

Gerrit van Dyk/I-Kno correspondence with GroundUp

GroundUp questions in *italicised text*, Gerrit van Dyk/i-Kno responses in **bold text**.

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*To whom it may concern,*

*I write for GroundUp, a news agency. I am looking at the Parliament fire, and my attention is turned to the digitisation of the library and archives at Parliament.*

*My current understanding is that I-Kno was contracted to digitise some 7 million items (±7,000 volumes) for approximately R16 million between 2016-17.*

*In Parliament's 2017/18 Annual Report, and in the legacy report of the fifth term of Parliament, this project is listed as complete.*

*However, I've been going through some reports produced at the same time, and have found some inconsistencies with this appraisal.*

*Most concerning is that it appears to me that I-Kno did not in fact complete this project fully - over 49% of the digitised items did not pass quality control and required rescanning. I have found a number of these records, and they are unreadable.*

*I note too that I-Kno did not complete the rescanning of the items, and that I-Kno contractors were prevented from entering Parliament after their vetting credentials were removed. I also understand that at least 7 harddrives used to store the scanned materials crashed.*

*I was wondering if my understanding of the above is correct?*

*I would also appreciate answers to the following:*

*How was I-Kno contracted to perform the digitisation?*

*Which person at Parliament did I-Kno report to?*

*Are you aware of the person at Parliament that signed off on I-Kno's efforts as being complete?*

*Did I-Kno take any steps to return to Parliament to complete the re-scanning of the defective digitised documents?*

*How were the digitised documents stored and backed-up?*

*What caused the large number of defective scans?*

**Thanks for your mail.**

**The project manager at the time at Parliament was Mandisa Sixabayi-Mdala.**

**i-Kno did rescan most of the items that was noted as poor quality and the items were provided on subsequent HDD's for further review by Parliament.**

**All HDD's were provided to Parliament and every HDD was readable at the time it was provided, without any errors.**

**The scanned images were large due to the quality that Parliament required and Parliament did not have sufficient space on their servers for the images, at the time, and all images were located on the HDD's supplied by Parliament to i-Kno.**

**It was not i-Kno's responsibility for backups and storage of the images and was not part of the project. Parliament at the time were looking into, how and where to store the images, but i-Kno was not involved in that project.**

**I suggest that you try and contact Mandisa in regards to the rest of the project, that we were not involved with.**

**In furtherance to my email below, I am commenting without prejudice.**

**There are some mis-information in your mail and it would be best to get the right information from the project documentation at Parliament.**

**The main reasons for the "defective" scans can also be found in the project documentation at Parliament. More than 80% of scans were successful and i-Kno did rescan those defective documents, as far as were possible with the quality of the artifacts.**

*Thank you very much for your emails - they are well received. Further questions have been put to Parliament.*

*I was wondering whether you might have any documentation to support this claim:  
"More than 80% of scans were successful and i-Kno did rescan those defective documents, as far as were possible with the quality of the artifacts"*

*I only ask because I have monthly progress reports from officials at the library at Parliament that indicate otherwise. In the March 2017 report for instance, quality checking had been done on 2,014 scanned volumes, and 1,001 of these had to be rejected and redone, an error rate of 49%. In subsequent reports, it is stated that no further rescanning has been done or delivered.*

*Then in June, it was explained that I-Kno could physically not do the rescanning: "An attempt was made by i-Kno to access Parliament to complete the outstanding re-scans and pack up the equipment and remove it from Parliament. This was unsuccessful due to their vetting having expired and their problem in getting re-vetted due to outstanding tax documents."*

*Finally, in September 2017, it is reported that, "Quality checking of previously digitized resources from the project has currently come to an end. QC will be put on hold as there is no further developments with regards to getting the project completed."*

*As you can see, these reports indicate something different. Can you also confirm that the project as a whole was supposed to be completed by November 2016?*

*I'd be grateful for any explanation why you believe the above was reported.*

*Kind regards,*

*James*

**Hi James**

**Thanks for your reply.**

**I do not know why those statements are made by Parliament or in their reports. We did not measure success on the amount of volumes that were perfect, but rather on the amount of pages that were defect/correct in the overall project. I can only assume that the 1001**

volumes indicated, are probably were there were pages that were defect and where pages had to be rescanned. These pages were subsequently scanned, not whole volumes and the information was provided separately to Parliament during 2017.

All scanning was done, by November 2016, if my memory serves me right. Thereafter rescanning commenced of the defective pages and were provided to Parliament. We did not receive any feedback in regards to the rescans and information provided to Parliament on those.

I also remember, but do not know whether it was completed, that Parliament did not complete the checking of the rescans. This is to my last knowledge.