



ANNUAL REPORT
2006/2007

Libraries Australia Annual Report 2006/07

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OVERVIEW

The major milestones of Libraries Australia for the 2006/07 financial year were ongoing enhancements to the search and document delivery services and the completion of negotiations with the Online Computer Library Center (OCLC) to improve access to the WorldCat database for Australian libraries and exchange Australian bibliographic records.

Significant achievements for Libraries Australia included

- three new releases of the search service, featuring relevance ranking, enhanced requesting, alerting options for new and updated records, OpenSearch protocol compliance, a free search box for any web page, extended deep linking, and additional online bookshops in modified pages;
- finalisation of the CEO and stakeholder qualitative & quantitative surveys;
- introduction of a new subscription model for the university sector, which marked the commencement of a streamlined administration process;
- a complete refresh of the Libraries Australia information website;
- the release of the Libraries Australian Administration manual and a wiki for the Libraries Australia Document Delivery manual;
- strong growth in the use of the Trans Tasman Interlending Service;
- enhancements to Libraries Australia Document Delivery services such as alerts, and ongoing assistance in migrating to ISO-compliant Document Delivery systems; accompanied by a 6% increase in the membership of the Libraries Australia Document Delivery service.
- increased use of Libraries Australia Search, both the free and subscription versions up by 26% and Document Delivery service up by 21%.

Communication with Australian libraries was a key part of the service delivery, and included

- attendance of National Library staff at state user group meetings;
- the annual users' meeting and visits to many libraries;
- teleconferences with the state user group convenors and training service providers;
- specially convened single theme seminars; and
- three meetings of the Libraries Australia Advisory Committee,

which all provided key channels for advice and opportunities to discuss current and future directions.

KEY STATISTICS FOR 2006/2007

Australian National Bibliographic Database

About 42 million holdings

Over 17.5 million bibliographic records; reflecting growth of 1.2 million

About 17,000 authority records and 1.6 million holdings added

Links to more than 700,000 online resources

Over 12 million searches, of which 1.6 million (or 13%) used the free service

About 700,000 referrals from search engines such as Google

More than 277,700 items requested through the document delivery service; an increase of 47,700 requests on the previous year

Top 10 Searching organisations

National Library of Australia	886,616
State Library of New South Wales	410,032
University of Melbourne Library	196,287
University of Sydney Library	189,759
University of Western Australia Library	188,062
State Library of Victoria	182,542
Zenith Management Services	181,251
Monash University Library	168,986
RMIT University Library	162,869
University of Newcastle Library	146,362

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Top 10 Document Delivery requesters

University of Sydney Library	10,747
La Trobe University Library	10,104
Monash University Library	8,142
Macquarie University Library	7,781
Griffith University Library	7,605
University of Western Australia Library	7,352
University of New South Wales Library	6,534
New Zealand Libraries via Trans Tasman Interlending	5,474
Queensland University of Technology	5,467
RMIT University Library	5,237

Top 10 Document Delivery providers

National Library of Australia	23,989
University of Queensland Library	12,809
University of Sydney Library	12,749
CISTI	9,847
University of Adelaide Library	7,304
La Trobe University Library	7,229
Monash University Library	6,906
University of Newcastle Library	6,853
University of New South Wales Library	6,420
Macquarie University Library	6,416

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MEMBERSHIP

Total membership

Libraries Australia welcomed 50 new members in 2006/07 to a total of 1,258 libraries.

<ul style="list-style-type: none">• 4 individuals• Armadale Public Library• Austrac• Australian Technical College - Northern Adelaide, North Brisbane, North Queensland, Adelaide South• Brisbane Grammar School• Capel Public Library• Christian Heritage College Library• City of Gosnells• City of Marion• Clarkson Library• Cunderdin Library Service• Dalby-Wambo Public Library• Department of Lands (NSW)• Digital Education Services• East Gippsland Institute of TAFE• E-book Library• Heraldry & Genealogical Society of Canberra• Hunter-New England Health Service Library• Launceston General Hospital• Law & Justice Foundation of NSW	<ul style="list-style-type: none">• Melbourne Theosophical Society• Moore Theological College Library• Morley Public Library• NSW Nurses' Association• Office of Public Employment• Protect-A-Book• Queensland Studies Authority• Safety Bay Library• Saint Ignatius' College Riverview• Serials Solutions• Sound Text Media Pty Ltd• St Michael's Grammar School• St Patrick's College• Sunraysia Institute of TAFE• The Betty Archdale Library, Abbotsleigh• The Institute of Engineers• Wanneroo Mobile Public Library• Wanneroo Public Library• Warnbro Community Library• Whyalla Public Library• Wickopin Public Library• Williams Public Library• Workers Compensation Commission• Yanchep Public Library
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Membership for the Libraries Australia Document Delivery service

The number of Libraries Australia Document Delivery (LADD) subscribers increased from 677 in 2005/06 to 716 in 2006/07, with 39 additional agencies choosing to take advantage of the new features of the LADD service.

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LIBRARIES AUSTRALIA SERVICES

The four modules which constitute Libraries Australia are:

- Libraries Australia Search, available in subscription and free versions, which allow patrons 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 in part on the TeraText software from SAIC.

- Libraries Australia Cataloguing, a record 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 SERVICES AVAILABILITY

The Libraries Australia Search service experienced a degradation of service between 20th and 28th February 2007. This was caused by a specific problem in the search service software, but it impacted the operation of all Libraries Australia services either directly or indirectly for certain periods of time. It resulted in an 86.79% availability level during February business hours, and an 82.28% availability level during March business hours as the problem was rectified. Since Easter the rectification has resulted in a stable performance for all services, with an average availability of 99.77% per month.

Libraries Australia continues to make every best effort to provide access to its services according to the business timeframes required from New Zealand to Western Australia, as expressed in the User Agreement.

LIBRARIES AUSTRALIA SURVEY

Background

A survey of libraries using the Libraries Australia service was conducted in 2006/2007. It was designed to test perceptions of the service following implementation of Libraries Australia. The project was commissioned to assist the Library with the ongoing development and strategic direction of the Libraries Australia service.

The survey of CEOs and library practitioners was conducted by independent analyst Nielsen//Netratings and explored customer satisfaction, attitudes and perceptions of Libraries Australia. The survey was undertaken in two parts: a qualitative survey in August 2006 and a quantitative survey undertaken in February 2007, for which the latter received 629 responses. The following findings come from the Executive Summary of the Nielsen//Netratings survey report.

Survey Findings

The quantitative findings reinforced the findings of the qualitative survey. The feedback was generally positive - there is a high level of satisfaction with Libraries Australia services, as indicated in the percentages provided.

	Kinetica 2000	Kinetica 2002	Libraries Australia 2007
CEO	46%	75%	89%
Practitioner	57%	81%	88%

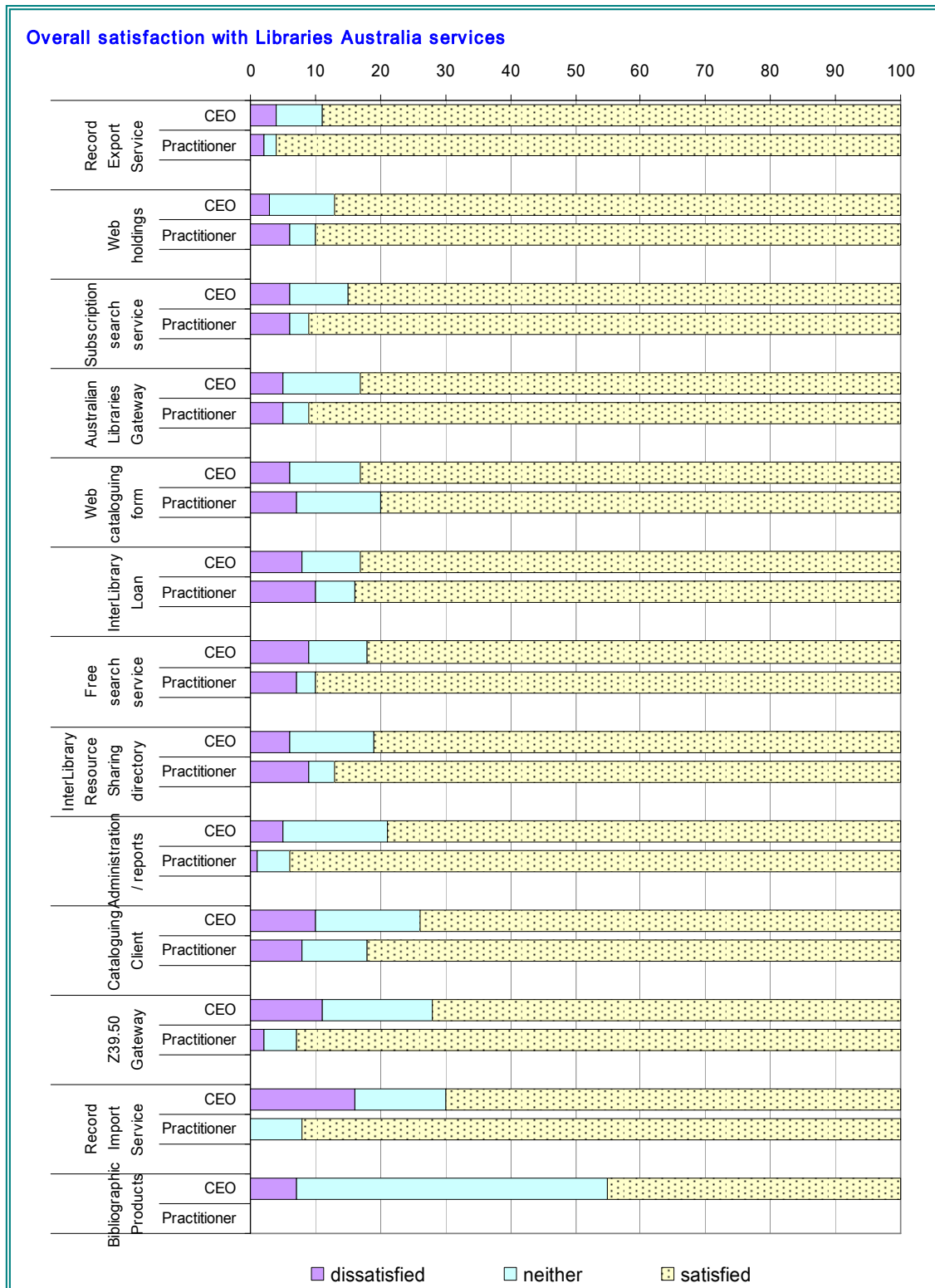
Overall, the findings of the research demonstrate that, at the strategic level, Libraries Australia has smoothly integrated into the operations of many libraries and has established itself as a core service that assists libraries to serve their customers. Amongst CEOs, there exists a generally positive perception of the Libraries Australia service as well as its perceived goals, with a sense that of the numerous reasons for subscribing, the commitment to a national resource sharing network is a high priority.

The level of public access to information resources is perceived to have changed dramatically over the past few years. CEOs identify the Internet as a major information resource that provides easy access, and recognise that libraries may face the prospect of trying to serve customers who are increasingly able to 'self-serve' their information requirements (although the level of information literacy held by the general public is questioned by many CEOs). It is perceived that within this context, the role of libraries is evolving from that of providers to information access (only), to being the custodians of 'quality information', who help their customers by filtering and qualifying relevant sources.

In the survey results, the key benefits cited consistently highlight the ability of Libraries Australia to provide searching capabilities to librarians, Inter Library Loan functionality and Cataloguing functions. It is these three functions that clearly form the make-up of the service benefit derived from Libraries Australia and most CEOs and practitioners genuinely believe that they are getting a valuable service at a value price.

While many small suggestions and observations were put forward as a part of survey responses, no obvious gaps in the current service were widely identified. Most responses indicated that the majority of needs are being met and it is felt that at the overall level, the service helps in serving library customers more efficiently. There was some negative commentary from practitioners regarding Libraries Australia help desk practices and training, so changes are being put in place to address these issues.

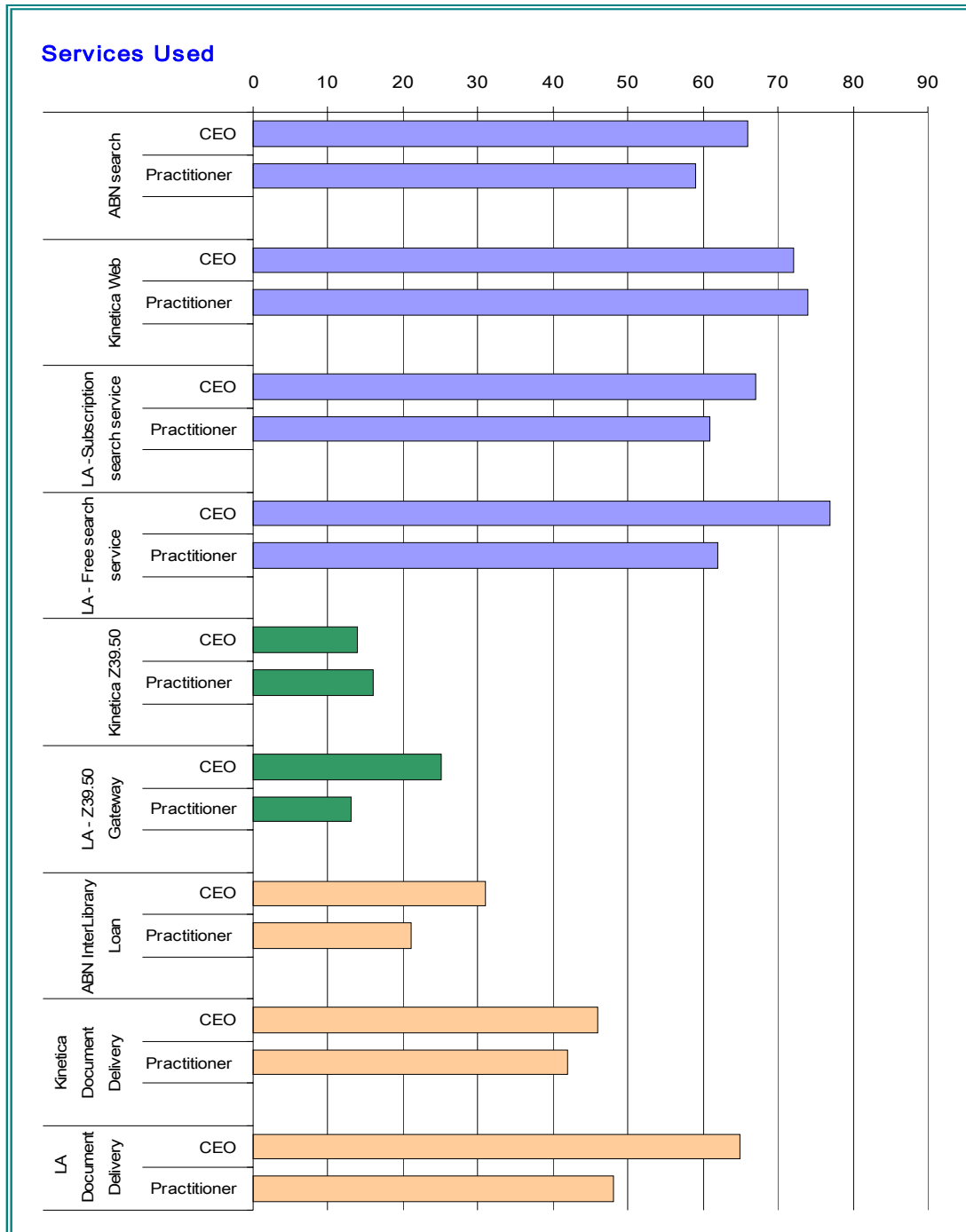
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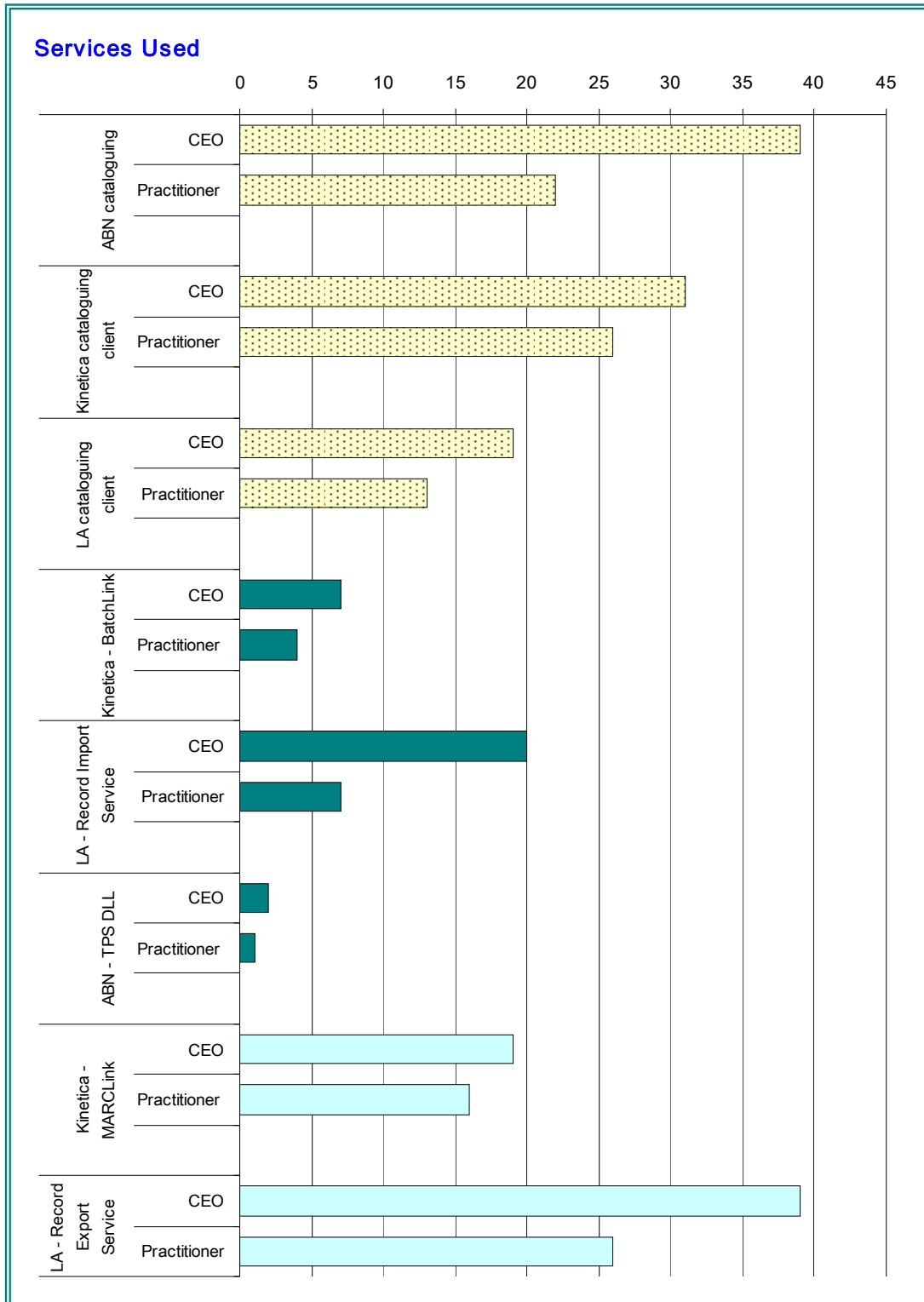
The following tables provide a comparison between the reported usage of current and previous services from the survey. Overall usage of Libraries Australia services is generally similar to reported usage of Kinetica and ABN services. A continuing trend in libraries of cataloguing using local systems is reflected in a lower use of the Libraries Australia cataloguing client compared to earlier options and an increased use of the Record Import Service that allows libraries to bulk load their locally catalogued records into the ANBD.

Search & InterLibrary Loan services



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Cataloguing & record-sharing services



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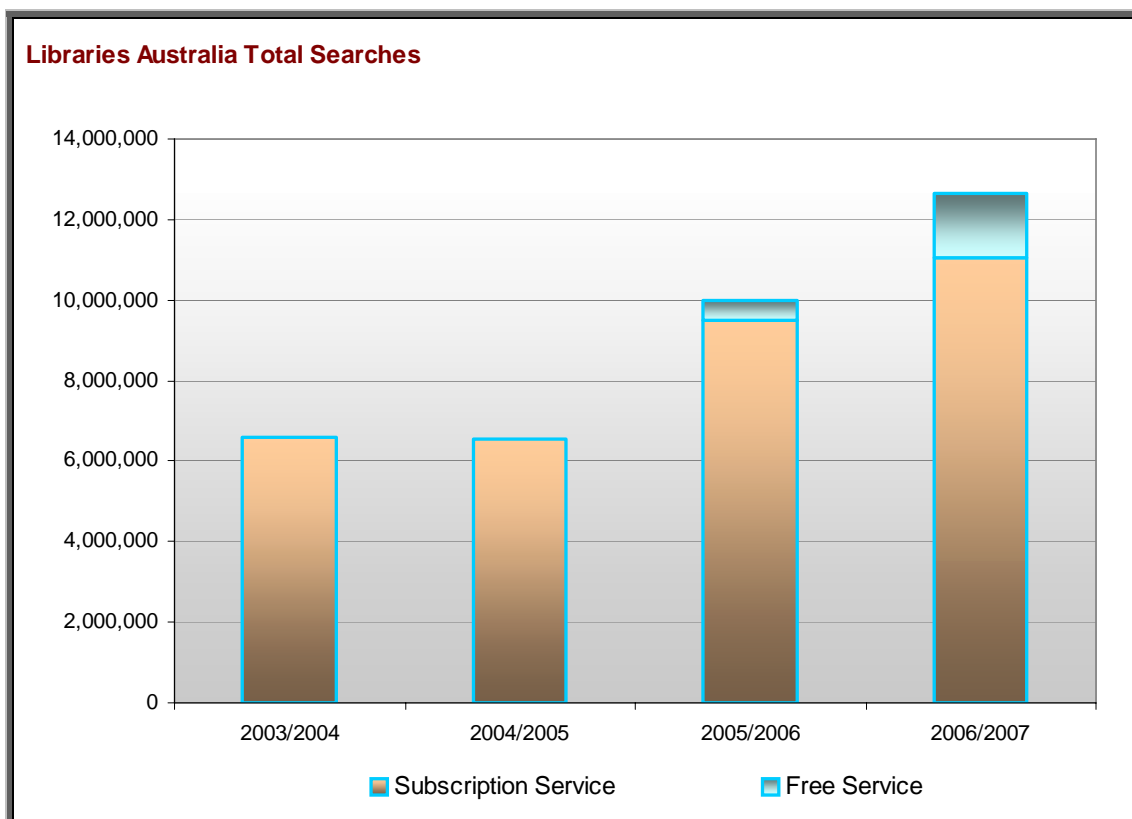
USAGE OF LIBRARIES AUSTRALIA

The Australian National Bibliographic Database remains the most heavily used database with almost 12 million searches. Increasing and decreasing trends reflect where strategic alliances were negotiated, for example, between Libraries Australia and Te Puna (the national catalogue of the National Library of New Zealand). The table below is the last year in which RLG and SCIPRO will be provided as separate targets (from 1 July 2007 they were merged into WorldCat).

Database		2003/04	2004/05	2005/06	2006/07
Subscription	ANBD	6,464,783	6,396,116	8,664,768	10,066,070
	CJK	4,509	8,524	7,253	-
	SILAS (Singapore)	-	11,530	21,877	32,921
	Te Puna (New Zealand)	6,484	19,336	84,825	351,816
	RLG	77,648	70,532	157,419	193,400
	SCIPRO	-	1,708	2,332	2,604
	ARROW	-	-	14,730	17,233
	British Library Catalogue	-	-	70,731	56,232
	Chinese Uni of Hong Kong	-	-	5,959	8,686
	CISTI	-	-	13,783	107,994
	CURL	13,832	13,136	24,999	30,049
	DBD	3,556	1,509	-	-
	Hong Kong Uni of Science & Technology	-	-	6,132	8,844
	Library of Congress	-	-	94,428	115,478
	Picture Australia	-	-	13,190	5,771
University of Hong Kong	-	-	6,873	10,245	
Pay per search	APAIS (Titles Index)	-	72	309	168
	WorldCat	23,550	31,779	42,419	27,135
	APAFT - Full Text-RMIT Subscription	-	-	927	207
LA Free	ANBD Free	-	-	500,059	1,605,031
	Picture Australia	-	-	248,613	- ¹
Other	ANBD Training databases	-	-	22,507	- ²
		-	-		
TOTAL		6,594,362	6,554,242	10,004,133	12,639,884

1. Picture Australia searches are counted as a part of ANBD Free.
2. Libraries Australia production system is no longer used for training

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AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE DEVELOPMENT

The Australian National Bibliographic Database (ANBD) records items held in national, state, academic, public and special library collections including books, journals, theses, newspapers and many other types of material. Immediate access is provided to more than 712,000 online resources including pictures, manuscripts and government reports.

	2002/03	2003/04	2004/05	2005/06	2006/07
Bibliographic records	14,015,188	12,822,324	13,937,355	16,227,592	17,444,614
Authority records	1,594,097	1,593,973	1,592,046	1,761,438	1,776,060
Holdings	36,364,256	37,481,655	39,099,834	41,534,327	41,846,932

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Improving the quality of the Australian National Bibliographic Database

Since 2004 an annual plan has been developed to provide a basis for ongoing ANBD data quality maintenance and enhancement activities. The ANBD Development Plan for 2007/2008 is available on the Libraries Australia web site. The plan includes the continuation of: the implementation of automated duplicate removal; development of support for the batch loading of authority data; the ongoing maintenance and refinement of data validation and matching, and the expansion of the Record Import Service (RIS). Initiatives for 2008 include: the addition of OCLC record and work set identifiers to ANBD records to support FRBR clustering in result set displays; improving links to full-text by adding URLs from mass digitization projects, and a survey to identify gaps in NBD coverage.

In 2006/2007 highlights of the ongoing program of data quality improvement included:

- global holdings updates performed for 42 libraries resulting in the deletion or updating of over 350,000 holdings;
- global bibliographic changes including: the removal of incorrect data; conversion of invalid or obsolete relator and country of publication codes; changes to reflect cancelled Library of Congress subject headings, and routine maintenance to ensure that subject headings are subdivided directly by the state or territory name, as per Australian practice;
- holdings refreshes were performed for a number of libraries which involved the deletion and reloading of large number of holdings;
- 18,000 Wade-Giles subject headings were converted to the Pinyin form;
- Library of Congress approval of ten new subject headings for Aboriginal people and languages; and
- removal of 1350 duplicate records reported by Libraries Australia users.

During the year over 4.8 million bibliographic and/or holdings records were processed through Record Import Service; this included data from the 80 Australian libraries that contribute to the ANBD via RIS and from agencies including: Library of Congress, British Library, Blackwells TOC, OCLC and Serial Solutions. Of these, approximately 200,000 potential duplicate records were reviewed by Database Services Branch.

An Expert Advisory Group (EAG) reviewed and updated the Libraries Australia guidelines for the cataloguing of electronic resources. The new guidelines are available on the Libraries Australia web site at: http://www.nla.gov.au/librariesaustralia/dg_raer.html

Libraries Australia commenced a project to improve the currency of Australian Authority records. The ANBD has been updated to reflect authority records created or modified in the National Library's Voyager system over the past two years. Work will commence later in 2007 to enhance the Record Import Service to support the batch loading of new authority records.

In 2006 testing of the CBS automated offline de-duplication program found a bug in the software. This problem has been rectified in the latest CBS 3.2 offline release. Testing of CBS version 3.2 is currently underway. It is anticipated that configuration and testing of offline de-duplication will resume shortly after the production implementation of CBS 3.2 and will be fully operational early in 2008. Once implemented Libraries Australia staff hope to be able to use the software to remove significant numbers of duplicate records from the ANBD.

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Improving the coverage of the Australian National Bibliographic Database

Libraries Australia is continuously working to improve the coverage of the ANBD to ensure that it is as comprehensive as possible. During the year Libraries Australia staff worked with public, university and special libraries to improve the coverage and currency of data from various libraries. Over 1.2 million new bibliographic records and over 1.6 million new holdings were added to the ANBD during the year.

A large retrospective load of bibliographic and holdings data from the Australian Parliamentary Library was completed in March 2007. The load of over 115,000 bibliographic records added 42,000 new bibliographic records and 41,000 new holdings to the ANBD.

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

- Australian Competition and Consumer Commission
- Australian Institute of Aboriginal and Torres Strait Islander Studies
- Australian Parliamentary Library
- Box Hill Institute of TAFE
- Brimbank Library and Information Services
- Geoscience Australia Library
- Gold Coast City Council Library Service
- Hobson's Bay Library
- Leichhardt Library
- Mackay City Library
- Marrickville Council Library Service
- National Film and Sound Archives
- Northern Regional Library
- Rockdale City Library
- Royal North Shore Hospital and Community Services Library
- Royal Victorian Eye and Ear Hospital (Ronald Lowe Library)
- St. Vincents Hospital (Sydney)
- University of Ballarat. Mt Helen Campus Library
- Victorian College of the Arts Library
- Wyndham City Council Library Service.

Libraries Australia staff have been working with OCLC to implement cross-updating between WorldCat and the ANBD. Specifications for the export of ANBD data to WorldCat have been prepared. The sixty Australian libraries that currently have holdings in WorldCat were asked if they wished to have these holdings copied to the ANBD however most indicated that ANBD holdings were more current.

Libraries Australia staff successfully completed testing of the creation, indexing and output of Cyrillic, Greek and Tamil scripts. User documentation was prepared and Libraries Australia users were advised that these scripts may be included in records created in Libraries Australia or supplied to the ANBD via the Record Import Service. These scripts are only supported in Unicode encoded records. Testing of Arabic and Hebrew scripts is underway. As at 31 July, over 830,000 ANBD bibliographic records contained non-Roman scripts.

Support services: record sets

The State Library of South Australia joined with others to receive records regularly from Serials Solutions as part of the existing successful agreement. It seeks to provide bibliographic and holdings data for electronic resources licensed by the National Library and the state libraries of New South Wales, Western Australia and Tasmania, and they opt to have a copy of their data

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supplied to the ANBD. The agreement signed with Serials Solutions by the National Library was updated in 2007 to reflect the current operational conditions.

Support services: collection analysis

Libraries Australia supplied CAVAL Collaborative Solutions with a number of customised abbreviated MARC record files of ANBD records with CARM and/or CAVAL member holdings. The files provided data for a research project undertaken by CAVAL Collaborative Solutions in conjunction with Curtin University into the infrastructure required to ensure long term access to print collections held by Australian research libraries.

LIBRARIES AUSTRALIA DOCUMENT DELIVERY

Despite the declining trend of ILL services in the Library environment generally, Libraries Australia Document Delivery (LADD) usage is increasing significantly. The LADD service exceeded its target of 220,000 requests by almost 58,000 in 2006/07 and attracted 39 additional subscribers, due in part to the additional functionality provided by the service.

An email alerts trial with 40 libraries proved highly successful, and the National Library acquired more server capability to roll out the function to all LADD subscribers. The email alerting function allows an officer to receive notification of new or changed requests. The Trans Tasman Interlending service also grew strongly. From July 2006 to June 2007 inclusive, there were 7318 items supplied to New Zealand libraries from Australian material and 2931 items supplied to Australian libraries from New Zealand collections.

Over the year, Libraries Australia facilitated system interoperability testing with new ISO-compliant software applications for 22 libraries using the VDX Document Delivery software. A pilot with Infotrieve as a supplier supporting direct title searching commenced in May 2007 and will continue for 12 months.



MARKETING AND SPONSORSHIP

A new ordering option for the full range of Libraries Australia brochures was implemented in the information website. This allows any library to pre-order a significant number of brochures for redistribution at special events or to patrons in libraries.

Advertising and several articles were promulgated in the *Incite* journal monthly and *Gateways* (at www.nla.gov.au/pub/gateways/), on a bi-monthly basis.

A new promotional product, an environmentally-friendly calico carry bag, was created for Libraries Australia.



Major conferences attended and sponsorship of events included:

- AusLib Learning Futures
- Australian Booksellers and Publishers Association Conference
- Click06 ALIA Biannual conference
- CPLA Libraries Launch Communities
- EduCause Australasia
- Information Online 2007
- Information Seeking in Context
- International Association of Music Libraries Conference
- Innovative Ideas Forum
- Libraries Australia Forum 2006
- Library and Information Week
- MPLA (Metropolitan Public Libraries Association) 2006
- New Librarians Symposium
- RAILS 3: Research Applications in Information and Library Studies.

Libraries Australia staff continued to provide information to subscribing libraries regarding services and news via the Libraries Australia (1,786 subscribers) and Libraries Australia Document Delivery (685 subscribers) mailing lists, as well as the Libraries Australia web site.

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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. Mr John Arfield completed a three-year membership/chairmanship of the LAAC at its November 2006 meeting.

Ms Anne Horn was appointed to replace Mr Arfield as a CAUL representative on the Advisory Committee in March 2007. Ms Linda Luther was appointed acting chair at the March 2007 meeting and became the official chair at the April 2007 meeting. The LAAC members are listed in Appendix 1.

The Committee met three times during the year - in November, March and April - including one teleconference. Issues on which the LAAC provided advice included:

- Libraries Australia strategic directions;
- Libraries Australia subscription model for CAUL libraries, and possible models for other library sectors;
- Libraries Australia agreement with OCLC; and
- ANBD Quality Improvement Plan.

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 February, May and June 2007 to provide information on the Libraries Australia enhancements seeking feedback and comments. Demonstrations of the Library Labs web site at <http://li01.nla.gov.au/> were also provided, to solicit further comments on potential service directions.

STRATEGIC ISSUES

Improving our services

Libraries Australia deployed a continuous programme of improvements throughout 2006/07, with three releases to the search service, enhancements to the Libraries Australia Document Delivery service, and new directions in data syndication.

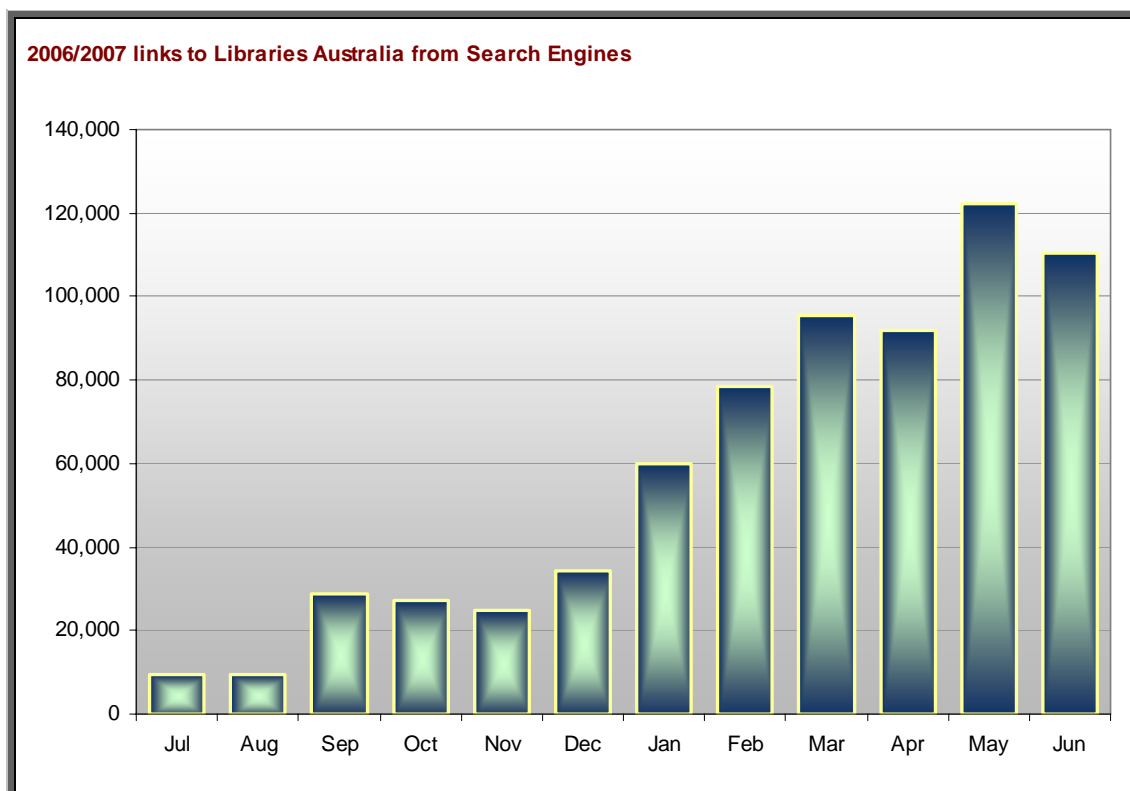
The first release implemented additional links to online bookshops and reconfigured the 'get this item' option for booksellers. An option to remove MARC 880 (script) fields from records for products was added. The second release introduced new functions in the form of support for relevance ranking, a 'free search' box for any external web page, and compliance with the OpenSearch protocol supplied by A9.com. Enhancements included an alert mechanism for new and updated records, extended deep linking and further enhanced requesting. The third release upgraded the Advanced Search form to present three default options: title, subject and ISBN; added a 040 (cataloguing source) tag to records by default; trialled a new OpenSearch target, and increased security for organisational details in all Libraries Australia Administration modules.

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Data syndication

Data syndication is an important mechanism which Libraries Australia uses to expand the usefulness of the ANBD by ensuring placement of bibliographic records in public spaces online, including with OpenSearch, and Google. Data syndication underpins the ongoing relevance of library services, by referring patrons from public search engines back to the collections of their own local libraries. The National Library has been working with Google since 2006 to expose the bibliographic records from Libraries Australia to the various Google services. To date, about 1.2 million records have been matched to records in Google Scholar and relevant records have been added to Google Book Search. Google is working on better integration of its main google.com service with Google Book Search so that links to Libraries Australia and book results would be returned at the top of the main Google results list where appropriate.

This provides a new discovery pathway for users of these services who can link directly from Google results to records in Libraries Australia. In 2006/2007 there were about 700,000 'click throughs' from search engines like Google to Libraries Australia as shown below.



INTERNATIONAL COLLABORATION

OCLC WorldCat agreement

In May 2007, an agreement was signed between the National Library of Australia and the US-based Online Computer Library Center (OCLC) which gives all Australian libraries which subscribe to Libraries Australia unlimited cataloguing and search access to WorldCat.

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The agreement ensures that bibliographic records between the ANBD and WorldCat will be exchanged on a regular basis, and as a consequence, holdings in Australian library collections will be available internationally through OCLC's Open WorldCat Program and WorldCat.org service.

WorldCat is the largest bibliographic database in the world with a global scope containing information on over 1 billion items held by almost 60,000 libraries in 110 countries. The agreement came into effect on 1 July 2007.

This agreement provides Australian libraries with unlimited access to WorldCat for copy cataloguing. This is especially useful for the cataloguing of overseas materials and for retrospective cataloguing projects. Library end users have unlimited search access through Libraries Australia Search. The agreement also enables Australian libraries to benefit from OCLC research and development and service improvements.

The National Library believes that this Agreement is of great benefit to Australian libraries while protecting their interests in maintenance of a viable Australian National Bibliographic Database and Libraries Australia service. It represents a major step forward in the sharing of Australian bibliographic data and exposure of the collections of Australia libraries internationally.

Australian libraries who contribute current holdings to the Australian National Bibliographic Database and WorldCat through this agreement become governing members of OCLC. On 17 April 2007, OCLC announced that the OCLC Board of Trustees has appointed a special Governance Study Committee to conduct a study of OCLC's governance structure: <http://www.oclc.org/news/releases/200660.htm>. The National Library will provide input into OCLC's review of governance arrangements with the aim of increasing Australian library representation.

WorldCat Registry

Libraries Australia will exchange Australian catalogue records with OCLC on a regular basis. In a supporting activity, descriptive organisational data was supplied from the Australian Libraries Gateway to OCLC's new WorldCat Registry. The scope of this activity is published in OCLC's Abstracts at: <http://www5.oclc.org/downloads/design/abstracts/08062007/worldcatregistry.htm>.

RLG site licence

The existing site licence agreement came to an end due to the Research Libraries Group merger with OCLC. RLG records have been loaded into the WorldCat database, and are available to all Libraries Australia subscribers under a new Agreement with OCLC.

Trans Tasman InterLending

The Trans Tasman Interlending 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 over 1,000 libraries in Australia and New Zealand;
- a single search interface to the National Bibliographic databases in both countries;

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- one system that supports the management of document delivery requests for Australia and New Zealand; and
- a centralised billing and reconciliation system.

UNESCO

Libraries Australia supplied a file of 1062 MARC records for translations published in Australia between 1986 and 2006 for inclusion in Index Translationum, UNESCO's international bibliography of translations.

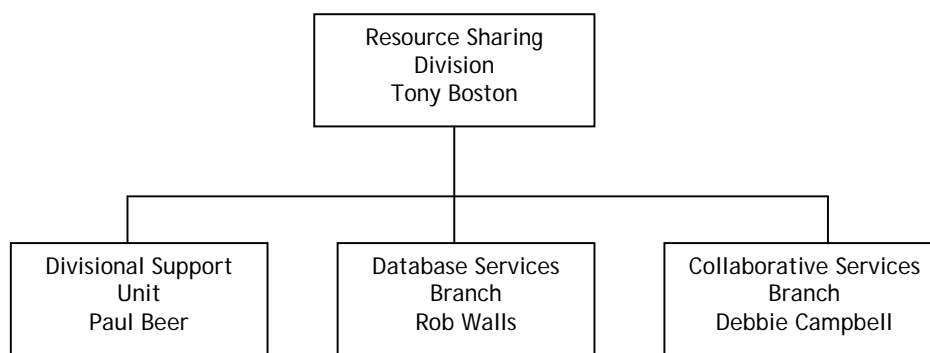
Shanghai Library

Libraries Australia produced a file of just over 630 MARC records of Chinese genealogies for the Shanghai Library.

STAKEHOLDER SUPPORT

Staffing

The Libraries Australia Customer Support team which provides Help Desk services took on several new staff in the first half of 2007. The Branch was also renamed Collaborative Services, to reflect the addition to the Resource Sharing Division of operational support staff for Music Australia and the ARROW Discovery Service. They joined Libraries Australia, Picture Australia and the People Australia project staff who now manage most of the National Library's resource discovery services with the essential assistance of the Database Services Branch.



HelpDesk

A new online enquiry form was made available, see below, which is subjected to the same response time targets as other forms of contact. Response times achieved were: 94.60% in the same day, 3.84% within five days, and 1.56% within four weeks. The Help Desk received 11,291 enquiries in 2006/07. The most frequently asked questions related to Libraries Australia Document Delivery, Libraries Australia general and the cataloguing client, as shown by the following bar chart.

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NATIONAL LIBRARY of AUSTRALIA

libraries australia
search

Libraries Australia Online Enquiry Form

"*" denotes a mandatory field.

Your name: *

Email: *

Library/Organisation:

* Please enter "none" above if you are not working in a library.

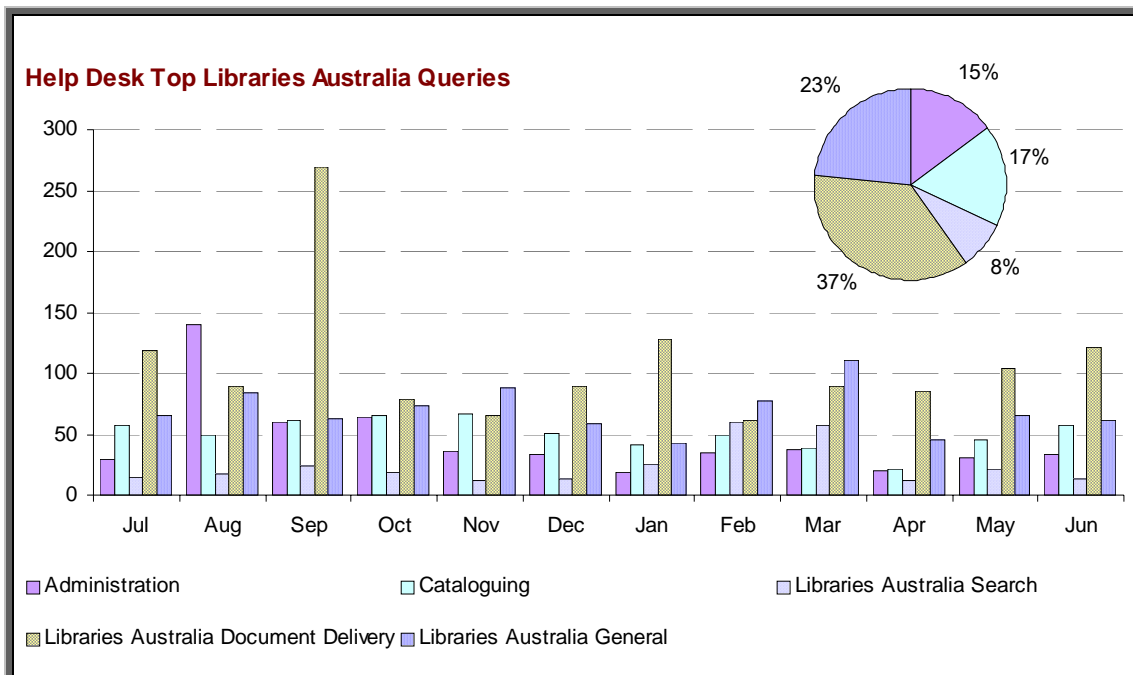
NUC:

Purpose: General Enquiry
 Request for Flyers or Pamphlets

Enquiry: *

Attach a file:

<http://librariesaustralia.nla.gov.au/enquiry.html>



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Training

Libraries Australia Training Service Providers conducted a number of courses in all states and territories. Not as many training courses were required as in 2005/06 because of familiarity with the services compared to the previous year. A directory of Providers' contact details is available at: <http://www.nla.gov.au/librariesaustralia/training/directory.html>.

Course in 2006/07	Number of courses	Trainees
Libraries Australia Search	18	98
Cataloguing Client	8	58
Libraries Australia Document Delivery	29	233
Libraries Australia Document Delivery Online	2	13
	57	402

A new Libraries Australia Document Delivery manual was completed in wiki form, to allow trainers and others to update it. A new Libraries Australia Administration manual has also been developed, and will be available from: <http://www.nla.gov.au/librariesaustralia/manuals.html>.

MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Mr John Arfield, University of Western Australia (until November 2006)

Ms Linda Luther, University of Tasmania (acting chair in March 2007 / chair from April 2007)

Members

Dr Warwick Cathro, National Library of Australia

Ms Elizabeth Ellis, State Library of New South Wales

Ms Anne Horn, Deakin University (from March 2007)

Ms Joan Moncrieff, Deakin University

Ms Pam Gatenby, National Library of Australia

Mr Lindsay Harris, The Queen Elizabeth Hospital South Australia

Ms Sherrey Quinn, Libraries Alive! Pty Ltd

Ms Monika Szunejko, State Library of Western Australia

Dr Naida Tattersall, Gold Coast City Council

Mr Chris Taylor, University of Queensland

Observer

Ms Jan Fullerton, National Library of Australia

Resource Sharing Division:

Mr Tony Boston, National Library of Australia

Ms Debbie Campbell, National Library of Australia (from March 2007)

Mr Rob Walls, National Library of Australia

Ms Margaret Kennedy, National Library of Australia (until November 2006)

Ms Fran Wilson, National Library of Australia (until November 2006)

STATE USER GROUP CONVENORS AND SECRETARIES

ACT

2006 and 2007

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

New South Wales

2007

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

Secretary: Ms Karen Flynn, State Library of New South Wales
Email: kflynn@sl.nsw.gov.au

2006

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 and 2007

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

Queensland

2006 and 2007

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

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

South Australia

2007

Convenor: Ms Helen Butler, State Library South Australia
Email: butler.helen@slsa.sa.gov.au

Secretary: Ms Eleanor Thomas, University of South Australia
Email: Eleanor.thomas@unisa.edu.au

2006

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

Secretary: Ms Eleanor Thomas, University of South Australia
Email: Eleanor.thomas@unisa.edu.au

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Tasmania

2006 and 2007

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

Victoria

2007 Convenor: Ms Rosa Serratore, National Meteorological Library
Email: r.serratore@bom.gov.au

2006

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

Secretary: Ms Lamis Sukkar, CAVAL Ltd
Email: lamiss@caval.edu.au

Western Australia

2006 and 2007

Convenor: Jane Jones, State Library of Western Australia
Email: jjones@liswa.wa.gov.au

Secretary: Robyn Hull, Psychiatric Services Library, Graylands Hospital
Email: robyn.hull@health.wa.gov.au