack of previous titles / title changes.

The number of lists that need update and the inconsistencies that arise. Not being able to trust a single holdings list and needing to cross-reference.

They are frequently wrong, sometimes just a little, but that means that confidence is lost in the rest. Lots of time is therefore wasted checking.

Publisher lists available either from them or jisc not matching the data they have given to third party providers such as Serials Solutions.

Keeping up to date.

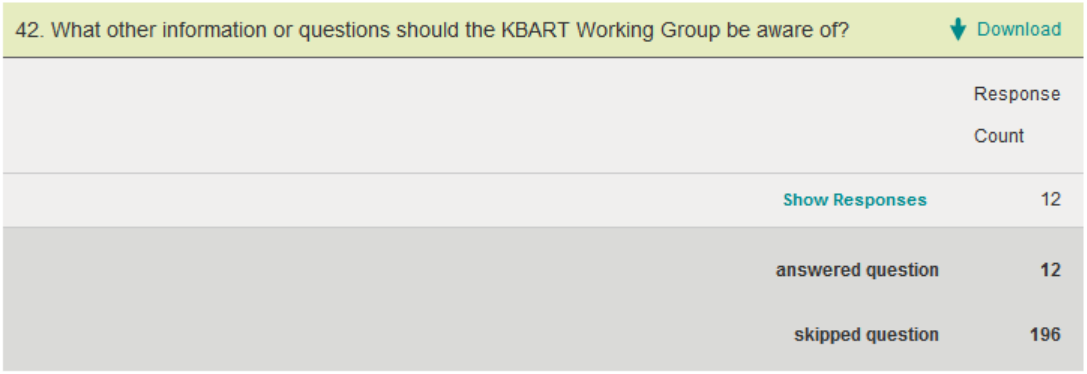
Having to update manually all the time.

Accurate start / end dates. Current URLs. Titles changes through history of journal. Adding print holdings.

Getting accurate holdings lists from the publishers, and then the time consuming process of reflecting them in the openurl resolver and the catalogue

Lack of a standard format; not all publishers providing in Excel / CSV format.

Titles changes and removals from packages.



42. What other information or questions should the KBART Working Group be aware of?	Download
	Response Count
Show Responses	12
answered question	12
skipped question	196

Comments:

Platform changes and the disruption they often cause.

The link resolvers' knowledgebases should pay more attention on resources with a specific country interest.

Not everyone uses a proprietary knowledge base. Some of us do it ourselves.

Free knowledge data base (Journal Tocs, Dialnet, Mirabel...).

The american bias of link resolver suppliers is an issue. But this is a problem that suppliers such as Gale Cengage to work more with these suppliers too.

Back to Q5, 5. I have mixed feelings about this. If it is not clear whether an article in a hybrid journal we do not subscribe to is available or not as OA/free, we preferred to not show it as available, but recently SFX changed their default to showing it as available. We've added text to our menu to help users understand that there might be false positives here. We have had significant confusion from users on this, though. They don't understand why something shows up linked as available when it

isn't actually available. I realize that right now, there's a sort of "lesser of two evils" issue that we're dealing with, but I think false positives ultimately erode user confidence in a BIG way. False negatives prohibit users from finding freely available content via a library alongside paid content, which is also a big problem, but I think library credibility is a huge issue with the false positives, and we need to find a better way.

Keep up the good work!!!

Currently, the need for custom notes fields is big, especially in our local holdings where we need better location identifiers. But in Canada we also have a pressing need for license information to be stored and displayed.

Keep on informing content providers about the importance of standardized lists to communicate with link resolver knowledgebases. It is only since last year that I noticed they are actually (but slowly) becoming aware that this is the way their content is presented to the end-users.

Australian libraries may subscribe to consortium packages AND take up individual titles not in those packages. They may also want to use Open Access for titles which are also subscribed (for access to embargoed years). This may then involve management of three publisher lists to identify all titles for link resolver.

KBART needs to keep up with initiatives regarding related issues, such as the NISO groups for journal presentation and OpenURL quality. I'm sure you are aware of them, but I mention it because a coordinated effort among such groups may be needed to effect change in an area such as article-level OA indicators.

With respect to the open access journal questions... please note that SOME of the newest OA titles are suspect. See work of Jeffrey Beall.

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