



4th National Licensing Forum Minutes of the Meeting

National Library of Australia Conference Room
9 May 2007

Note: The [PowerPoint presentation](#) which ran in parallel with the meeting is also available.

Chair: Ms Jan Fullerton
Minutes: Ms Gwyn Wilding

Present:

Mr Tony Boston*	National Library of Australia (NLA)
Ms Diane Costello*	Council of Australian University Librarians (CAUL)
Ms Kate Davis	National Library of Australia (NLA)
Ms Wendy Flannery	CAVAL Collaborative Solutions
Ms Lynn Fletcher*	TAFE Libraries Australia
Ms Jan Fullerton	National Library of Australia (NLA)
Ms Barbara Garriock	EPIC Governance Group [New Zealand]
Mr Tom Girke*	CSIRO
Ms Heather Gordon*	Council of Australian University Librarians (CAUL)
Ms Judy Hanlen	NSW TAFE
Ms Sandra Henderson	National Library of Australia (NLA)
Ms Lucy Hill	TAFE Libraries Australia
Ms Sue Hutley	Australian Library & Information Association (ALIA)
Ms Yvonne Kennedy*	National Library of Australia (NLA)
Ms Petal Kinder	Australian Law Librarians' Association (ALLA)
Mr Robert Knight	Public Libraries Australia (PLA)
Mr Tony Leschen	National & State Libraries Australasia (NSLA)
Ms Michele McLoughlin	Australian School Library Association (ASLA)
Ms Lynette Miller	Government Libraries and Information Network in NSW (GLINN)
Ms Roxanne Missingham*	Association of Parliamentary Libraries of Australasia (APLA)
Ms Julie Rae*	Gulliver/VICLINK
Ms Fiona Rigby	EPIC [New Zealand]
Ms Erica Ryan*	National Library of Australia (NLA)
Mr Richard Sayers*	Australian Library & Information Association (ALIA)
Ms Donna Smith	National Library of Australia (NLA)

* An asterisk indicates NLP Reference Group membership.

Ms Kathy Stapleton*	Australian Government Libraries Information Network (AGLIN)
Mr Geoff Stempel	Public Library Services [South Australia]
Ms Mary Teague	Australian Government Libraries Information Network (AGLIN)
Mr Jim Tindall*	NSW.net
Ms Heather Todd*	Health Libraries Australia (HLA)
Ms Joye Volker	Arts Libraries Society Australia and New Zealand (ARLIS)
Mr Rob Walls*	National Library of Australia (NLA)
Ms Gwyn Wilding	National Library of Australia (NLA)
Ms Julie Whiting	National Library of Australia (NLA)

Apologies were received from:

Ms Teresa Brook*	Public Library Services (South Australia)
Ms Jerelynn Brown*	State Library of New South Wales (SLNSW)
Ms Lorene Furmage*	Australian School Library Association (ASLA)
Ms Lynne Makin*	Public Libraries Australia (PLA)
Ms Louise Segafredo	Victorian Government Libraries Association (VIGLA)
Mr Alan Smith	National & State Libraries Australasia (NSLA)
Mr Roy Jordan	Australian Law Librarians' Association (ALLA)

Vendor representatives joining the meeting after lunch:

Mr Michael Brown	Forward Learning (World Book) Pty Ltd
Mr Alex Chamoun	Thomson Learning Australia
Ms Catherine Hain	Forward Learning (World Book) Pty Ltd
Mr Ian Hames	Oxford University Press
Mr Ian McLeod	EBSCO Publishing
Ms Maryce Johnstone	Thomson Learning Australia
Ms Julie Stevens	ProQuest-CSA

AGENDA ITEM 1: 4th National Licensing Forum welcome and introductions

Jan Fullerton opened the Forum and welcomed all delegates.

Ms Fullerton expressed her gratitude to all present for their efforts over the past four years to establish a national, cross-sectoral libraries consortium. Special thanks were given to Roxanne Missingham, Julie Rae and Erica Ryan.

AGENDA ITEM 2: Update to the 2006 issues paper

Julie Rae, as Chair of the NLP Reference Group, reported on the activities of the group. Ms Rae drew delegates' attention to the 2007 update on the National Licensing Proposal (NLP) which updates the 2005 issues paper '[Making Online Information for all Australians a Reality](#)' and the 2006 paper "[National Licensing for Australian Libraries](#)". The [2007 update document](#) was tabled at the meeting.

Ms Rae noted the adoption of the 'opt-in/opt-out' model that arose on the basis of feedback from the Australian library sector. This model was favoured over others as it enables the early commencement of ERA, however, it was noted that further work should be done on possible future funding models.

The four sub committees of the Reference Group which were established at the 3rd National Licensing Forum have worked on costing issues; governance; a communication plan; and resource content/coverage.

A [Request for Tender for Australian Library Access to Electronic Resources](#) was issued in August 2006. The electronic resources and pricing proposed in the tender responses were evaluated and those products representing the best value for money were selected.

AGENDA ITEM 3: Reports on activities from the NLP Reference Group

Julie Rae acknowledged the work of former members of the NLP Reference Group including Ann Alderslade and Lindsay Harris (Health Libraries Australia), Susan Magnay (ex ALIA), Fran Wilson and Sandra Henderson (NLA).

Tender outcome: Report from the National Licensing Proposal Tender Evaluation Committee

Tony Boston summarised the tender evaluation process and its outcomes.

The Tender Evaluation Committee consulted members of the Reference Group for expert advice as required, including technical issues, content information and pricing. Evaluation of the Tender responses was completed in January 2007 and contract negotiations with vendors concluded the week prior to this 4th National Licensing Forum. The Committee selected a panel of nine electronic resources from five vendors. Head Deed agreements have been signed by the participating vendors.

Mr Boston noted that the National Library had applied to the Australian Competition and Consumer Commission (ACCC) for authorisation to proceed with the National Licensing Proposal tender. Authorisation was granted by the ACCC, noting that the arrangements are likely to lead to a public benefit and unlikely to lead to a significant reduction of competition within the Australian library market.

The electronic resources listed on the Electronic Resources Australia (ERA) product list at <http://era.nla.gov.au/>, are available to all libraries across all sectors in Australia. There are a range of resources offered within the three priority categories identified through the [2005 product survey](#): 'Australian News & Business Information', 'General Reference' and 'Health Information' so libraries may opt-in or opt-out for subscriptions to those electronic resources which best suited to their needs.

Mr Boston highlighted that it would be advantageous if all consortia moved existing subscriptions across to ERA where practical and possible. An increase in the volume of Australian library subscriptions will result in a reduction in cost for all participants.

Mr Boston described each of the electronic resources on the panel and noted that new electronic resources may be added to the ERA panel over time. While an annual review was suggested, it was agreed that the ERA Executive Committee should decide how the panel of products will be managed.

How will it all work?

Julie Rae described the opt-in/opt-out model and explained that annual subscription prices for those electronic resources offered through the ERA Product List will be determined by the volume of libraries opting-in per sector.

Ms Rae spoke to the [PowerPoint presentation](#) to explain how the process will work. Ms Rae urged all delegates to look at the [ERA website](#) and consider which electronic resources their library might be interested in. Ms Rae reminded delegates that a commitment to the products of interest was needed by 31 July 2007 so that Ms Ryan can liaise with vendors to confirm the level of interest, and thus applicable pricing for the first round of subscriptions.

Tom Girke sought clarification as to whether expressions of interest or firm subscription commitments were sought by 31 July 2007. Ms Rae clarified that expressions of serious interest were required by 31 July so that 2007-2008 subscription pricing could be confirmed with the vendors in early August. This does not mean that libraries cannot opt-in for a subscription to any ERA resource after this price-setting date, however, with prices determined by pick-up, maximum commitment by 31 July will help achieve savings for all.

Some delegates expressed concern that there may be difficulties for libraries with calendar subscription cycles to move to financial year for ERA subscriptions. Ms Rae conceded that there are a range of subscription cycles across the various sectors but that for a national initiative, Australian financial year was considered to be most practical.

Ms Ryan advised that all participating vendors had indicated their willingness to work with Australian libraries with the subscription transition to ERA. Ms Ryan also confirmed that subscriptions could be pro-rated to help synchronisation. It was agreed that the first year could be challenging and Ms Rae reiterated the fact that the renewal process may need 'tweaking' but that the vendors are all committed to the success of ERA and its development.

Diane Costello stated her concern about the need for an individual password to access ERA pricing, and the method of password protection, especially within a consortial environment. Ms Rae explained that protected access to pricing was requested by vendors and had been agreed contractually.

ACTION: Ms Ryan to confirm with vendors that passwords may be shared within trusted groups.

OUTCOME: Vendors agree that passwords may be shared for the practical discussion of pricing and subscription decisions, so long as the information is treated as business in confidence basis.

Ms Costello also remarked that she had not yet had an opportunity to review all ERA pricing but sought advice as to whether all were provided in Australian dollars (AUD) and included Australian Goods and Services Tax (GST). Ms Rae confirmed that prices were offered variously in Australian and United States dollars (USD). Mr Walls added that while pricing was sought through to tender process in Australian dollars, native currencies were also accepted to suit the usual business practices of the successful tenderers. He confirmed that in the case of ProQuest and Thomson Gale, Australian GST was not applicable. Ms Rae noted that by necessity, the annual subscription prices would be pro-rated in the first year to 30 June 2008.

Ms Fullerton said that the subscription prices on offer are as good, or better, than those currently offered. For example, if every state retains 'health and wellness' product, then all the special libraries in the state can buy it for \$500.

Ms Costello raised the issue of the five CAUL member libraries that have a TAFE component. She noted that ERA pricing model for TAFE libraries is different to that for universities thereby creating complexity in determining charges for these libraries. Further, other groups will be purchasing too, so how best to include them? It was agreed that there are a number of issues that CAUL needs to resolve.

ACTION: Ms Costello to coordinate CAUL members and call for expressions of interest.

In relation to TAFE libraries, models for full time equivalents is going to be tricky, but prices look very favourable, especially when you consider that prices will decrease with increased take up

Ms Stapleton asked if prices are fixed for two years. Mr Boston explained that prices are fixed for two years but that there is a mechanism for reviewing and renewing prices. Mr Boston stressed that libraries need to say if pricing is not better than what they are currently paying.

There was discussion on stage one of the process. It was generally agreed that it will be an opportunity for different libraries, and representatives from the different sectors, to work together and that there will be benefits gained from working with colleagues across the country from your sector - not just financial gains, but professional gains.

Ms Hutley asked how the issuing of the website password will work. Ms Ryan explained that Australian libraries will simply need to email a password request to era@nla.gov.au.

Ms Rae gave special thanks to Mr Stuart Flavell of the NLA who assisted greatly with the tender process and drafting of contracts.

Governance

Ms Gordon reported on the activities of the Governance sub committee and drew members' attention to the paper, [Electronic Resources Australia Governance Framework](#).

Ms Gordon reported that the committee was committed to ensuring that the framework was non profit, and that both individual libraries and consortia could join ERA.

Ms Gordon then explained the responsibilities for each role on the interim committee.

AGENDA ITEM 4: Establishment of the interim Executive Committee

It was noted that under the terms of clause 13 'Transitional Arrangements' of the ERA governance framework, an interim Executive Committee needed to be established.

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Ms Fullerton highlighted the need for representation on the Committee from each sector and the Australian Library & Information Association.

There was a call for nominations for the following positions:

- Chair;
- Deputy Chair;
- Minimum of six ordinary members; and
- Consortium Executive Officer ex officio.

Chair: Ms Missingham
Deputy Chair: Geoff Stempel

Sectoral representation:

- Ms Fletcher for TAFE Libraries Australia
- Ms McLoughlin for Australian School Library Association
- Ms Miller for special libraries
- Ms Missingham for large special libraries
- Ms Rae for public libraries
- Mr Sayers for Australian Library & Information Australia
- Mr Stempel for Public Libraries Australia
- Ms Todd for small special libraries

ACTION: Mr Leschen undertook to seek advice regarding representation of National and State Libraries Australasia (NSLA) on the interim Committee.

OUTCOME: Mr Leschen was subsequently confirmed as the NSLA representative on the interim ERA Executive Committee.

It was noted that the National Library of Australia appointed Ms Erica Ryan to the position of initial Executive Officer ex officio.

The interim ERA Executive Committee will operate for no more than six (6) months after its establishment to formalise the Membership Forum, oversee administrative operations and the election of the inaugural Executive Committee.

ACTION: Ms Fullerton confirmed that the National Licensing Proposal Reference Group would dissolve and that the ERA interim Executive Committee would progress national licensing.

Communication

Mr Sayers reported on the draft plan within the draft ERA Business Plan 2007-2009. He acknowledged and thanked Erica Ryan and Yvonne Kennedy for their work on the Communication Plan.

ACTION: The interim Executive Committee will take carriage of the Communication Plan on continue to develop it. The main actions for the committee are to ensure that:

- Sector representatives promote the panel products/ERA to constituencies; and
- Sector representatives provide advice on the most effective means of communicating the value of ERA.

Mr Sayers explained that after Phase 2, ie after pricing is determined, there needs to be communication with constituencies that libraries themselves serve. Part of the plan will be to communicate with peak bodies to get their endorsement, then that will 'trickle down' to smaller organisations. Advice will be sought from people in different sectors to find out how they think ERA products can most effectively be promoted.

It was generally agreed that we need to get vendors on board to help with promotion and training of clients.

Ms Kennedy offered her assistance in tailoring promotion of ERA to suit different libraries and sectors.

Ms Hutley also offered assistance in dealing with media.

A media release will hopefully be out for Library and Information week. Ms Hutley will liaise with the Minister's media advisor and Ms Kennedy regarding content of the media release.

Ms Rae is writing an article for Incite. The article will examine the advantages of consortium, collaboration and benefits for users.

Ms Fullerton urged members to use the media releases, which can be tailored for different libraries/groups.

All delegates were encouraged to join the ERAlibraries-L discussion list.

Text for a broadcast email message promoting subscription by members of their respective membership is provided below.

**** Apologies for cross posting ****

An Australian national consortium for the purchase of selected full-text resources is now established. ERAlibraries-L is an open, unmoderated list for the exchange of news, views and information about Electronic Resources Australia (ERA) for Australian libraries.

To join the ERAlibraries-L list:

1. Go to: <http://listserver.nla.gov.au/wws/subrequest/eralibraries-l>
2. Enter your email address
3. Click submit to subscribe!

Want to know more about ERA and the subscriptions terms offered for the panel of electronic resources? Visit <http://era.nla.gov.au/>.

Ms Fullerton thanked the NLP Reference Group

AGENDA ITEM 5: Forward timetable

9 May +	Promotion to the Australian library community via era.nla.gov.au , with support from vendors and through our professional networks.
May - July	Library consideration of panel products.
31 July 2007	Commitment to particular products due from individual libraries or groups of libraries.
1 August	Interest and pricing confirmed with vendors.
Late September	First subscriptions commence and run through 30 June 2008.

Ms Fullerton reminded everyone to check what they currently pay with the vendors. She also stressed that the success of this initiative depends on a collaborative effort.

Mr Boston emphasized the fact that agreements are between a library and a vendor.

ACTION: The online form is to be edited to include a “maximum price willing to pay” field and Consortia field. Also try to build into the form a limit so that it can only be submitted once.

The meeting broke for lunch with vendor representatives at 12:30pm and the meeting resumed at 1:30pm.

AGENDA ITEM 6: Learning from the EPIC experience

Fiona Rigby (EPIC Manager) and Barbara Garriock (Chair, EPIC Governance Group) gave a lively presentation on their experiences in New Zealand with EPIC (Electronic Purchasing in Collaboration). The importance of acknowledging progress and achievements was highlighted with rewards to delegates in the form of [chocolate fish](#) and [Pineapple Lumps](#).

Other key points from the presentation were:

- Process of gaining commitment was a stressful time for the steering group
- Development of a partnering agreement with vendors
- Development of collaborative relationships between librarians in different sectors as they tried to make the initiative happen
- Important to have a coordinated roll out, including training
- Collaboration with vendors, including road shows with vendors across the country
- Libraries need to be committed so that they get a return on their investment, and then renew their subs
- They had a structured evaluation process and suggested that this should be built into Australian planning now
- The NZ governance group: allowed each sector to elect their own member of the governance group, which meant that they were putting their support behind them

AGENDA ITEM 7: Vendor presentations

Ms Rae introduced the representatives from the successful vendor companies and invited them each to give a 15 minute presentation.

- **EBSCO Publishing** / Ian McLeod
- **Forward Learning (World Book) Pty Ltd** / Cathy Hain
- **Oxford University Press** / Ian Hames
- **ProQuest-CSA** / Julie Stevens
- **Thomson Gale** / Maryce Johnstone

Links to the vendor presentations can be found on the web page for the [4th National Licensing Forum](#).

MEETING CLOSE

The Forum concluded at 4.00pm with a vote of thanks from Jan Fullerton to all who attended. Erica Ryan, Julie Rae, Roxanne Missingham and Sandra Henderson were especially thanked.

Ms Fullerton noted that the creation of ERA is a milestone in the history of Australian librarianship.

Ms Missingham announced that she will convene a teleconference of the interim Executive Committee soon.