

Libraries Australia

ANNUAL REPORT
2005/2006

Libraries Australia Annual report 2005/06

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OVERVIEW

The completion of the Kinetica Redevelopment Project in November 2005 and the subsequent bedding down of the new Libraries Australia service provided the major focus for the 2005-2006 financial year. The year also focussed on the ongoing enhancement of Libraries Australia Search which was released in December 2004.

In 2005-2006 the major achievements for Libraries Australia were:

- Completion of the Kinetica Redevelopment Project (with the exception of the Record Import Service which was not fully commissioned until April 2006) on time and on budget in November 2005 which made available the following four modules in an integrated service: Libraries Australia Cataloguing, Search, Administration and Document Delivery;
- Re-branding of the service from Kinetica to Libraries Australia including updates to the website, user manuals, brochures and other documentation;
- Incorporation of the CJK database in to the Australian National Bibliographic Database (ANBD);
- Introduction of a new subscription model from 1 July 2005 for Libraries Australia customers providing unlimited access to the ANBD and several international databases as well as the option to participate in the Libraries Australia Document Delivery Service as part of the subscription;
- Launch of a free Libraries Australia Search service on 27 February 2006 accessible to anyone, anywhere with access to the Internet;
- Launch of the TransTasman Interlending Service on 1 March 2006 facilitating interlibrary loan activity between libraries in Australia and New Zealand;
- Extensive consultation with Australian libraries through presentations in all states and visits to many libraries including state, university, special and public libraries;
- Regular improvements to Libraries Australia Search through five new releases of the system; and
- Increased membership of Libraries Australia.

The Amicus and LibriVision software were decommissioned on 23 December 2005. The Innovative interfaces CJK system was decommissioned on 19 December 2005. The new software provider for the Libraries Australia Cataloguing service is OCLC PICA.

Australian library use of the national service has been made easier with the introduction of a new charging model based on an annual subscription. This model was introduced to encourage libraries to take advantage of all Libraries Australia services without additional costs, to increase usage and to promote and enable end user access.

A major focus was communication with Australian libraries – attendance of National Library staff at state user group meetings, annual users' meeting, teleconferences with the state user group convenors

and secretaries, training service providers and the Libraries Australia Advisory Committee provided key channels for advice and opportunities to discuss current and future directions.

Key statistics for 2005/06:

Australian National Bibliographic Database

About 42 million holdings

Over 16 million bibliographic records

Over 600,000 online resources

Over 10 million searches

Almost 230,000 items requested through the document delivery service

MEMBERSHIP

Australian libraries depend upon the Libraries Australia service to support a wide range of their activities and, increasingly, to enable their users to access the nation's collections. The participation in the service continues to increase with a total membership of 1107 at 30 June 2006. Those libraries which cancelled their membership did so predominantly due to the closure of their library. A total of 84 new customers joined Libraries Australia including 8 individuals and 22 public libraries from Western Australia.

We welcomed the following organisations as members during the year:

- Agence Bibliographique De L'enseignement Supérieur (ABES)
- Alice Springs Public Library
- Australian Wool Testing Authority
- BankWest
- Barry Collins Resource Centre (ILANET)
- Baudin Legacy Project
- Bourke Public Library
- Bridgetown Public Library
- Bunbury Public Library
- Carers NSW
- Central Murray Regional Library Service
- City of Armadale
- City of Joondalup
- City of Norwood, Payneham and St Petes Library Service
- Copyright Agency Limited
- Cranbrook Public Library
- Cridlands Pty Ltd
- Dalby Wambo Public Library
- Dandenong High School
- Denmark Public Library
- Department of Environment (EA)
- Department of Health and Human Services - Wingfield Library (ILANET)
- Department of Treasury and Finance (Tas)
- Dept of Consumer and Employment Protection
- Digital Education Services
- Dunsborough Public Library
- Epworth
- Esperance Public Library
- Family Planning Queensland
- Financial Services Institute of Australasia
- Fire & Emergency Services Authority of Western Australia
- Fremantle City Library
- Gawler Public Library
- Geraldton Regional Library
- Girrawheen Public Library
- Greenmount Public Library
- Holdfast Bay Library Service
- Hunter-New England Health Service Library
- Institute of Chartered Accountants in Australia - Information & Research Service
- Jackson McDonald
- Law and Justice Foundation
- Melbourne Grammar School
- Merredin Regional Library
- Murchison Public Library
- Northam Region Library
- NSW Dept of Community Services
- NSW Ombudsman's Office Library
- NSW Teacher Federation
- Old Parliament House
- Queen's College Library
- Reserve Bank of Australia (ILANET)
- SA Dept for Families and Communities Library and Information Service
- SAE Institute – Byron Bay
- Safety Bay Library
- Shire of Meekatharra
- Shire of Northampton
- Sir John Ramsay Memorial Library

- SirsiDynix Pty Ltd
- Sparke Helmore
- Subiaco Museum
- Tabcorp Holdings
- Taxation Institute of Australia
- The Age Research Library
- The Department of Emergency Services, Queensland
- The Geelong College
- The Heraldry & Genealogical Society of Canberra
- The Melbourne Athenaeum Inc Library
- Town of Vincent Library
- Uniting Care Burnside
- URS Australia Pty Ltd
- Victoria Park Library
- Warnbro Community library
- Water Corporation
- West Books
- Wingfield Library
- Withers Public Library

LIBRARIES AUSTRALIA SERVICES

The four modules which constitute Libraries Australia are:

- Libraries Australia Search, available as a subscription and free version, which enables users to find and get about 42 million items from around 800 Australian libraries and obtain records via the Record Export Service (RES) and the Products service. This module is based on the TeraText software from SAIC.
- Libraries Australia Cataloguing, a data creation and maintenance service, which enables customer libraries to create and edit bibliographic and holdings data, obtain copy cataloguing, and also enables Libraries Australia managers to harvest, convert and maintain the ANBD; and the Record Input Service (RIS) which enables the batch uploading of records and holdings. A Cataloguing client and Web Input form enables the contribution of original cataloguing. This module is based on the Centraal Bibliotek System (CBS) from OCLC PICA.
- Libraries Australia Document Delivery, an interlending and payment service, which enables customer libraries to manage the process of requesting, shipping and paying for loans and copies. This module is based on the VDX software from OCLC PICA.
- Libraries Australia Administration which enables customers to manage their user account information and register for the RES and the Products service. This module is based on open source LDAP directory software.

LIBRARIES AUSTRALIA POST IMPLEMENTATION REVIEW

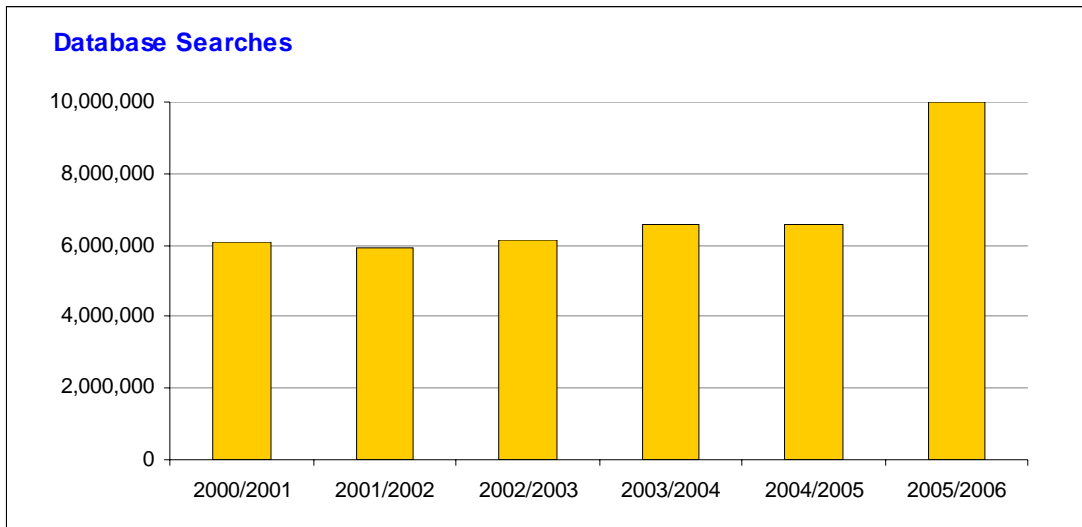
Following the completion of the Kinetica Redevelopment Project, the National Library undertook a post-implementation review of the new system. The review was conducted by Ernst and Young and the report delivered in June 2006. The primary objectives were to ascertain whether the Kinetica Redevelopment Project (KRP) had achieved its objectives and addressed the original business requirements and to gain an understanding of the project process in order to identify any shortcomings with a view to improving the process for future project activity. There were 31 participants in the review which involved interviews with both Libraries Australia customers as well as National Library staff involved in the Project.

The review confirmed that, in general, the Library had met its objectives in delivering the Libraries Australia Service. Both Project staff and users felt that Libraries Australia is a more supportive and reliable system than Kinetica. Users commented that the system is easy to use and provides improved functionality. Project staff were positive about the project plan, commenting that regular meetings and revision of the project plan contributed to the overall success of the project. Some areas for improvement were identified including data integrity, communication with users and between project staff and helpdesk operations. The full report is available online as part of the Libraries Australia Advisory Committee papers (August 2006).

FINDING

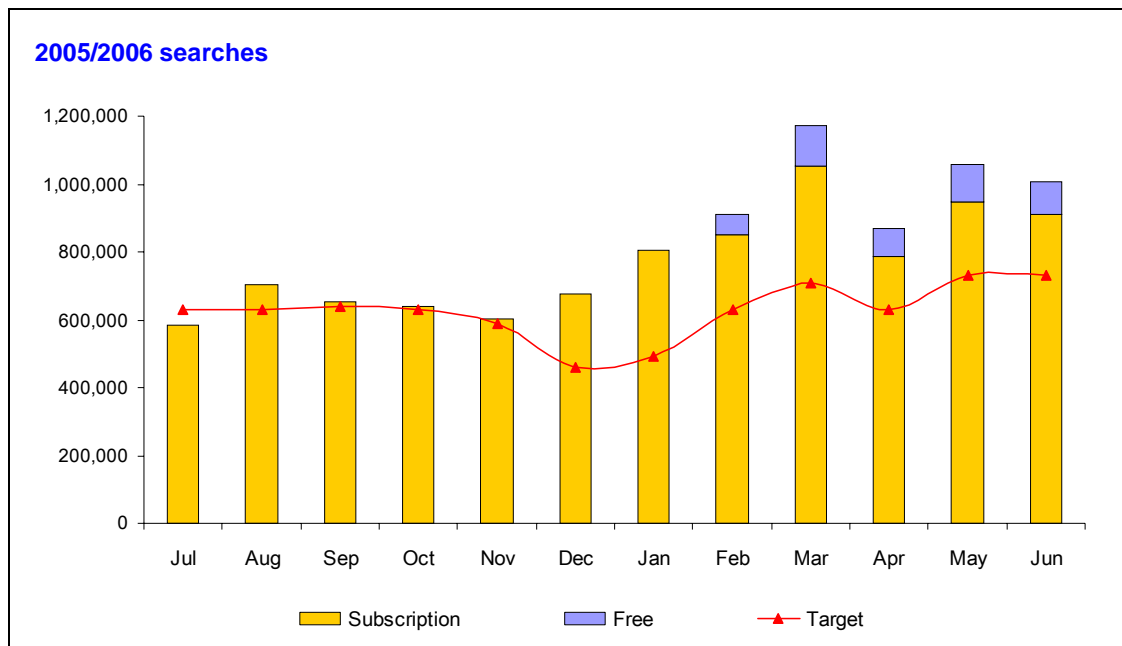
Through Libraries Australia, users – library staff and clients of libraries – can find resources held in Australia and around the world. Information discovered through searching can be used for library processes such as cataloguing, interlibrary loan and document delivery, or to enable access to the nation's collections in a range of formats.

USE OF LIBRARIES AUSTRALIA - SEARCH



Search usage of Libraries Australia is higher than the previous Kinetica service. The total number of searches for 05/06 was 10.0 million, up from 6.6 million in 04/05. Since the implementation of Libraries Australia stage 2 at the end of November 2005, search activity has markedly exceeded the target.

The introduction of the new subscription model offering unlimited searching, the development of web cataloguing via Libraries Australia as well as the release on 27 February 2006 of a free Libraries Australia Search service have all contributed to the increase in searching. From February until end of June there were 0.5 million searches undertaken on the free Search service or about 10% of total searches. With active promotion of Libraries Australia, the number of searches is expected to grow over the next year as more libraries open up access to their end users.

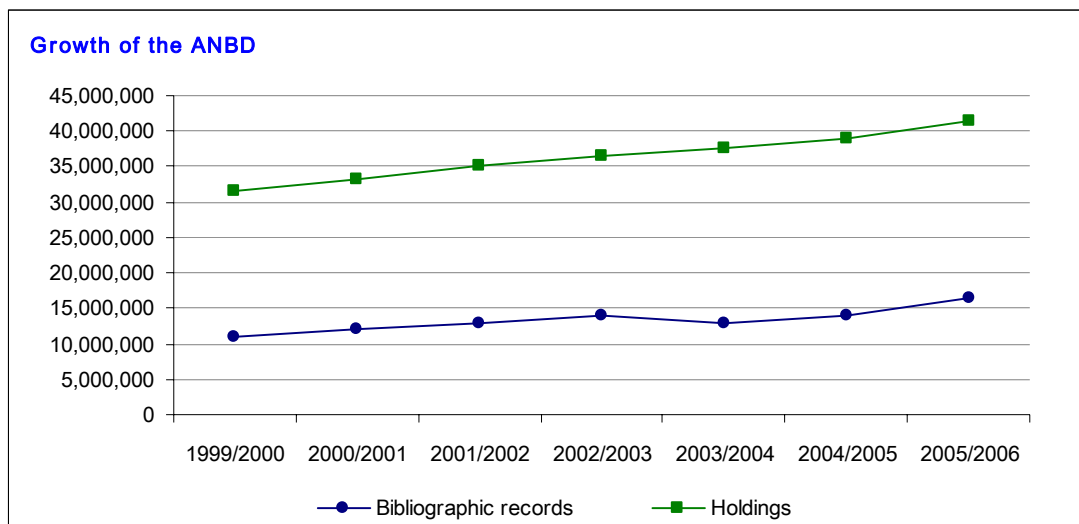


The Australian National Bibliographic Database remains the most heavily used database with about 9 million searches up by almost 50% from 6.4 million searches in 2004-2005. Searches of RLG and SILAS doubled, while searches of Te Puna increased four-fold possibly due to the inclusion of these databases in subscriptions and/or publicity about availability of the databases.

	Database	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002
Subscription	ANBD	8,664,768	6,396,116	6,464,783	5,987,756	5,787,514
	CJK	7,253	8,524	4,509	4,303	3,934
	SILAS (Singapore)	21,877	11,530	-	-	-
	Te Puna (New Zealand)	84,825	19,336	6,484	8,393	4,932
	ARROW	14,730	-	-	-	-
	British Library Catalogue	70,731	-	-	-	-
	Chinese Uni of Hong Kong	5,959	-	-	-	-
	CISTI	13,783	-	-	-	-
	CURL	24,999	13,136	13,832	15,132	3,628
	DBD	-	1,509	3,556	390	-
	Hong Kong Uni of Science & Tech.	6,132	-	-	-	-
	Library of Congress	94,428	-	-	-	-
	PictureAustralia	13,190	-	-	-	-
	University of Hong Kong	6,873	-	-	-	-
Pay per search	APAIS (Titles Index)	309	72	-	-	-
	RLG	157,419	70,532	77,648	94,955	126,233
	SCIPRO	2,332	1,708	-	-	-
	WorldCat	42,419	31,779	23,550	17,053	3,652
LA Free	ANBD Free	500,059	-	-	-	-
	PictureAustralia	248,613	-	-	-	-
Other	ANBD Training databases	22,507	-	-	-	-
	APAFI Full Text-RMIT Subscription	927	-	-	-	-
TOTAL		10,004,133	6,554,242	6,594,362	6,127,982	5,929,823

AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE - GROWTH

The Australian National Bibliographic Database records material held by national, state, university, TAFE, public and special library collections including books, journals, theses, newspapers and many other materials. Immediate access is provided to over 600,000 online resources including pictures, manuscripts and government reports.

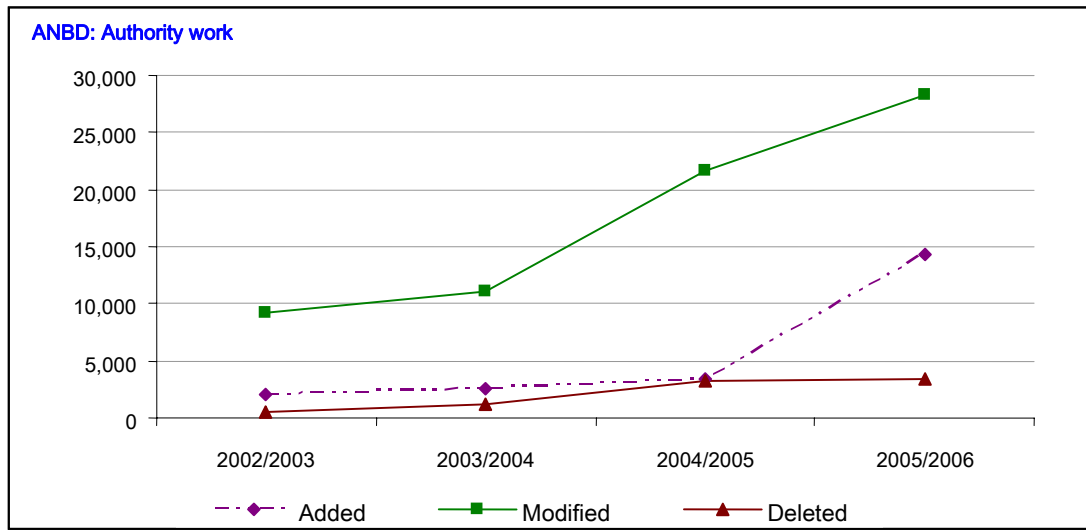


The total number of bibliographic records and holdings on the ANBD increased significantly during the year. During the implementation of the new Libraries Australia Cataloguing service the CJK Database was merged with the ANBD resulting in the addition of approximately 900,000 CJK bibliographic records and 650,000 holdings. The underlying growth in holdings and bibliographic records for the ANBD is in line with historical trends.

	2005/2006	2004/2005	2003/2004	2002/2003	2001/2002	2000/2001	1999/2000
Bibliographic records *	16,227,592	13,937,355	12,822,324	14,015,188	13,015,628	12,149,739	11,082,765
Authority records	1,761,438	1,592,046	1,593,973	1,594,097	1,593,228	1,591,630	1,589,682
Holdings	41,534,327	39,099,834	37,481,655	36,364,256	35,015,248	33,213,340	31,447,220

*deletions occurred as part of routine maintenance

Authority work increased considerably this year:



CONTRIBUTORS

By contributing holdings and bibliographic records to the ANBD, Australian libraries can benefit by sharing resources and cataloguing. A number of libraries have commenced adding records and holdings this year and more have provided update holdings files to ensure that their holdings on the databases reflect their actual holdings. The major contributors for 2005/06 were:

HOLDINGS CONTRIBUTION: TOP TEN CONTRIBUTORS

Victorian Public Libraries	287,618
NSW Public Libraries	225,892
National Library of Australia	141,576
UNILINC Ltd	113,206
State Library of Queensland	109,858
Queensland Public Libraries	94,632
Monash University	57,520
CSIRO	43,953
Curtin University of Technology	41,998
State Library of New South Wales	37,278

BIBLIOGRAPHIC RECORDS: TOP TEN CONTRIBUTORS

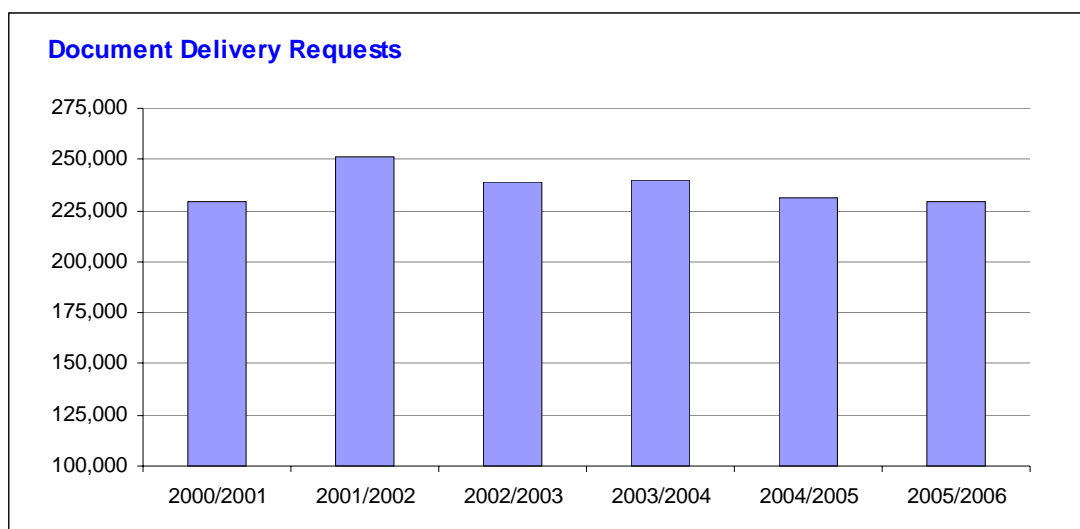
National Library of Australia	64,128
State Library of Queensland	62,676
Victorian Public Libraries	23,528
University of Wollongong	17,935
CSIRO	14,836
Australian Music Centre: Library & Information Services	13,624
University of Queensland	11,971
Zenith Management Services	11,364
UNILINC Ltd	10,787
State Library of New South Wales	10,609

AUTHORITY RECORDS: TOP TEN CONTRIBUTORS

Zenith Management Services	8,667
National Library of Australia	1,754
University of the Sunshine Coast Library	738
Royal Australasian College of Physicians	644
State Library of New South Wales	635
Flinders University: Central Library	446
Australia Council Library	325
University of Adelaide : Barr Smith Library	297
State Library of Tasmania	168
State Library of Victoria	146

GETTING

Interlending in Australia continues to decline, primarily due to access from the desktop in many libraries to a wide range of electronic resources, particularly electronic journals. There were 229,799 requests through the Libraries Australia Document Delivery service in 2005/06. The projected figure for 2006/2007 is 260,000 requests as a result of the new members.



As of 30 June 2006, 665 libraries were members of the Document Delivery service.

During the year 79 libraries joined the service, including many state government departmental libraries and hospital libraries and public libraries, including 47 NSW public libraries that were formerly members of ILANET. The ILANET service, run by the State Library of NSW, ceased operations at the end of June 2006. Most of the new public libraries were already members of Libraries Australia and consequently are now utilizing the full functionality included in the subscription fees by becoming customers of the Libraries Australia Document Delivery service.

Major achievements included the launch of the Trans Tasman Interlending service on 1 March 2006 and the further addition of 7 libraries interoperating with LADD via the ISO ILL protocol, including Monash University, the first library to interoperate using the Endeavor software, and the State Library of Western Australia, which requests on behalf of some 200 public libraries in Western Australia. At 30 June 2006 there were a total of 32 libraries using their own ILL systems to exchange messages with LADD.

MARKETING AND SPONSORSHIP

The regional launches of the free service: Libraries Australia a World of Information, in Western Australia, Northern Territory and Queensland were highly successful and gained significant media attention.

New brochures were designed to promote the services available from Libraries Australia including:

- Libraries Australia free search service

- Libraries Australia Forum
- Libraries Australia all services

Libraries Australia continued to have a presence in ALIA's InCite magazine with a full colour, half page advertisement each month.

Promotional materials with the Libraries Australia branding and website address have been designed, produced and distributed to state and special interest user groups and Libraries Australia trainers. Prior to the launch of the Libraries Australia free service, promotional flyers were distributed to all public libraries across Australia.

Libraries Australia staff attended many conferences and sent promotional material for inclusion in delegates' satchels as well as provided materials for trade stands. The major conferences attended and sponsorship of events included:

- CPLA (Country Public Libraries Association) Conference
- ALIA (Australian Libraries and Information Association) National Library Technicians Conference
- VALA Libraries, Technology and the Future Inc Conference
- QPLA (Queensland Public Libraries Association) Conference
- 4th International Lifelong Learning Conference
- ALIES (Australian Libraries in Emergency Services) Conference
- MPLA (Metropolitan Public Libraries Association) Document Delivery Meeting
- ILL Conference
- Queensland User group Workshop on Libraries Australia
- Ausweb Conference
- CODA (Customers of Dynix Australasia) Conference
- Public Libraries Australia Conference
- Innovative Ideas Forum
- Australian Booksellers and Publishers Association Conference

Libraries Australia staff continued to maintain communication with customers regarding services and news via the Libraries Australia and Libraries Australia Document Delivery mailing lists.

CONSULTATION

The Libraries Australia Advisory Committee (LAAC) provided key advice to the National Library on issues of importance to Australian libraries during the year. The membership of the Advisory Committee includes elected and appointed representatives. The LAAC members are listed in Appendix 1.

The Committee met three times during the year including one teleconference. Issues on which the LAAC provided advice included:

- Kinetica Redevelopment Project
- Libraries Australia subscription model
- Libraries Australia Annual forum
- Communication plan and launches for the Free Libraries Australia service
- ANBD Content Strategy
- Quality improvement
- Relationships with other bibliographic services

State User Groups met several times throughout Australia over the year. Libraries Australia staff attended and presented at State User Group meetings in each capital city in July/August 2005 and again in early 2006 providing progress reports on the Kinetica Redevelopment Project (2005) and information on the new Libraries Australia service (2006) seeking feedback and comments. Issues and questions raised at these meetings were incorporated into a table with answers and made available on the web site.

Issues discussed at the State User Group meetings included the free Libraries Australia search service, batch and online contributing to the ANBD, database quality and coverage, Unicode and cataloguing standards, Libraries Australia Administration, personalisation, alerts and end user access and enhanced requesting through Libraries Australia Search.

The final Kinetica Annual Users' Meeting was held at the University Club of Western Australia in September 2005. One hundred and ninety delegates from all Australian states and territories and from New Zealand attended. The major focus of the meeting was the Kinetica Redevelopment Project, especially the functionality to be delivered as part of the final stage.

Presentations and consultative meetings throughout the year included:

- All Libraries Australia State User groups
- ALIES (Australian Libraries in Emergency Services) Conference
- SA Public libraries
- Library Technicians Conference
- VALA Conference (2006)
- MPLA Document Delivery Meeting
- Electronic Collections and e-resources Guidelines
- E-Resources (Australian Tax Office)
- ACT Public Library Service
- Australian Libraries Online
- ILL Conference (Melbourne)
- Queensland User group Workshop on Libraries Australia
- Victorian Health Libraries
- Ausweb Conference
- CODA Conference (Tasmania)
- EDT Conference
- Law Librarians (ACS)
- Public Libraries Australia Conference
- Student groups (Charles Sturt University, Illawarra TAFE)
- Free Libraries Australia Spotlight Presentations at the National Library
- Free Libraries Australia launches (ACT, WA, Qld, NT, Tasmania)
- VICLINK (Victorian Public Libraries)
- Innovative Ideas Forum
- Australian Booksellers and Publishers Association Conference
- CAUL Executive

STRATEGIC ISSUES

LIBRARIES AUSTRALIA FREE SERVICE

On February 27 a free version of Libraries Australia Search was launched by the Hon. Senator Helen Coonan at Parliament House. The decision to release a free Libraries Australia service was made in response to the Senate Enquiry into *Libraries in the Online Environment*. The first recommendation of this report was that the National Library should receive additional funding to provide improved access to the Australian National Bibliographic Database (then known as Kinetica) for all Australian libraries and end users.

Although no additional government funding was forthcoming, the National Library decided to make available a free version of the Libraries Australia Search service. The free Libraries Australia Search service allows users to find and then get information about 42 million items held in over 800 Australian libraries through a very easy to use "google-like" simple keyword search. There is no access to MARC

records or Z39.50 services through the free service and features of the subscription service such as advanced fielded searching, personalisation, alerts and enhanced requesting are not available. Although the National Library subsidises the cost of providing Libraries Australia, the service would not be possible without the financial support of and contribution of data by Australian libraries.

Both the free service and the enhanced service share the same web address - <http://librariesaustralia.nla.gov.au/>. Authenticated users are directed to the subscription service, while unauthenticated users are taken automatically to the free service.

Regional launches of the free Libraries Australia Search service were held in Geraldton (25 May 2006 by Kay Poustie, Chairman of the Library Board of Western Australia), Alice Springs (6 June 2006 by the Major of Alice Springs Fran Kilgariff) and Cairns (8 June 2006 by Lea Giles-Peters, Queensland State Librarian). Launches were well received with an appreciation expressed for National Library staff investing their time in visiting regional areas. Libraries Australia achieved strong media interest with around 80 mentions for the Libraries Australia service, including the national and regional launches, most being press or Internet articles but also including radio interviews especially on the ABC.

In a “post-google” world, user expectations of the ease of use and accessibility of information services and resources are markedly increased. Services like Libraries Australia are adapting to this new information landscape. The free Libraries Australia Search service represents a first step in this direction, towards improved accessibility and ease of use, better finding and getting, and the development of new discovery pathways through exposure of content to Internet search engines.

In February 2006, 12 million records (all records with holdings or Australian content) from the Australian National Bibliographic Database were extracted, converted to a simple XML format, supplied to Google and matched with items in Google Scholar. Since April Libraries Australia records have been listed in Google Scholar, although the quality of record matching has not always been as good as expected and unique Australian material is currently not listed. Google have obtained data from twelve national union catalogues around the world: Australia, China, Czech Republic, Denmark, Ireland, Israel, Hungary, Lithuania, Netherlands, Taiwan, United Kingdom and the United States (WorldCat). Links to each union catalogue have been added to Google Scholar, with appropriate links automatically displayed based on the IP address/country of the user. It is expected that this data will also be loaded in to the main google.com index by the end of 2006. A project to add ANBD records to yahoo.com has also commenced.

IMPROVING THE QUALITY OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

A Quality Improvement Plan was developed in 2004 to provide a basis for a major campaign to address data quality issues for the ANBD and the Kinetica CJK database. The plan is available on the web site (<http://www.nla.gov.au/kinetica/manuals/ANBDqual.html>) and highlights activities to remove duplicates, clean up new records as they are added to the ANBD, fix incorrect codes and run programs and reviews which will improve the success of searching for all users. The commitment to quality improvement is a highlight of the National Library’s commitment to supporting access to Australian collections effectively, and recognises that work in this area is of benefit to the whole library network.

The regular programs of data quality improvement activities continued at a slower pace in the final quarter of 2005 in an effort to minimize the changes that would need to be captured during data migration to the new Libraries Australia system. Some highlights were:

- Approximately 800 records without titles were fixed;
- 240,000 records for 18th Century Online, Early English Books and Early American Imprints sets had coding in the MARC 007 field corrected, and coding errors in another 21,000 records were corrected;
- The Australian content flag was added to 1,188 Australian thesis records;
- 6,366 new PROMPT (Australian performing arts collection in NLA) records were loaded;

- The record type in 2,500 CJK authority records with geographic headings was corrected;
- Enhancement of several hundred Australian name authority records as part of the Libraries Australia regular contribution to NACO was carried out. Records were enhanced with source notes and the ANBD code “anuc”;
- Global holdings updates were performed for a number of organisations;
- During this period major achievements of the Subject Heading Review Panel included many changes to terms for names of Aboriginal and Torres Strait Islander peoples and their languages. A list of the Aboriginal languages/groups can be found on the Libraries Australia Website at <http://www.nla.gov.au/librariesaustralia/australianextension.html>

In November/December 2005 the migration of data to the new Libraries Australia system included a number of data quality improvements. Some highlights were:

- Integration of Roman and non-Roman script data in a single database
- The correction of incorrect indicator values in title and name fields (MARC21 245, 100, 110, 111, 600 and 700 tags)
- Conversion of obsolete MARC21 tags to their current correct tag numbers, for example:
 - Series headings in tags 400,410 and 411 converted to the 800, 810 and 811 tags
 - Variant access titles in tag 212 converted to the 246 tag
 - Source of Acquisition in tag 265 converted to the 037 tag
 - Frequency in tag 315 converted to the 310 tag
 - LC Classification numbers in tag 090 (in CJK data) converted to the 050 tag
- Duplicate headings generated in previous Amicus system due to minor variations in heading attributes were integrated on migration to the new system.

The configuration and implementation of the new Record Import Service was more complex than expected and caused significant disruption to data loading during the first half of the 2006. This was in part due to the fact that data is loaded from a wide variety of sources and many of these have peculiarities which required changes to data conversion and matching programs. By mid-year regular automated loading of data from 50 different library contributor sources was underway. These include national agency sources such as Library of Congress, British Library and National Library of Australia as well as bibliographic and holdings files from Australian libraries. A small number of contributor sources were still to move to fully automated record loading. Many of these files have been tested and contain export problems from the supplying library’s ILMS.

The first global holding change in the new Libraries Australia Cataloguing service was completed in May 2006 and has been followed by holdings updates for a number of other libraries.

The new Libraries Australia Cataloguing system includes data matching, merging and validation that is superior to that of the previous ABN and Kinetica systems. It is expected that using the new system, it will be possible to markedly improve the quality of data in the ANBD especially through automation of and improved algorithms for duplicate detection and removal. A new Quality Improvement Plan will be developed in the second half of 2006. The plan will focus on exploiting the functionality of the new system to embed data quality in the Libraries Australia system and processes.

IMPROVING THE COVERAGE OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

To effectively support the Australian library network, it is essential that the coverage of the ANBD be as comprehensive as possible. During the year Libraries Australia staff met and worked with state, public, university and special libraries to improve the coverage and currency of data from various libraries.

We welcomed the following libraries as new contributors to the ANBD via the Record Import Service:

- Federal Court Principal Registry Library
- Queensland Supreme Court Library
- Tasmania Department of Primary Industries, Water and Environment
- ALS Library Services Pty Ltd
- Queensland Department of Primary Industries and Fisheries.

Four libraries are now regularly contributing comma delimited files from their DB Textworks systems, with test files received from several other libraries.

Libraries Australia worked with staff in NLA Asian Collections to test the input, indexing, searching and output of Thai script in Libraries Australia systems. The testing went well and Libraries Australia users were advised that they can now use Thai script in ANBD records. Thai script will only be supported in Unicode bibliographic products. Two new Z39.50 target databases that provide Thai copy cataloguing will be added to Libraries Australia in late 2006. Testing of support for other new non-Roman scripts will take place later in 2006.

The first of what will be a regular monthly file of data from Serial Solutions was loaded to the ANBD in June. The files are provided under an agreement whereby Australian Serial Solutions customers can opt to have a copy of their data supplied to the ANBD. The files currently contain bibliographic and holdings data for electronic resources licenced by the National Library and the state libraries of New South Wales, Western Australia and Tasmania. It is hoped that other libraries will also join the program. Libraries accessing Serials Solutions products via the Libraries Australia agreement receive favourable pricing. Serials Solutions have a separate agreement with CAUL libraries and discussions are taken place regarding the provision of records purchased by CAUL to also be loaded to the ANBD with holdings.

IMPROVING OUR SERVICES

In 2005-2006 there were five releases of Libraries Australia Search. Improvements to the functionality included the introduction of personalisation, deep linking to over 200 library catalogues, book cover art, mapping of Z39.50 output for former TPS/DLL customers, additional online bookshops, refinements to title and date of publication indexing, new search limiting options, supply of ANBD records to Google Scholar, new loan and copy forms for staff, and integration of CJK data into the ANBD.

In response to requests from some libraries an additional port was made available on the libraries Australia Cataloguing server. A number of government departments have restrictive firewalls configurations that will not allow cataloguing traffic through port 1521. Port 11521 is now available and is in use by these libraries.

With the implementation of Libraries Australia Stage 2 and the incorporation of the CJK database with the ANBD, five more CJK targets were added to the "Select databases" screen in Libraries Australia Search and accessible via the Zgateway. Three of these are available to all users - these are: Chinese University of Hong Kong, Hong Kong University of Science and Technology, University of Hong Kong. Academia Sinica (Taiwan) and Waseda University (Tokyo) have been made available to only a small group of users.

The implementation of the new Libraries Australia Cataloguing service provided significant improvements including:

- Ability to save whole records (i.e. not field-by-field);
- Improved user configurability using standard window functions (e.g. fonts and screen colours, toolbars);
- Choice of command, button, or keyboard shortcut to invoke most functions;
- Support for import of records for copy cataloguing from external databases;

- Context sensitive help for each MARC 21 field;
- Templates for easy input of coded data (i.e. fields 006, 007, 008);
- A Pick list / menu driven data creation form for users who aren't familiar with MARC 21;
- A range of MARC 21 cataloguing templates for experienced cataloguers;
- Support for Unicode and input/editing of non-roman script (CJK) data using Windows Input Method Editors (IME's) and keyboard maps; and
- Many changes to the Cataloguing Client (e.g. MARC21 changes) can now be implemented without redistributing and reinstalling the software.

Extensive configuration and testing of a software upgrade to LADD (VDX version 2.7.4) commenced in March and continued through the later part of the year. The upgrade which is scheduled for production implementation in September 2006 will provide web document delivery and a number of other enhancements.

EXPANDING SUPPORT SERVICES: RECORD SETS

In 2005/06 a major focus for E-collections staff was on managing the transition to service provision via the redeveloped Libraries Australia. This resulted in some disruption of service. Customers were contacted in February to offer a six month extension on current subscriptions in recompense.

Twelve E-collection sets are now available through the Libraries Australia service, including three new Informit sets: A+Education, Family and Society Plus and Informit e-Library. Several order cancellations were balanced out by new orders received, keeping overall customer numbers steady with the previous year at 23 in total. Reasons given for cancellations included library closure, and sourcing of alternative supply (chiefly via Serials Solutions). The ABS Statistics set (formerly AusStats) continues to be the most popular set with 16 customers.

Supply of the non-Australian E-collection sets (Academic Search Premier, Blackwell Synergy, Emerald, Gale Health Reference Center, Proquest, ScienceDirect, Wiley Interscience) ceased from July 2005.

Implementation of records following the Aggregator Neutral (single record) format for titles belonging to the Informit suite (APAFI, AGIS, Meditext, Family & Society Plus, Informit e-Library, A+Education) was achieved in July/August 2005, with good feedback received from customers.

Work began on the development of a new set for online Parliamentary Papers. The planned launch of this set in December 2005 was delayed due to the focus on service transition. It is now planned to be released in 2006/07.

INTERNATIONAL COLLABORATION

Trans Tasman Interlending

The National Libraries of Australia and New Zealand have been working for some time on a collaborative project to link Libraries Australia Document Delivery and Te Puna Interloan, enabling libraries on both sides of the Tasman to seamlessly request from and supply to one another. The new service went live in Australia and New Zealand on 1 March 2006 further strengthening the relationship between the two national libraries.

Known as Trans Tasman Interlending the service improves the efficiency of document delivery services to libraries in Australia and New Zealand, facilitating resource sharing between libraries in both countries. Benefits include:

- access to the resources of almost 900 libraries in Australia and New Zealand;
- a single search interface to the National Bibliographic databases in both countries;
- one system that supports document delivery for Australia and New Zealand; and

- a centralised billing and reconciliation system.

From March to June 2006, there were 1,622 items supplied to New Zealand libraries from Australian material and 258 items supplied to Australian libraries from New Zealand collections.

RLG site licence

A one year site licence agreement for searching of the RLG Union Catalogue was signed in May 2006. This allowed access to the RLG Union catalogue to be extended to all Libraries Australia customers as part of their annual subscription fee from 1 July 2006.

Blackwells – Table of Contents data

In November the original agreement between Blackwells and the National Libraries of Australia and New Zealand was renewed for a further three years. This service delivers enhanced MARC records in to the ANBD benefiting Australian libraries and the communities they serve.

National Library of Papua New Guinea

Libraries Australia produced a file of just over 25,000 MARC records for materials published in, or about, Papua New Guinea. The file was produced to assist the National Library of Papua New Guinea to undertake a retrospective conversion of their card catalogue when they procure an ILMS as part of an AusAID project which is underway.

USER SUPPORT

Training: Libraries Australia Training Service Providers conducted a number of courses in all states and territories.

Course	Number	Trainees
Libraries Australia Search	47	357
KineticaWeb	1	7
Cataloguing Client	36	259
Libraries Australia Document Delivery	35	240

The implementation of the new Libraries Australia Cataloguing service included an extensive schedule of user training courses provided around Australia by Libraries Australia Training Service Providers.

Helpdesk: 11,014 requests were received this year. The target is to respond to 96% within the service level - 4 weeks, and 85% within one day. The Helpdesk responded to 96% within 4 weeks and 86% within one day. The most frequently asked questions related to:

- Libraries Australia Document Delivery – 1,285 (11.8%)
- Libraries Australia General - 806 (7.4%)
- ALG - 768 (7.1%)

On 30 November 2005 Stage 2 of the Kinetica Redevelopment Project was completed and the new Libraries Australia Service launched. This generated a high number of calls to the Helpdesk during November and December as users became accustomed to the changes.

In April 2006, Libraries Australia implemented a new Helpdesk system using the SupportWizard software. This has streamlined processes, improving efficiency. The software has the capacity to generate standard responses and FAQs. These features together with an online form for customer questions will be explored over the next 12 months.

Transition from Kinetica to Libraries Australia: The implementation plan for the Kinetica Redevelopment Project, Stage 2 involved extensive communication through the mailing lists and the web site to assist Australian libraries in the transition from Kinetica to Libraries Australia. The web site included a range of fact sheets for all the new Libraries Australia services to assist in the transition from Kinetica to Libraries Australia. Opportunities were provided for customers to preview the new services including the Cataloguing Client and the Administration module. Libraries that used the cataloguing client were provided with documentation about the new client including information about installation and a summary of the IT security report.

MEMBERSHIP OF THE KINETICA ADVISORY COMMITTEE

Chair

Mr John Arfield, University of Western Australia

Members

Dr Warwick Cathro, National Library of Australia

Ms Elizabeth Ellis, State Library of New South Wales

Ms Judy Engall, NSW Department of Education and Training (until December 2005)

Ms Joan Moncrieff, Deakin University (from January 2006)

Ms Pam Gatenby, National Library of Australia

Ms Linda Luther, University of Tasmania

Ms Sherrey Quinn, Libraries Alive! Pty Ltd

Ms Patricia Scott, University of Adelaide

Dr Naida Tattersall, Gold Coast City Council

Mr Chris Taylor, University of Queensland

Ms Karen Vitullo, Australian Bureau of Statistics (until August 2005)

Mr Lindsay Harris, Queen Elizabeth Hospital South Australia (from September 2005)

Secretariat:

Mr Tony Boston, National Library of Australia (from December 2005)

MS Roxanne Missingham, National Library of Australia (until December 2005)

Ms Fran Wilson, National Library of Australia

Mr Rob Walls, National Library of Australia

Ms Margaret Kennedy, National Library of Australia

STATE USER GROUP CONVENORS AND SECRETARIES

ACT

2006

Convenor: Ms Julie Philips, National Museum of Australia
Email: j.philips@nma.gov.au

Secretary: Ms Marisa Vearing, Australian Competition and Consumer Commission
Email: Marisa.Vearing@accc.gov.au

2005

Convenor: Ms Sherrey Quinn, Libraries Alive! Pty Ltd
Email: sherrey.quinn@alianet.alia.org.au

Secretary: Libby Williams, Agriculture, Fisheries and Forestry, Australia – Library
Email: libby.williams@abare.gov.au

New South Wales

2006 and 2005

Convenor: Ms Susanne Moir, State Library of New South Wales
Email: smoir@sl.nsw.gov.au

Secretary: Ms Cheryl Grant, State Library of New South Wales
Email: cgrant@sl.nsw.gov.au

Northern Territory

2006

Convenor: Ms Marilyn Hawthorne, Northern Territory Library
Email: marilyn.hawthorne@nt.gov.au

2005

Convenor: Ms Brenda Lindon, Charles Darwin University
Email: brenda.lindon@cdu.edu.au

Secretary: Mr Chris Capel, Charles Darwin University
Email: chris.capel@cdu.edu.au

Queensland

2006 and 2005

Convenor: Ms Karen Feehely, Brisbane City Council Library Service
Email: cen18@brisbane.qld.gov.au

2006

Secretary: Ms Trish D'Arcy, Australian Catholic University, McAuley Campus
Email: p.darcy@mcauley.acu.edu.au

2005

Secretary: Ms Jacqueline Norfolk, State Library of Queensland
Email: jacqueline.norfolk@slq.qld.gov.au

South Australia

2006 and 2005

Convenor: Ms Jay Douglas, University of South Australia
Email: jay.douglas@unisa.edu.au

Secretary: Ms Eleanor Thomas, University of South Australia
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Tasmania

2006

Convenor: Ms Di Worth, University of Tasmania
Email: Di.Worth@utas.edu.au

Secretary: Ms Mary Laird, State Library of Tasmania
Email: mary.laird@education.tas.gov.au

2005

Convenor: Mr Michael Baker, State Library of Tasmania
Email: michael.baker@education.tas.gov.au

Secretary: Chris Halloran, University of Tasmania Library
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Victoria

2006 and 2005

Convenor: Ms. Gehan Aboud, Victoria University
Email: Gehan.Aboud@vu.edu.au

Secretary: Ms Lamis Sukkar, CAVAL Ltd
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Western Australia

2006 and 2005

Convenor: Jane Jones, State Library of Western Australia
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Secretary: Robyn Hull, Psychiatric Services Library, Graylands Hospital
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