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10. ISNI Enduser Queries

10.1 ISNI public database

Endusers can propose corrections to data or suggest improvements via the public database.¹

All records on the public database include a form for enduser comments/queries. This can be viewed in the yellow box on the left hand side of each record.

Example

The screenshot shows the ISNI public database search results for the query 'strummer, joe'. The page includes a search bar with the query and a 'search' button. Below the search bar, there are tabs for 'shortlist', 'title data', and 'search history'. The search results show one hit for 'strummer, joe'. A yellow box on the left side of the record contains a request for user feedback: 'Please help us improve this record. If you have any supplemental information about the identity listed here, please click in this box to go to the contribution form. Thank you in advance!'. The record details include the ISNI number 0000 0000 5939 296X, the name Mellor, John Graham Strummer, Joe (with Japanese characters ストラマー, ジョー), dates 1952-2002, creation class 'cre' (Language material, Musical sound recording, Projected medium), and creation role 'contributor performer'. There are also expandable sections for 'Related names' and 'Titles'.

Search | **Results** | Advanced | Terms of Use & Use of Cookies | Help Database copyright © ISNI-IA, powered by OCLC

strummer, joe search more

Examples: Prince; Princeton University; Ken Follett; Follett, Ken

User id: ISNI | log in | logout

shortlist **title data** search history 1

results search [and] (Any Phrase (APH:)) strummer, joe | 1 hits

labels sources data marc21

Please help us improve this record

If you have any supplemental information about the identity listed here, please click in this box to go to the contribution form.

Thank you in advance!

ISNI: 0000 0000 5939 296X

Name: Mellor, John Graham
Mellors, John
Strummer, Joe
ストラマー, ジョー

Dates: 1952-2002

Creation class: cre
Language material
Musical sound recording
Projected medium

Creation role: contributor
performer

Related names

Titles

¹ For a guide to the ISNI public database, see **Chapter 11**

10.2 ISNI user input alert emails

All completed enduser forms are automatically collated at the end of each day and submitted to the ISNIQT inbox (British Library) and ISNIBnF (BnF).

The subject heading of the email is **ISNI user input alert**, along with the date the queries were collated.

Example

ISNI User input alert on 2014-01-29

Note that an email is sent daily to ISNIQT and ISNIBnF, even if there are no enduser queries.

10.2.1 Email format

ISNI user input alert emails contain the following data:

- **Pica Production Number (PPN) of the record on WinIBW which the enduser has viewed on the public database**
- **The date/time the query was submitted**
- **The first main heading listed in the record, along with the data source**
- **The enduser comment/query**

Example

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=067237606>

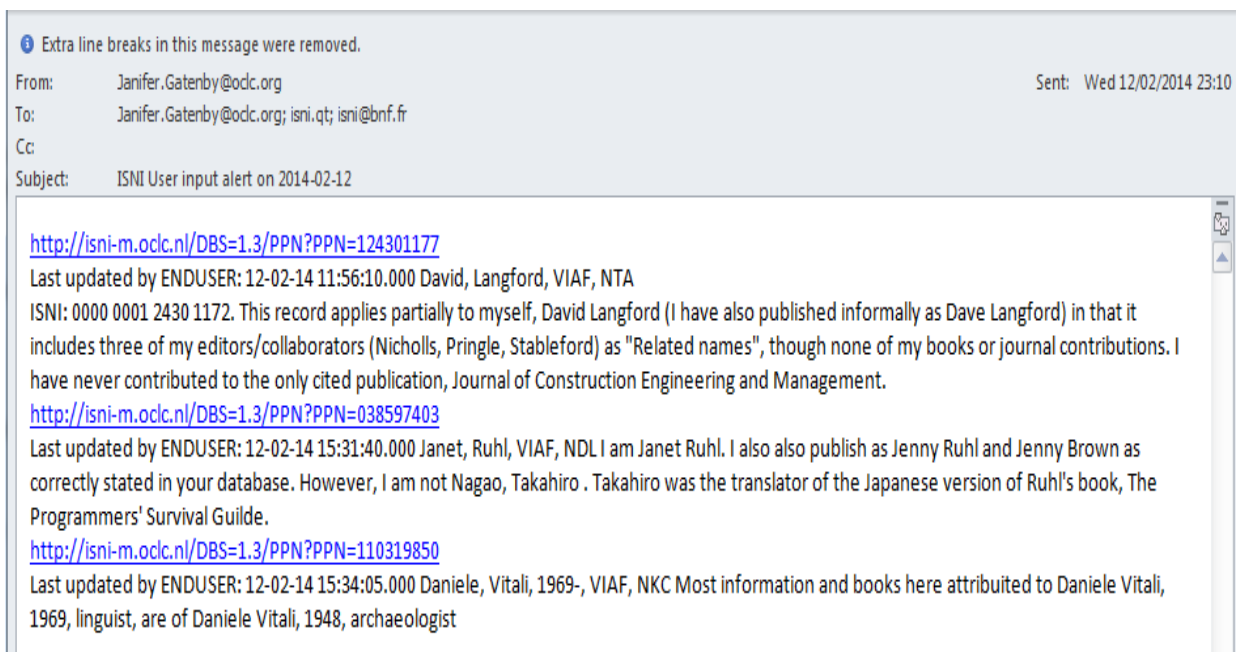
Last updated by ENDUSER: 10-02-14 19:20:14.000 Victoria, Strauss, VIAF, LC Full list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Hořící Země: Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone

- <http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=067237606> – **067237606 is the PPN of the record on WINIBW which the enduser has viewed on the public database.**²
- Last updated by ENDUSER: 10-02-14 19:20:14.000 – **the date/time the enduser query was submitted, e.g. 10th February 2014 at 19.20**
- Victoria, Strauss, VIAF, LC – **a main heading in the record (700 field, MARC21/028C PICA). The data source for this heading is VIAF LC (Library of Congress/NACO)**
- Full list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Hořící Zeme: Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone – **this is the comment/query from the enduser. The enduser (in this case the author) is requesting that specific titles be added to their ISNI record**

As the user input alert emails are collated at the end of each day, they may contain multiple queries by separate endusers.

Example

The following user input alert email from 12 February 2014 contained 3 queries by 3 separate users:



² Note that this hyperlink will only access the web version of ISNI. In order to edit the record you will need to login to WinIBW and search for the PPN

10.3 Searching manually for ISNI user queries

It is possible to search manually for user queries that are waiting review by the ISNI Quality Team.

This would normally only be done when there is a fault with the user input alerts.

To manually retrieve queries awaiting review, enter the following command into the search bar:

fin unt: [year-month-day]*

Examples

fin unt: 2014-07-30* - retrieves queries awaiting review from 30 July 2014

fin unt: 2014-07* – retrieves user queries awaiting review for July 2014

fin unt: 2014* - retrieves user queries awaiting review for 2014

10.4 Searching for ISNI user queries by PPN

An individual record can be retrieved using the PPN in the ISNI user input alert.

Example

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=067237606>

Last updated by ENDUSER: 10-02-14 19:20:14.000 Victoria, Strauss, VIAF, LC Full list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Horčí Zeme: Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone

The PPN is **067237606**.

This can be viewed in WinIBW by the command:

FIN PPN: 067237606³

The record containing the user query will then display on screen.

³ Note that searching on ISNI is not case sensitive so commands can be entered in lower case if preferred

10.5 Enduser queries in ISNI records

ISNI records also include the enduser query, as displayed in the user input alert email.

The query can be found in the note fields⁴ and generally contains the following data:

- **The enduser query, as found in the user input alert email - *\$a subfield***
- **A contact email address for the enduser (this is optional so may not always be present in the record) - *\$e subfield***
- **The date/time the enduser query was submitted - *\$f subfield***
- **The source of the query (normally ENDUSER, but could potentially be another ISNI data contributor, e.g. NUMERICAL GURUS, HARVARD, etc.) - *\$2 subfield***

Example

PPN: 067237606 – Strauss, Victoria

```
000 067237606
002 $aTpx
003 $0000000067237601$12012-12-30 19:22:29$aassigned$c99
008 $an$bn$cn$d$a$ec$ez$gn$hn$ia$ja$kb$ln$mj$nn$oa$pa$qa$srj$sd
035 ##$IBOWKER$0479865-9780688069988
035 ##$IBOWKER$0479865-9780761462316
035 ##$IBOWKER$0479865-9780761462309
035 ##$IBOWKER$0479865-9780380797516
035 ##$IBOWKER$0479865-9780380978922
035 ##$IBOWKER$0479865-9780380978915
035 ##$IBOWKER$0479865-9780380797523
035 ##$IBOWKER$0479865-9780027883800
035 ##$IISNI$0067237606
035 ##$VIAF$040703611
083 ##$aFIC$2BOWKER
083 ##$a813/.6$2BOWKER
083 ##$a813/.54$2BOWKER
083 ##$a[Fic]$2BOWKER
667 ##$aFull list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Hořící Země:
Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone$evictoria@victoriastrauss.com$f2014-02-10 19:20:14$2ENDUSER
670 ##$bAuthor website: http://www.victoriastrauss.com/$f2014-02-10 19:20:14$uhttp://www.victoriastrauss.com/$evictoria@victoriastrauss.com$2ENDUSER
700 1#$aStrauss, Victoria$3public$2VIAF$2WKPF$0Victoria_Strauss
```

⁴ For guidance on ISNI note fields (**667, 668, 670, 671 - MARC21; 0470, 047Q, 047M, 047P – PICA**), see **5.2** and **Appendix 1**

The enduser query is found in the 667 and 670 note fields. The notes include the following data:

667 note

- ***\$a subfield:*** Full list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Hořící Země: Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone – **enduser query**
- ***\$e subfield:*** victoria@victoriastrauss.com – **enduser contact email**
- ***\$f subfield:*** 2014-02-10 19:20:14 – **date/time of query**
- ***\$2 subfield:*** ENDUSER – **source of query**

670 note

- ***\$b subfield:*** Author website: <http://www.victoriastrauss.com/> – **additional information from the enduser**
- ***\$f subfield:*** 2014-02-10 19:20:14 – **date/time of query**
- ***\$u subfield:*** <http://www.victoriastrauss.com/> - **website link added by enduser**
- ***\$e subfield:*** victoria@victoriastrauss.com – **enduser contact email**
- ***\$2 subfield:*** ENDUSER – **source of query**

10.6 Types of enduser queries

Some of the more common types of enduser queries include:

- **Disambiguation**

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=366041711>

Last updated by ENDUSER: 11-02-14 05:08:14.000 Harry, Connolly, VIAF, LC I am Harry Connolly, but there is more than one of us. The identifier 0000 0003 6604 1713 includes some of my work and some other other people's. I'm the writer of Child of Fire Game of Cages Circle of Enemies Twenty Palaces King Khan, a Spirit of the Century novel enfants du feu, Les Feuerdämon and more to come. I have nothing to do with the Harry Connolly who wrote Fighting Chance or Heading Home.

Here, the enduser (in this case the author) is highlighting that their record contains titles by other identities.

- **Additional information required**

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=049292722>

Last updated by ENDUSER: 11-02-14 15:12:18.000 Theresa, Crater, 1950-, VIAF, LC Thanks. Also Theresa L. Crater

In this example the enduser is requesting that an additional form of name be added to their ISNI record – Crater, Theresa L.

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=120891344>

Last updated by ENDUSER: 11-02-14 15:18:35.000 Nina, Cornett, VIAF, LC I am also the author of a novel, Alaskan Summer, copyright by Nina Cornett, 1971, published in hardback by Avalon Books and in paperback by Dell Publishing Company in 1974.

Here, the enduser (in this case the author) is requesting that the title "Alaskan summer" be added to their ISNI record.

- **Duplicate entries**

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=121253953>

Last updated by ENDUSER: 26-01-14 01:36:55.000 Alessandro, Scarlatti, 1660-1725, VIAF, NLA

0000 0001 2125 3953 and 0000 0003 7244 528X are the same composer Alessandro Scarlatti, with the same dates of birth and death and the same type of roles

In this example, the enduser is highlighting that there are 2 records on ISNI for the same identity.

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=40401870X>

Last updated by ENDUSER: 17-09-13 16:32:40.000 I believe this is the same organization as ISNI: 0000 0001 1498 781X

Here, there were duplicate entries for the same organization.

- **Data errors**

<http://isni-m.oclc.nl/DBS=1.3/PPN?PPN=044212585>

Last updated by ENDUSER: 22-10-13 23:06:14.000 Glenn, Greenwald, VIAF, NTA Glenn Greenwald is not deceased.

In this example the date of birth had been wrongly coded as a date of death.

10.7 Editing data and enhancing the record

Examples of the types of editing that may be required for enduser queries are:

- **Correcting data errors and notifying sources (Chapter 8)**
- **Disambiguating mixed identities (Chapter 8)**
- **Merging records (Chapter 4)**
- **Adding data (5.1)**
- **Splitting (Chapter 7)**
- **Adding ORCIDIS or other identifiers (5.3)**
- **Suppressing personal data (5.5)**
- **Deleting records (5.4)**

For guidelines on editing organisational records, see **Chapter 3**

For guidelines on pseudonyms, see **Chapter 9**

10.7.1 Requests for extensive bibliographic information to be added

The ISNI Quality Team would normally seek to respond positively to enduser requests for data to be added.

However, judgement will need to be applied in regard to requests for the addition of titles/bibliographies/discographies.

ISNI does not strive to collect and display a full bibliography/discography for individuals:

ISNI is designed to uniquely identify a Public Identity and therefore only contains the strict minimum amount of information about this Public Identity. It is not intended to provide direct access to comprehensive information about a Public Identities, but can provide links to external sources where such information is held. Such an authoritative identifier serves to provide as a link for occurrences of the Public Identity across databases on the web⁵

Where an enduser has supplied extensive bibliographical data it is more appropriate to add weblinks to external sources rather than manually listing each title.

The purpose of ISNI should be made clear to the enduser. Responses from the ISNI Quality Team should include the following wording:

It's important to note that ISNI does not strive to collect and display a full bibliography for individuals. Please see our FAQ on the ISNI website:

<http://www.isni.org/content/faq#FAQ3>

⁵ <http://www.isni.org/content/faq#FAQ3>

10.8 Reviewing the record

10.8.1 Adding the \$g subfield

Once editing work has been completed, a **reviewed** status will need to be added to **all** the notes fields in the record (**MARC21 667, 668, 670, 671**) created by endusers or the ISNI Quality Team.⁶

This reviewed status is achieved by adding a \$g subfield with a lower case "r", signifying that the record has been reviewed and the editing work is complete.

Example

```
667 ##$aFull list of titles: Arm of the Stone, The Awakened City, The Bleu Passion Burning Land, The Color Song Garden of the Stone, The Guardian of the Hills Hořící Země: Cesta Áratova - kniha první Lady of Rhuddesmere, The Passion Blue Verdensstenen Worldstone$evictoria@victoriastrauss.com$2014-02-10 19:20:14$gr$2ENDUSER
670 ##$bAuthor website: http://www.victoriastrauss.com/$2014-02-10 19:20:14$gr$uhttp://www.victoriastrauss.com/$evictoria@victoriastrauss.com$2ENDUSER
671 ##$bWikipedia$2017-06-24 13:05:46$uhttps://en.wikipedia.org/wiki/Victoria_Strauss$2VIAF$2WKP
671 ##$bWikipedia$2017-06-24 13:05:46$uhttps://fr.wikipedia.org/wiki/Victoria_Strauss$2VIAF$2WKP
671 ##$bWikipedia$2017-06-24 13:05:46$uhttps://pt.wikipedia.org/wiki/Victoria_Strauss$2VIAF$2WKP
671 ##$aVictoriastrauss.com website, viewed 11 February 2014$b(born in Exeter, New Hampshire, now living in Amherst, Massachusetts, site contains a full list of publications)$2014-02-11 14:50:58$gr$uhttp://www.victoriastrauss.com$2ISNI
700 1#$aStrauss, Victoria$d1955-$3public$2VIAF$2NKCS0mzk2011672876
```

The \$g subfield is manually inserted before the \$u subfield, where present. If there is no \$u subfield the \$g is added before the \$2 subfield.

If the \$gr subfield is not added to all relevant note fields, the record will return to the ISNIQT inbox on the following day.

⁶ For further information on ISNI notes fields, see **5.2**. \$gr is not required on notes fields from data sources arising as part of the ISNI data load rather than individual queries (e.g. Wikipedia 671 fields; OCLC Theses 668 public notes)

10.8.2 Viewing the record in the ISNI public database

It is best practice to view the edited record on the ISNI public database, once the work is complete.

This is the ISNI view of endusers so it's important to ensure that any changes to the record are displaying correctly.⁷

Example

The record for the identity *Victoria Strauss* has been updated, following a user request. A 671 public external information found note has been added with details of the personal website for this identity.

This public note field can now be viewed in the **notes** category on the public database.

The screenshot shows the ISNI public database interface. At the top, there is a search bar with the text 'strauss, victoria' and a 'search' button. Below the search bar, there are navigation links: 'Search | Results | Advanced | Terms of Use & Use of Cookies | Help'. The database is identified as 'Database copyright © ISNI-IA, powered by OCLC'. The ISNI logo is visible in the top right corner, along with a user ID and login/logout options. The main content area shows the search results for 'strauss, victoria', with one hit. The record details include: ISNI: 0000 0000 6723 7601, Name: Strauss, Victoria, Dates: 1955-, Creation class: Language material, Creation role: author, and Related names: Copyright Paperback Collection (Library of Congress). A 'Notes' section contains a public note: 'Victoriastrauss.com website, viewed 11 February 2014 (born in Exeter, New Hampshire, now living in Amherst, Massachusetts, site contains a full list of publications) http://www.victoriastrauss.com Wikipedia'. The 'Sources' section lists 'VIAF LC NKC WKP BOWKER ISNI'. A yellow box on the left side of the record contains a message: 'Please help us improve this record. If you have any supplemental information about the identity listed here, please click in this box to go to the contribution form. Thank you in advance!'.

⁷ A record on the public database will be updated immediately following any change to the equivalent record on WinIBW

10.9 Replies to endusers

Once the record has been viewed in the public database and the editing work is complete, a reply will normally be sent to the enduser.

Where a contact email address has been added by the enduser, they should receive a reply from the ISNI Quality Team.⁸

Where an email address is not present in the record then no further contact is required.

The following email addresses should be copied in on **all** replies to endusers:

Janifer.Gatenby@oclc.org

isniqtr@oclc.org

isni@bnf.fr - for replies sent by the ISNI Quality Team at the British Library

isni.qt@bl.uk - for replies sent by the ISNI Quality Team at the BNF

10.9.1 Examples of enduser replies by the ISNI Quality Team

Replies to endusers will vary depending on the nature of the query. However, a standard reply will include:

- **A thank you to the enduser**
- **A brief note explaining the nature of the work carried out**
- **The name and address of the person in the ISNI Quality Team who has carried out the work**
- **A copy of the original query**
- **The subject line of the reply would normally be "ISNI user query" and the date the query was submitted in ISO format, e.g. ISNI user query, 2013-07-17**

The following list includes examples of enduser replies by the ISNI Quality Team which may be used as a template. However, this list is not meant to be exhaustive.

⁸ See **5.2** for further guidance on ISNI note fields

- **Disambiguation**

Original enduser query: I am Harry Connolly, but there is more than one of us. The identifier 0000 0003 6604 1713 includes some of my work and some other other people's. I'm the writer of Child of Fire Game of Cages Circle of Enemies Twenty Palaces King Khan, a Spirit of the Century novel enfants du feu, Les Feuerdämon and more to come. I have nothing to do with the Harry Connolly who wrote Fighting Chance or Heading Home.

Reply from the ISNI Quality Team

Dear Harry,

Thank you for using the ISNI database and providing us with additional information.

I have removed the reference to the author of "Fighting chance" and "Heading home" from your record. I have also added a link to your website which can now be viewed on our database.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

I am Harry Connolly, but there is more than one of us. The identifier 0000 0003 6604 1713 includes some of my work and some other other people's. I'm the writer of Child of Fire Game of Cages Circle of Enemies Twenty Palaces King Khan, a Spirit of the Century novel enfants du feu, Les Feuerdämon and more to come. I have nothing to do with the Harry Connolly who wrote Fighting Chance or Heading Home.

- **Additional information (Variant name)**

Original enduser query: Also Theresa L. Crater

Reply from ISNI Quality Team

Dear Theresa,

Thank you for using the ISNI database and providing additional information.

I have also added the variant name form "Crater, Theresa L.", along with a link to your website which can now be viewed on our database.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

Also Theresa L. Crater

- **Additional information (Titles)**

Original enduser query: I am also the author of a novel, Alaskan Summer, copyright by Nina Cornett, 1971, published in hardback by Avalon Books and in paperback by Dell Publishing Company in 1974.

Reply from ISNI Quality Team

Dear Nina,

Thank you for using the ISNI database and providing additional information about your authored works.

I have added your suggested title along with a link to your website, which can now be viewed on our database. If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

I am also the author of a novel, Alaskan Summer, copyright by Nina Cornett, 1971, published in hardback by Avalon Books and in paperback by Dell Publishing Company in 1974.

- **Duplication (Personal names)**

Original enduser query: 0000 0001 2125 3953 and 0000 0003 7244 528X are the same composer Alessandro Scarlatti, with the same dates of birth and death and the same type of roles

Reply from ISNI Quality Team

Hello,

Thank you for using the ISNI database and providing us with additional information regarding the composer Alessandro Scarlatti.

I have merged the records and the new version can be viewed on the public database. The retained ISNI is 0000000121253953.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

0000 0001 2125 3953 and 0000 0003 7244 528X are the same composer Alessandro Scarlatti, with the same dates of birth and death and the same type of roles

- **Duplication (Organisations)**

Original enduser query: I believe this is the same organization as ISNI:0000 0001 1498 781X

Reply from ISNI Quality Team

Hello,

Thank you for using the ISNI database and highlighting the duplicate records for the Forest History Society.

There is now just one record on the ISNI database for this corporate body - ISNI: 000000011498781X.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

I believe this is the same organization as ISNI: 0000 0001 1498 781X

- **Data errors**

Original enduser query: Glenn, Greenwald, VIAF, NTA Glenn Greenwald is not deceased.

Dear Laura,

Thank you for spotting this error. The date of birth was wrongly coded as date of death. This has been corrected and we have added the link to the Wikipedia page.

Kind regards,

[Name]
ISNI Quality Team
[Address]

Original query

Glenn Greenwald is not deceased.

- **Identifiers (e.g. ORCID, ResearcherID, Scopus)**

Original enduser query: This ISNI is me. I have published with the following names: Gregory P. Copenhaver Greg Copenhaver G.P. Copenhaver. I also have an ORCID: 0000-0002-7962-3862

Reply from ISNI Quality Team

Hello,

Thank you for using the ISNI database and providing us with further information.

I have entered your ORCID ID/ResearcherID into your record, along with a link to your website. These are now viewable on the public database.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

This ISNI is me. I have published with the following names: Gregory P. Copenhaver Greg Copenhaver G.P. Copenhaver. I also have an ORCID: 0000-0002-7962-3862

- **Data suppression**

Original enduser query: Please remove my birthdate from the ISNI database.

Reply from ISNI Quality Team

Hello,

Thank you for using the ISNI database.

I have now removed your date of birth. This change is now viewable on our public database.

If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

Please remove my birthdate from the ISNI database.

- **Deletion requests**

Original enduser query: I have no books forthcoming, under contract, or published. Please remove me from your database. There should be no record for me at all

Reply from ISNI Quality Team

Hello Michelle,

Thank you for using the ISNI database.

I have now removed your data, as requested. If you have any further queries, please let me know.

Regards,

[Name]
ISNI Quality Team
[Address]

Original query

I have no books forthcoming, under contract, or published. Please remove me from your database. There should be no record for me at all

10.10 Retaining email replies to endusers

All email responses to endusers should be retained by the ISNI Quality Team.