

## >> CASE STUDY



### Norfolk Island Administration

Norfolk Island is a volcanic South Pacific Island that lies between Australia, New Zealand and New Caledonia at 29'02° S and 167'56° E. It is approximately 600 miles from Auckland, 1000 miles from Sydney, 900 miles from Brisbane and 500 miles from New Caledonia. It is a 'self-governing' Territory under the authority of the Commonwealth of Australia. That is a distinct and separate colony of the British Crown, supervised by Australia, not owned by Australia. In 1979 Australia passed the Norfolk Island Act, which provided for the framework of Norfolk Island's current political, judicial and administrative structure.

The island has an intriguing past. Once a British penal colony, the land of Norfolk Island was granted to the people of Pitcairn Island by Queen Victoria in 1858. The Pitcairners are the descendants of the HMAS Bounty mutineers who settled on Pitcairn Island. Speaking the Norfolk language, with influences of Georgian English and Tahitian, the people are very welcoming, making Norfolk Island and its people truly unique.

Since 1979, Norfolk Island Administration (NIA) has had the responsibility of ensuring that the administration of the Norfolk Island government runs smoothly and productively.

In 1993 Norfolk Island Administration chose Knowledgeone Corporation's (then known as GMB) LibFind product to manage and classify their library material. LibFind had the functionality to catalogue and classify books, maintain borrower details and records items that were out on loan.

In 1995 RecFind (K1 Corp's Electronic Document & Records Management Solution) was also implemented. RecFind was used in the Administrations' Records Office for the classification and tracking of files.

After receiving Knowledgeone<sup>K1</sup> as part of their ASU program for RecFind, Norfolk approached Knowledgeone Corporation to see if it could also be used to replace LibFind as a Library system. The requirement was to find a solution to keep track of books borrowed, to whom, current financial members, etc and also to allow the administration to utilize one software package for all of their requirements. As Knowledgeone<sup>K1</sup> is a Generic Application Solution, it was possible to replicate all of the functionality of LibFind, and through the concept of "stored procedures" and "triggers" it was possible to add in further functionality. Enhanced searching and reporting would give library staff faster and more accurate access to library data. While the security function allowed them to set up and maintain the two distinct areas of the Library and Records.

To create the Library function within Knowledgeone<sup>K1</sup>, a data conversion from LibFind to K1 was required. K1 Corp's Professional Services scoped and ran the conversion, then customized Knowledgeone<sup>K1</sup> to give Library Staff an easy and straight forward User Interface to work with. The data conversion was the most complex component of the project and highlighted the progression of technology. In particular, making comparisons between the data models used in a DOS product designed in 1985, and a state of the art .NET product like Knowledgeone<sup>K1</sup> designed in the new millennium.

Using the concept of “stored procedures” and “triggers”, IT Staff added further functionality to streamline processing in the Library. A “trigger” was added so that each time a library item was checked out, a flag was set indicating the item was “on loan”. IT staff also implemented a “stored procedure” which would email a list of overdue books to the librarian each Monday morning.

Having accurate access to the borrowers’ details means that library staff can easily update records when necessary. They were keen to start recording email address so that borrowers could be notified via email when items become due or overdue.

Onsite training was conducted at the offices of Norfolk Island Administration in March 2006. Knowledgeone Corp Trainer/Consultant, Greg Warrilow, structured several courses to cater for the different intended Users of Knowledgeone<sup>K1</sup> within NIA. The first step was to train the Library staff as they had already gone live with library functionality designed in Knowledgeone<sup>K1</sup>. The second step was to train the staff in the Records Office, as they would be the next to upgrade and convert from the RecFind to Knowledgeone<sup>K1</sup>.

Whilst on site Greg spent time with the library staff to give some tips on how to streamline processing. “Spending some time working in the Library was a great opportunity to see how customers effectively use our products. After having been involved in the data conversion and User Interface design, it was great to see the end result being used in a live situation”.

By implementing Knowledgeone<sup>K1</sup>, NIA are now in a position to incorporate Library Administration (LibFind) and their Records and Electronic Document Management System (RecFind) into one application. “Out of the Box” functionality means that they could also incorporate HR Management, Asset Management and also create new functionality if and when required.



9<sup>th</sup> May 2006