



**ANNUAL REPORT
2007/2008**

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OVERVIEW

The significant achievements for Libraries Australia in 2007/08 were:

- enhanced access to the WorldCat and APAIS databases;
- completion of the WorldCat data load;
- the release of Libraries Australia Search 2.3;
- CBS 3.2 fully implemented in November 2007;
- implementation of new subscription models for the state/territory and public library sectors;
- investigation of the use of Institution Specific Data by an Expert Advisory Group;
- completion of system development to enable authority data files to be received and managed by the batch Record Import Service;
- increasing use of the ISO ILL Protocol for Libraries Australia Document Delivery; and
- the updating of all Libraries Australia Agreement templates.

KEY STATISTICS FOR 2007/2008

Key statistics

ANDB size: About 43.7 million holdings (last year 42m)

Over 18.5 million bibliographic records; reflecting growth of 1.1 million (last year 1.2m)

About 1.8m authority records (6,000 added) and 1.7 million holdings added (last year 1.6m)

Links to more than 840,000 online resources (last year, 700,000)

Searches: Over 14 million searches (last year 12m), of which 2.2 million (or 15%) used the free service (last year 1.6m or 13%)

Document delivery: More than 307,000 items requested through the document delivery service (last year 278,000); an increase of 29,746 requests on the previous year (last year 48,000)

Top 20 Searching organisations, by sector

Education

Deakin University Library (VIC)	436,673
University of Sydney Library (NSW)	319,280
University of Melbourne Library (VIC)	256,616
Monash University Library (VIC)	231,156
University of Queensland Library (QLD)	154,422
University of Newcastle Library (NSW)	151,504
RMIT University Library (VIC)	140,830
University of New South Wales Library (NSW)	137,652
University of Western Sydney: Penrith Campus, Ward Library (NSW)	125,187
University of Western Australia Library (WA)	121,802
Flinders University Library (SA)	109,463
La Trobe University Library: Bundoora, Borchartd Library (VIC)	108,460
Victoria University Libraries (VIC)	105,599
University of Adelaide: Barr Smith Library (SA)	97,598
University of Wollongong Library (NSW)	93,750
University of South Australia Library (SA)	89,194
Edith Cowan University Library (WA)	88,322
Charles Darwin University: Casuarina Campus Library (NT)	85,560
Queensland University of Technology Library (QLD)	78,845
University of Canberra Library (ACT)	78,078

National, State & Territory Libraries

National Library of Australia	678,725
State Library of New South Wales	338,865
State Library of Victoria	172,375
State Library of Western Australia	151,781
National Library of New Zealand	121,397
State Library of South Australia	98,373
State Library of Queensland	87,366
Northern Territory Library	82,325
State Library of Tasmania	75,623
ACT Library and Information Services	67,507

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Public libraries

Kingston Information and Library Service (VIC)	153,227
Shoalhaven Libraries (NSW)	98,218
City of Sydney Library (NSW)	85,513
Richmond-Tweed Regional Library (NSW)	81,236
Moreland City Libraries: Coburg Library (VIC)	79,391
Liverpool City Library (NSW)	75,427
Brisbane City Council Libraries (QLD)	75,387
Yarra Plenty Regional Library Service (VIC)	75,099
Darebin Libraries: Preston Library (VIC)	65,209
Ipswich Library and Information Service (QLD)	62,363
Monash Public Library Service (VIC)	58,187
Bayside Library Service (VIC)	57,995
Hurstville City Library (NSW)	55,528
Newcastle Region Libraries (NSW)	52,312
Melbourne Library Service (VIC)	51,913
Port Phillip Library Service: St Kilda Library (VIC)	51,550
Clarence Regional Library (NSW)	51,347
Ryde Library Services (NSW)	51,210
Armidale Dumaresq Council War Memorial Library (NSW)	50,402
Sunshine Coast Regional Council Libraries (QLD)	49,544

Special Libraries

Zenith Management Services (NSW)	134,998
CAVAL Collaborative Solutions: CARM Centre (VIC)	94,090
ALS Library Services Pty Ltd (SA)	58,085
National Islamic Centre and Library (ACT)	57,125
NSW Department of Primary Industries: Departmental Publications Archives	48,162
Department of Agriculture, Fisheries and Forestry (ACT)	45,089
CSIRO: Knowledge & Information Management (VIC)	42,906
Department of Families, Community Services & Indigenous Affairs (ACT)	29,697
National Museum of Australia Library (ACT)	29,386
Australian Taxation Office: Jan Brady Library (ACT)	28,839
Sydney Water Library (NSW)	27,535
Art Gallery of New South Wales: Research Library and Archive (NSW)	26,872
Curriculum Corporation (VIC)	25,825
Australian Council for Educational Research: Cunningham Library (VIC)	24,594
Department of Primary Industries (VIC)	23,934
Royal Adelaide Hospital: Institute of Medical & Veterinary Science (SA)	23,074
Vision Australia (VIC)	20,527
Defence Science and Technology Organisation (SA)	20,145
James Bennett Library Services Pty Ltd (NSW)	19,899
Department of Defence (ACT)	15,976

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Top 20 Document Delivery requesters

(Top 10 in 2006/07)

University of Sydney Library (NSW)	11,664	(10,747)
Monash University Library (VIC)	10,108	(8,142)
University of Queensland Library (QLD)	10,093	
La Trobe University Library (VIC)	8,798	(10,104)
Macquarie University Library (NSW)	7,894	(7,781)
Griffith University Library (QLD)	7,414	(7,605)
Queensland University of Technology Library (QLD)	7,134	(5,467)
University of Western Australia Library (WA)	7,002	(7,352)
University of New South Wales Library (NSW)	6,797	(6,534)
University of South Australia Library (SA)	6,415	
Flinders University Library (SA)	6,066	
National Library of New Zealand (Trans Tasman)	5,660	(5,474)
University of Melbourne Library (VIC)	4,997	
RMIT University Library (VIC)	4,886	(5,237)
University of Tasmania: Morris Miller Library (TAS)	4,612	
University of Western Sydney: Penrith Campus (NSW)	4,209	
University of Newcastle: Auchmuty Library (NSW)	4,202	
Defence Science and Technology Organisation (SA)	3,932	
State Library of Western Australia (WA)	3,663	
Charles Sturt University Library (NSW)	3,551	

Top 20 Document Delivery suppliers

(Top 10 in 2006/07)

National Library of Australia (ACT)	24,972	(23,989)
CISTI (Canada)	14,046	(9,847)
University of Queensland Library (QLD)	13,545	(12,809)
University of Sydney Library (NSW)	12,772	(12,749)
University of Adelaide : Barr Smith Library (SA)	9,580	(7,304)
Monash University Library (VIC)	8,065	(6,906)
CSIRO: Knowledge & Information Management (VIC)	7,575	
La Trobe University Library (VIC)	7,221	(7,229)
Macquarie University Library (NSW)	7,044	(6,416)
University of New South Wales Library (NSW)	7,023	(6,420)
University of Melbourne Library (VIC)	6,409	
Infotrieve Inc (VIC)	6,315	
University of Newcastle: Auchmuty Library (NSW)	6,190	(6,853)
State Library of New South Wales (NSW)	5,984	
Griffith University Library (QLD)	5,951	
Deakin University (VIC)	5,880	
Charles Sturt University: Bathurst Campus Library (NSW)	4,867	
Queensland University of Technology (QLD)	4,601	
University of Western Sydney: Penrith Campus (NSW)	4,193	
University of South Australia Library (SA)	4,154	

MEMBERSHIP

Libraries Australia welcomed 41 new members in 2007/08, made up of:

- university library campuses - 2.4%
- individuals - 14.6%
- public libraries - 26.9%
- special libraries - 56%

<ul style="list-style-type: none"> • 6 individuals • Adelaide Hills Council Library Services • ASEAN: China Business Services • Australian Prudential Regulation Authority • Australian Society of Anaesthetists • Barossa Council Public Library • Bayswater Public Library • Berwick Mechanics Institute & Free Library • Blake Dawson Waldron • Book House Trading Pty Ltd • Canberra Islamic Centre • Catholic Information Resource Service • Charles Sturt University, Orange Campus • Cobar Shire Library (NSW) • Concept Economics • Department of Culture & the Arts, WA • Department of Education & Information Centre Library, Tasmania • Department of Water (WA) 	<ul style="list-style-type: none"> • Gnowangerup Shire Public Library • Gunnedah Shire Library • JMC Academy Library • Kangaroo Island Library • Laidley Shire Library • Land & Water Australia • Maylands library (WA) • Mount Gambier Public Library (SA) • Public Service Association of NSW • Royal United Services Institute of NSW • Society of Australian Genealogists • South East Water Ltd • Southern Health Library Service • Stone Resources Ltd • Tanglin Trust School Ltd • The Royal Australian & New Zealand College of Obstetricians & Gynaecologists • Urban Neighbours of Hope • Victorian Jazz Archive Inc • Worley Parsons services Pty Ltd • Xavier College
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Libraries Australia now has a total of 1,261 members.

The reasons for membership cancellations (48) were given as:

- No further requirement to use Libraries Australia - 47% including 9 individuals
- Library closure - 27.7%
- Now using the free Libraries Australia search service - 14.9%
- Library mergers - 4.3%
- Now accessing Libraries Australia via Te Puna - 4.3%

Therefore 20% of the cancellations are now using the service via a different pathway.

LIBRARIES AUSTRALIA SERVICES

A Value Statement describing Libraries Australia services was released in late 2007. It examines the history of the Australian National Bibliographic Database (ANBD), the growth in the range of services based on the ANDB, and the growth in the usage of those services.

The statement, at <www.nla.gov.au/librariesaustralia/documents/value_statement_2007.pdf>, states: "the National Library continually seeks ways to grow the use of existing services. The current value of Libraries Australia is measured by stakeholders against the services provided to support the businesses of Australian libraries. Contributions to the AND [are] reused to support all libraries which subscribe to Libraries Australia, and to a lesser extent, assist Australian libraries which aren't subscribers. The services that underpin the management of individual libraries, which can be exploited as separate modules, are:

- searching;
- original & copy cataloguing;
- batch loading;
- interLibrary Loan / document delivery;
- statistics and products;
- syndication for resource discovery; and
- support for the library network.

The Libraries Australia service does not rest on its laurels however. Future directions for exploiting the ANBD in new ways are proposed, and work in these directions has already begun:

- digitisation of unique local collections;
- management of the scholarly lifecycle by academic libraries;
- licensing of e-resources;
- representation of a nation's intellectual record over the long term;
- the metasearch platform;
- provision of a statement of the availability of items close to home;
- promulgation of Australian authors; and
- making content accessible through data syndication".

A summary of the Value statement, *Supporting Australian libraries*, is also available at <www.nla.gov.au/librariesaustralia/documents/supporting_australian_libraries.pdf>. It is useful for funders of Australian library services, as it provides a quick snapshot of why Libraries Australia is an essential part of Australia's national information infrastructure. An operational overview of the suite of Libraries Australia services, which leads to further technical details of every aspect of how the services work, is at <www.nla.gov.au/librariesaustralia/services.html>.

LIBRARIES AUSTRALIA SERVICES AVAILABILITY

After a difficult year in 2006-07, the availability of Libraries Australia services was at a significantly higher level in 2007-08, averaging 99.55% during business hours.

The IT Division of the National Library has advised that the TeraText search platform has reached its optimal operational capacity, and the Division took action in the form of very short outages (of less than 10 minutes) when the mix of executing jobs reached critical levels affecting service response times. This prevented extended outages, and will be an ongoing strategy for stability in 2008-09.

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USAGE OF SERVICES PROVIDED THROUGH LIBRARIES AUSTRALIA

The Australian National Bibliographic Database remains the most heavily used database with over 12 million searches in 2007-08. Searches on all of the databases, including those with new access arrangements (WorldCat, APAIS) are summarised below.

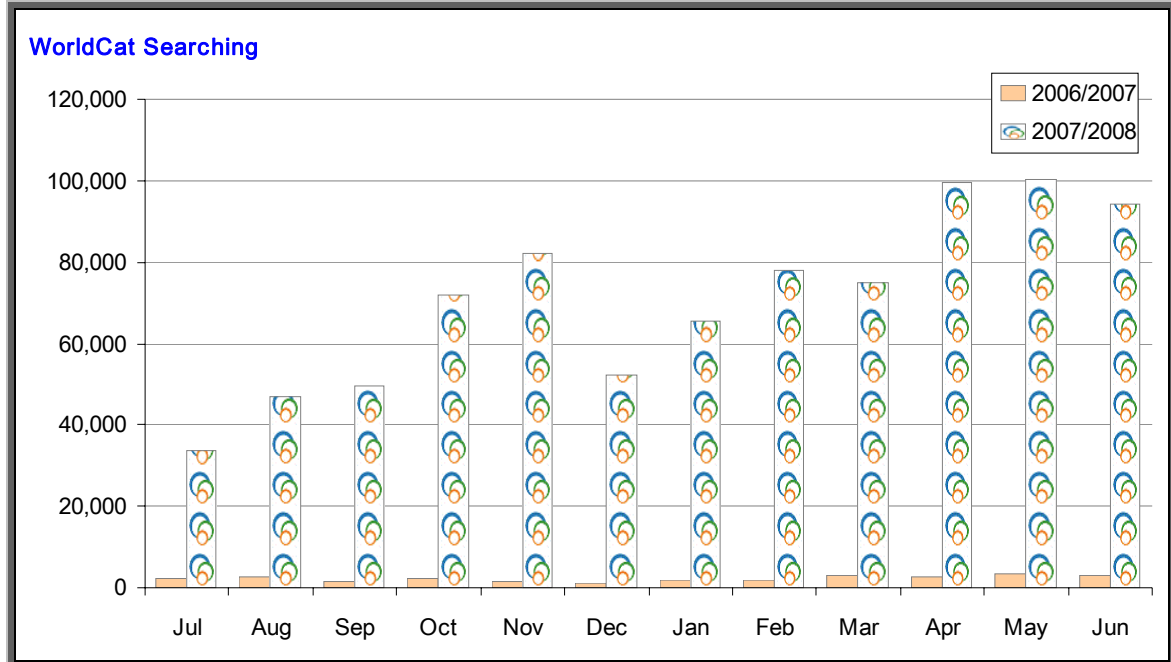
	Database	2004/05	2005/06	2006/07	2007/08
Subscription	ANBD	6,396,116	8,664,768	10,066,070	10,287,908
	CJK	8,524	7,253	-	-
	SILAS (Singapore)	11,530	21,877	32,921	62,816
	Te Puna (New Zealand)	19,336	84,825	351,816	425,292
	RLG	70,532	157,419	193,400	¹
	SCIPIO	1,708	2,332	2,604	-
	ARROW	-	14,730	17,233	15,162
	British Library Catalogue	-	70,731	56,232	74,040
	Chinese Uni of Hong Kong	-	5,959	8,686	8,878
	CISTI	-	13,783	107,994	144,911
	CURL	13,136	24,999	30,049	24,413
	DBD	1,509	-	-	-
	Hong Kong Uni of Science & Technology	-	6,132	8,844	9,129
	Library of Congress	-	94,428	115,478	125,826
	Picture Australia	-	13,190	5,771	17,420
	University of Hong Kong	-	6,873	10,245	11,028
	APAIS (Titles Index)	72	309	168	1,012
	WorldCat	31,779	42,419	27,135	849,564
	APAFT - Full Text-RMIT Subscription	-	927	207	217
	LA Free	ANBD Free	-	500,059	1,605,031
Picture Australia		-	248,613	818,162	1,275,075
Other	ANBD Training databases	-	22,507	²	-
TOTAL		6,554,242	10,004,133	12,639,884	14,281,226

1. RLG and SCIPIO were absorbed into WorldCat.
2. Libraries Australia production system is no longer used for training.

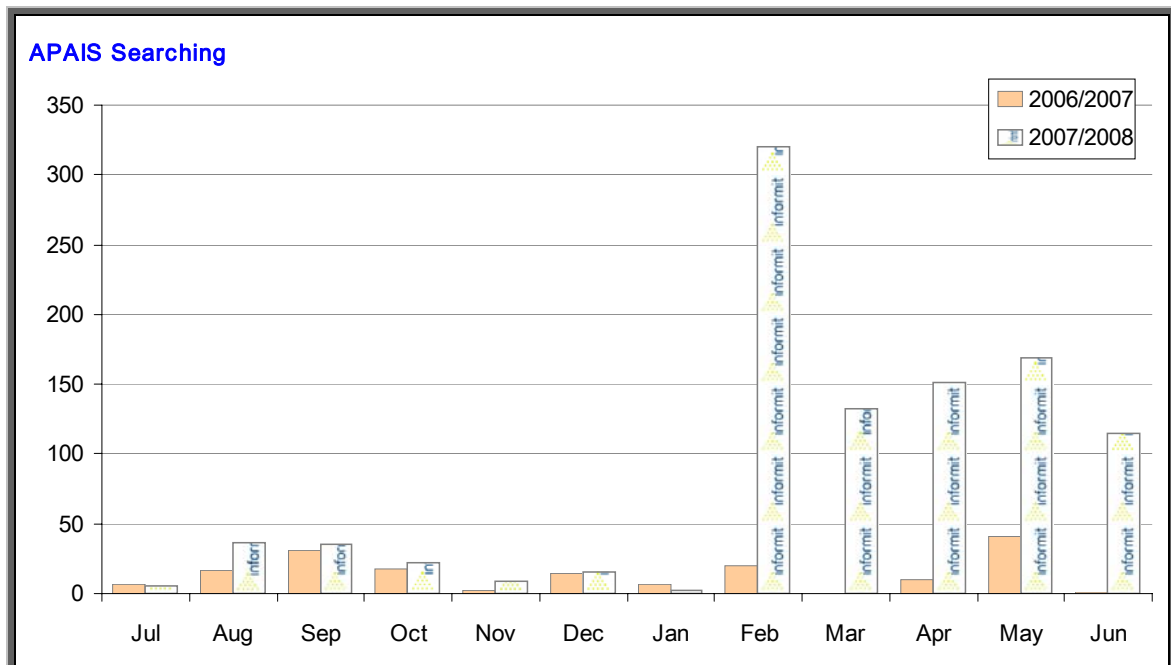
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Access to WorldCat was opened to all Libraries Australia members from 1 July 2007. The search fee to use APAIS was waived for small libraries from 4 February 2008¹. Consequently, the use of both services increased substantially during the year.

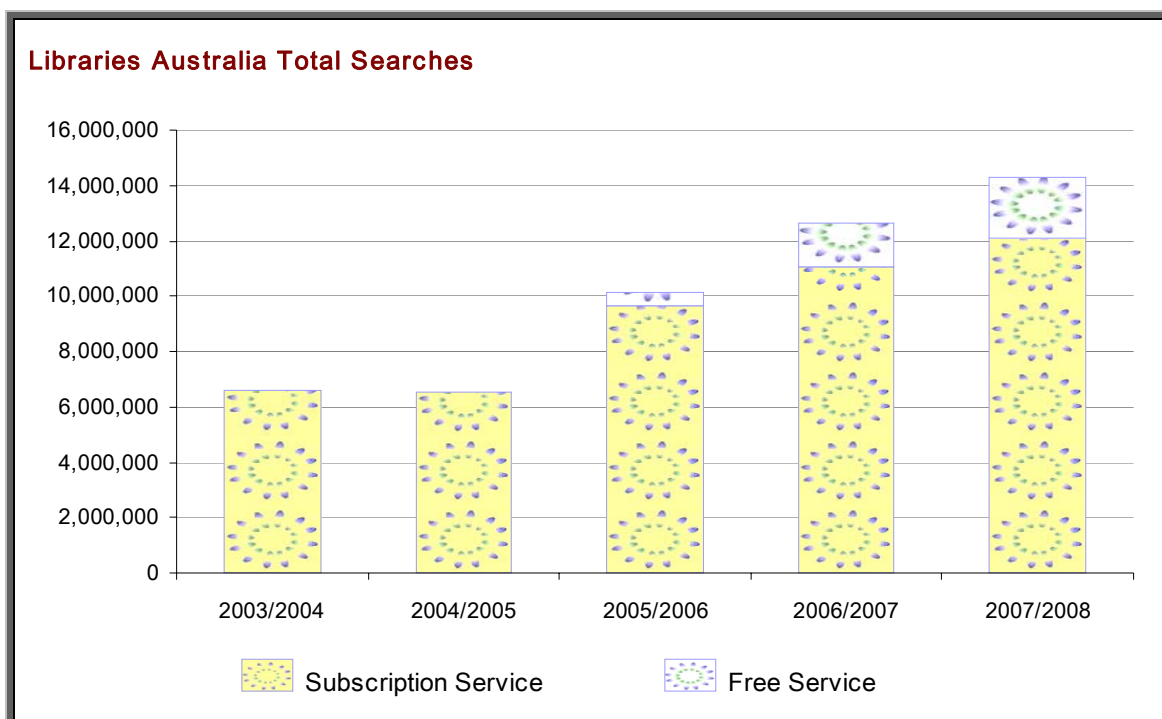
WorldCat



APAIS (Australian Public Affairs Information Service)



¹ Small libraries are those located in Australia, and are not academic, state/territory or national libraries.



The table above shows an overall increase of 10%.

AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE DEVELOPMENT

■ The quantity of processing was:

Number of Bibliographic record updates processed (add, edit delete):

Cataloguing Client (WinIBW)	859,645
Web Input	25,772
Record Import Service	3,658,120

Number of Holding updates processed (add, edit delete):

Cataloguing Client (WinIBW)	362,833
Web Input	983,177
Record Import Service	2,122,033

■ The following table shows overall database size:

	2003/04	2004/05	2005/06	2006/07	2007/08
Bibliographic records	12,822,324	13,937,355	16,227,592	17,444,614	18,579,657
Authority records	1,593,973	1,592,046	1,761,438	1,776,060	1,781,567
Holdings	37,481,655	39,099,834	41,534,327	41,846,932	43,769,326

Improving the quality of the Australian National Bibliographic Database

Since 2004 an annual plan has provided a basis for ongoing ANBD data quality maintenance and enhancement activities. The ANBD Development Plan for 2007-08 is available at www.nla.gov.au/librariesaustralia/nbdqual.html. 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).

Highlights of the ongoing program of data quality improvement in 2007-08 were:

- global holdings updates performed for 52 libraries resulting in the deletion or updating of over 2,187,353 holdings;
- global bibliographic changes including:
 - removal of incorrect data (e.g. over 6,000 incorrect 010 fields removed)
 - 700 authority record and 14,000 bibliographic record changes to reflect cancelled Library of Congress headings
 - routine maintenance to ensure that subject heading geographic subdivisions are directly by Australian state or territory
 - customer requests for corrections to authority records and their associated bibliographic records, and
 - over 75,000 records modified (using automated script) to apply codes that exclude them from detection by the duplicate removal program;
- holdings refreshes were performed for the State Library of Queensland and WA Tafe libraries and resulted in the deletion and reloading of just over 1 million holdings. In addition, obsolete local system numbers were removed from 918,000 Monash University Library holdings statements to prevent data matching problems when uploading via RIS;
- Library of Congress approved 5 new subject headings and 219 new Australian name authority records proposed and submitted by Libraries Australia on behalf of Australian libraries. The new name Authorities are submitted via Library of Congress to the Name Authority Cooperative Program (NACO); and
- removal of 2,298 duplicate records reported by Libraries Australia users.

During the year over 7.3 million bibliographic and/or holdings records were processed through the Record Import Service; this included data from the 152 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 163,000 potential duplicate records were reviewed by Database Services Branch.

An Export Advisory Group facilitated consultation with Australian libraries to determine if, and how, they would like to contribute institution specific data (ISD) to the ANBD. The report recommended that Libraries Australia support the use of subfield \$5 to flag ISD as specified in the *MARC 21 Format for Bibliographic Data*. It also recommended that Libraries Australia implement full support for the *MARC 21 Format for Holdings Data*. Expanded support for ISD in Libraries Australia would enable libraries to use it as a replacement for, or back-up to, their online public catalogue. Implementation of the MARC holdings format would provide support for more detailed holdings information.

System development was completed to enable authority data files to be received and managed by the batch Record Import Service (RIS). Development of the data load table (FCV) and match/merge algorithms for authority data have also been completed. This will enable RIS to add new authority records to the ANBD and to update existing authority records if supplied with an ANBD control number (PPN) or a local system number. Initially authority records from the National Library's Voyager system will be loaded and if testing is successful plans are in place to extend the service to other selected libraries.

The Libraries Australia team completed the implementation of CBS 3.2 in November 2007. At the same time Z39.50 searching of external databases through WinIBW was implemented. The following databases are currently supported:

- Library of Congress Catalogue
- OCLC WorldCat
- Singapore National Union Catalogue
- Te Puna (New Zealand National Union Catalogue)
- Chinese University of Hong Kong
- University of Hong Kong
- Hong Kong University of Science and Technology.

Testing of the duplicate detection and resolution software was completed. The software is only configured to search for duplicate monograph records and the match key is the Library of Congress (LC) Control Number. Records that matched were compared on a range of other data elements to determine their level of similarity. Those that met the required similarity rating were merged. Only one match key can be used each time the software is executed. After all duplicates associated with the LC number have been removed, the program will be reconfigured to identify duplicates using ISBN numbers and Titles. The program only processes one pair of matching records with each pass so several passes will be needed for each match key to identify and remove duplicates.







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 the state libraries of Western Australia and Tasmania to test loading of their public library holdings data. Over **1 million** new bibliographic records and over **1.7 million** new holdings were added to the ANBD during the year.

The Libraries Australia team welcomed the following libraries as new contributors to the ANBD via the Record Import Service:

-  Australian National University
-  Great Lakes Library Service
-  James Bennett Library Service
-  John Curtin Prime Ministerial Library
-  Museum Victoria
-  TAFE WA (Western Australia)
-  University of Western Australia: Callaway Centre Archive.

A number of libraries asked to have their WorldCat holdings copied to the ANBD. These included:

-  ACT Library and Information Service
-  Australian National University
-  Curtin University of Technology
-  Dalton McCaughey Library
-  Griffith University
-  Moore Theological College
-  University of Melbourne
-  Victoria University.

As at 31 July 2007, over 928,000 ANBD bibliographic records contained non-Roman scripts.

Authority records	
Chinese	3,972
Japanese	99
Korean	61
Bibliographical records	
Arabic	22,324
Chinese	445,449
Cyrillic	2,557
Greek	19
Hebrew	8,776
Japanese	340,881
Korean	102,007
Tamil	12
Thai	1,951

Support services: record sets

The State Library of Queensland and Edith Cowan University joined other organisations subscribing to Serials Solutions. The Serials Solutions agreement provides bibliographic and holdings data for electronic resources licensed by the National, State and University libraries with a copy of their data supplied to the ANBD.

Support services: products

Between 1 July 2007 and 30 June 2008 there were 2,207 product runs. A number of products were produced to support collection analysis or overlap studies based on ANBD holdings.



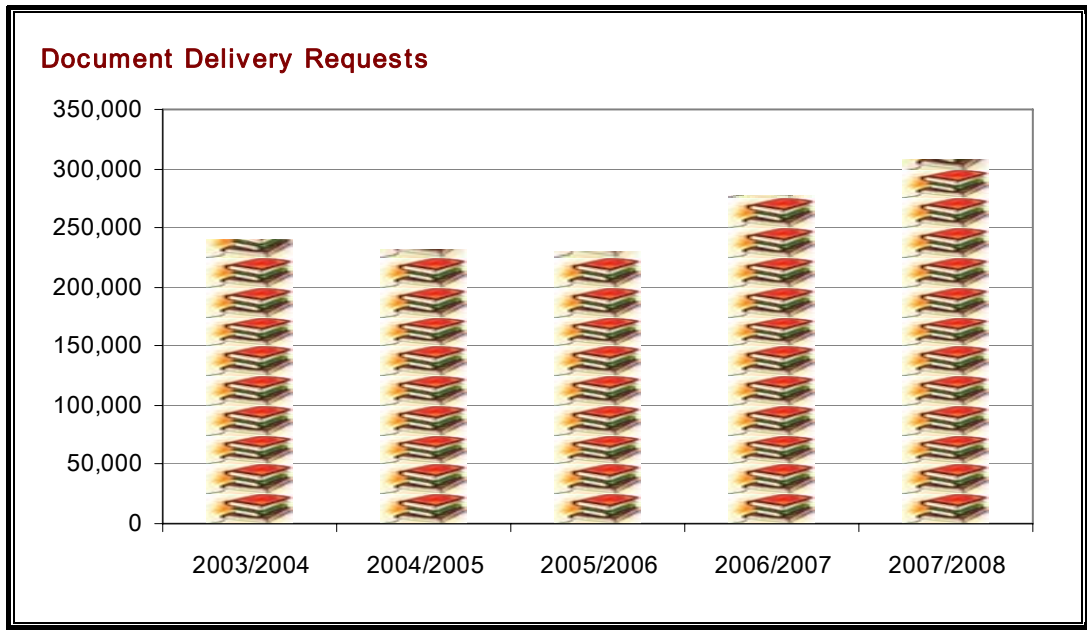
Recent Australian Government Publications (GovRAP), a subset of Recent Australian Publications (RAP), was launched.

LIBRARIES AUSTRALIA DOCUMENT DELIVERY

Usage of the LADD service continued to grow. Its target of 300,000 requests was exceeded by 7,500 (an increase of 80,000 over 2006/07). The service supports 730 subscribers. The Libraries Australia team continued to facilitate system interoperability testing with libraries using ISO ILL Protocol compliant systems, including VDX, Relais and Aleph. ISO-compliant systems are now used by 65 libraries (up by 20 libraries from last year).

From July 2007 to June 2008 inclusive, there were 5,660 items supplied to New Zealand libraries from Australian collections (last year, 7318) and 1,897 items supplied to Australian libraries from New Zealand collections (last year, 2931).

A pilot with Infotrieve as a supplier supporting direct title searching commenced in May 2007 and continued for 12 months. Requests to Infotrieve doubled during the period of the pilot, compared with the previous 12 months. The pilot has been extended, and a satisfaction survey will be issued.



MARKETING AND SPONSORSHIP

A new A5-sized notebook was introduced as a marketing device. It has been well received.



Major conferences attended and sponsorship of events included:

- ACOC (Australian Committee On Cataloguing) Seminar 2007
- ALIA Library and Information Technicians Conference 2007
- ASLA (Australian School Library Association) Conference 2007

- Charles Sturt University - Web 2.0 Seminar 2007
- NSW CPLA (Country Public Libraries Association) Conference
- IAML (International Association of Music Libraries, Archives, and Documentation Centres) Conference 2007
- Innovative Ideas Forum 2008
- International Lifelong Learning Conference
- Libraries Australia Forum 2007
- Mantle Conference (The Professional Development Committee of Teacher Librarians in the Lower North Coast, Manning-Camden Haven, Hunter-Central Coast Regions)
- NSW Nurses Federation Conference
- Public Libraries Australia Conference 2007
- QPLA (Queensland Public Libraries Association) 2007
- SLAQ (School Library Association Queensland) Conference
- Spydus User Group at National Library of Australia 2007
- TAFEWA Forum 2007
- Top End Symposium 2007
- VALA - Libraries, Technology and the Future Inc. Conference - 2008.

Libraries Australia staff continued to provide information to subscribing libraries regarding services and news via the Libraries Australia discussion list (1667 subscribers, down 119 from last year) and the Libraries Australia Document Delivery discussion list (715 subscribers, up 30 from last year), as well as in the weekly news feature on the Libraries Australia service home page. [The contents of the weekly news feature are detailed in LAAC paper LAAC/2008/2/6].

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.

Ms Elizabeth Ellis (State Library of NSW) and Ms Naida Tattersall (Gold Coast City Council) stood down from the LAAC in June 2008, due to retirement and resignation respectively. The LAAC recorded its gratitude to both for their extensive contributions to the Libraries Australia service. Mr Geoff Stempel (Public Library Services, South Australia), and Ms. Vicki McDonald (State Library of Queensland) were recommended for appointment to the Committee in June 2008.

The Committee met in November 2007 and March 2008. Issues on which the LAAC provided advice included:

- Libraries Australia subscription models for the State/territory and public library sectors;
- the OCLC governance model and Australasian representation on the OCLC Members Council;
- the scope of the ANBD Coverage Survey; and
- the introduction of institutional specific data (ISD).

Related Committee papers are at

www.nla.gov.au/librariesaustralia/documents/LAACPapers19March2008.pdf.

State and Territory User Groups met several times throughout Australia over the year. Libraries Australia staff attended and presented at State and Territory User Group meetings in each capital city between February and June 2008, to provide information on the status of Libraries Australia and seek feedback. [Attendance is detailed in the LAAC paper LAAC/2008/2/6.]

STRATEGIC DEVELOPMENT

Improving the services

In December 2007, OCLC made a change to its Z39.50 service to enable the display of Australian library holdings when searching WorldCat via the Libraries Australia Search service. Previously, only National Library holdings were displayed. A small change was also needed to Libraries Australia Search to implement this enhancement. This went into production in February 2008.

The 2.3 release of the Libraries Australia Search module also introduced permalinks and installed Amazon's new Application Programming Interface (API) request format.

Access to the Powerhouse Museum database

The ability to search the Powerhouse Museum as a free database target within Libraries Australia Search was introduced. The searches against the Powerhouse Museum are restricted to keyword searches, and as a result, any broadcast searches will also be limited to this index.

Default 040 tag

When a new record is added to Libraries Australia using the Web Cataloguing form, an appropriate 040 (cataloguing source) tag is automatically added to the record, including both \$a and \$c subfields which both contain the organisation's NUC symbol. The cataloguing source added will be the organisation of the cataloguer who entered the record.

Default advanced search fields

In Libraries Australia Search on the Advanced Search form, rather than having the default search fields as "Title" in all three drop-down boxes, three different options are now presented: title, subject, and ISBN.

Increased security

When logging onto LA Administration and Search modules, usernames and passwords were previously sent in plain text over the network (*http*). The process was modified to use *https*, which means that this information is encrypted when travelling over the network. LA Administration (including the Customer Management System, Products, RIS and RES) has also been modified to use *https* for all transactions. This means that organisation details and transaction information are now more secure.

Authorities simple search

In the Simple Search screen of Libraries Australia Search, searchers can enter an ANBD number and have the corresponding authority record returned (if the Authorities database is selected as a search target). Leading zeroes are not recognised and should not be included in the search term.

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. Some tests of a manager's tool, the Google Sitemap protocol, were conducted to establish a more reliable method for ensuring uptake by Google. The tests were inconclusive.

The new browser search box, which can be deployed on any screen to search Libraries Australia, realised 28,688 searches during 2007-08 after launch in August 2007. Installation details are available at <<http://librariesaustralia.nla.gov.au/searchbox/>>.

INTERNATIONAL COLLABORATION

OCLC WorldCat agreement

The agreement signed between the National Library of Australia and the Online Computer Library Center (OCLC), which gives all Australian libraries which subscribe to Libraries Australia unlimited cataloguing and search access to WorldCat, came into effect on 1 July 2007.

The agreement ensures that bibliographic records between the ANBD and WorldCat are 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.

Australian libraries which contribute current holdings to the ANBD and WorldCat through this agreement became governing members of OCLC. In a review of its governance structure, OCLC established a new Council to oversee its affairs <www.oclc.org/news/releases/200812.htm>.

As a result of both the execution of the Agreement and the governance review, two Australians were appointed to the OCLC Members Council: Mr. Vic Elliott, Director of Scholarly Information Services and University Librarian of the Australian National University; and an alternate, Ms. Ann Ritchie, Director of Library Services at the Northern Territory Department of Health & Community Service.

Some 180 files with a total of 16.9 million bibliographic records (excluding some records from commercial sources) were extracted and supplied to OCLC for loading into WorldCat in October 2007. The base data load began on 16 March and was completed on 30 April 2008. The Libraries Australia team plans to use SRU Update for the gap loads and ongoing synchronisation with WorldCat, and will add WorldCat record identifiers to the records.

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 was published in OCLC's Abstracts at:
<<http://www5.oclc.org/downloads/design/abstracts/08062007/worldcatregistry.htm>>.

STAKEHOLDER SUPPORT

Administration

All Libraries Australia Agreement templates for libraries, commercial record suppliers, and training service providers were updated.

The fee for the Libraries Australia Cataloguing Client software was waived.

New subscription models for the state/territory and public library sectors were introduced. The models break the link with charges based on usage transactions to allow more predictable budgeting processes. Transitioning arrangements were provided to ensure that libraries were not significantly adversely affected in any single financial year.

Staffing

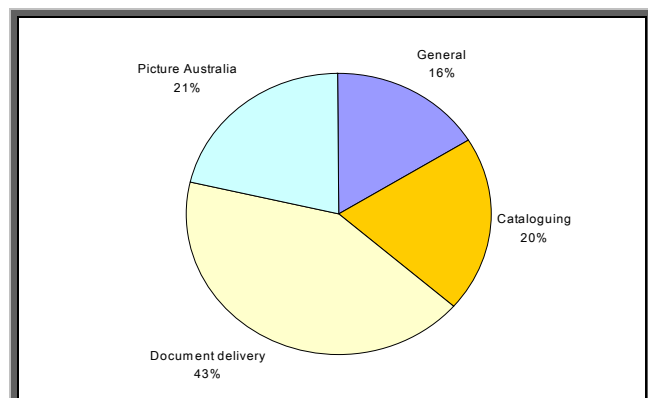
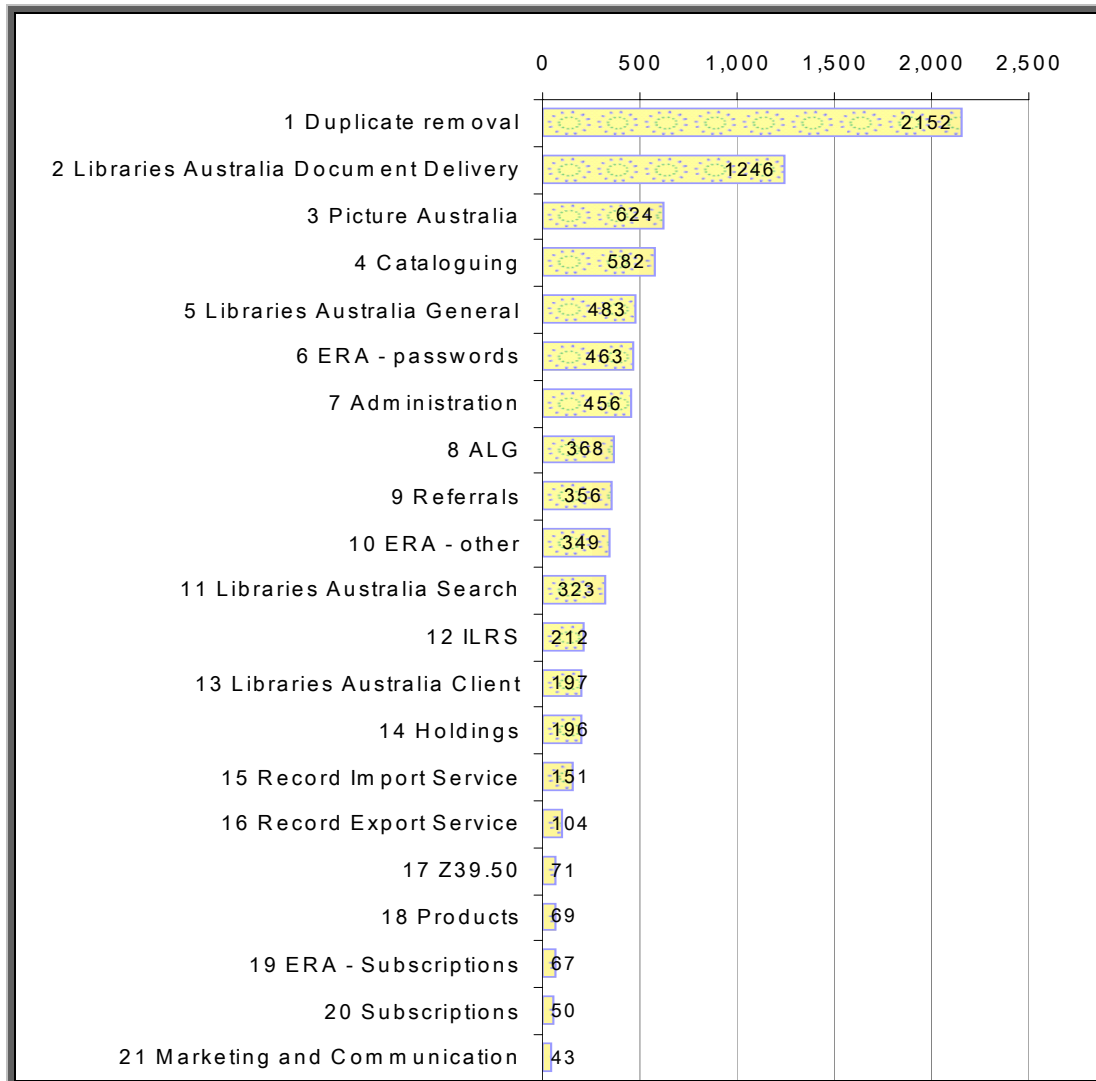
In June 2008, Dr Warwick Cathro assumed responsibility for the Resource Sharing Division, which was renamed the Resource Sharing and Innovation Division. Ongoing responsibilities were: Director, Database services Branch - Rob Walls; Manager, Divisional Support Unit - Paul Beer; and Director, Collaborative Services Branch - Debbie Campbell.

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Help Desk

The Help Desk received 8,752 enquiries in 2007/08 (last year 7,197). Enquiries were received by email (60%) and telephone (40%). Response times achieved were: 95.24% in the same day, 4.35% within five days, and 0.38% within four weeks which reflect a modest improvement overall.

The most frequently asked questions related to Libraries Australia Document Delivery (1,246) and the Cataloguing Client (582), as shown by the following bar chart. A significant decline in the number of reported duplicates (2,152 this year; 828 last year) is expected in the coming year as the duplicate detection algorithm is routinely applied.



A special question time

An email was sent on December 12th 2007 to the librariesaustralia-l and librariesaustraliadocdel-l email lists inviting Libraries Australia subscribers to ask a question or to provide feedback on the Help Desk. Subscribing libraries were encouraged to send these enquires over a three day period from 17th - 19th December. The email was phrased as follows:

'Do you have a question you have always wanted to ask? Do you have some feedback you have wanted to give us but have just been too busy?'

The Help Desk received 16 responses to this email. Some responses contained a mixture of questions, positive feedback and suggestions. One email contained negative feedback addressing four separate issues. There were eight emails asking questions - two were from the same person re-wording her question to clarify. In two emails there were several questions.

There were two emails suggesting a different way of notifying libraries about holiday closure times (during question time there were lots of holiday advice emails being sent out). Another suggestion made was to have an alert in Libraries Australia Document Delivery for 'Renew Answer Yes' and 'Renew Answer No' - these alerts were implemented as a result. Another email suggested a change to the Libraries Australia Search ILL Request Form for a future update.

Positive feedback included comments such as praise for the graphic which appears in LACC when processing a command; praise for Database Services officer Ian Dunn; endorsement of question time; praise for sending out emails re problems, system hiccups etc; gratitude for the email alerts; impressed with the speed and availability of LADD; gratitude for Libraries Australia staff visits - a valuable occasion and forum for questions, clarification and feedback; thanks for the assistance given by the Help Desk.

Negative feedback covered issues such as LADD/ISO and the 'clunkiness' of VDX; slowness of libraries participating in Libraries Australia Document Delivery and the associated costs of requesting; the LADD billing system; the number of duplicate records in the ANBD and problems with reporting of duplicates, and loan restrictions for items on ANBD not expressed clearly.

A similar session will be held in late 2008, possibly for one week.

A small qualitative survey

A small survey was conducted over December 2007 and January 2008, requesting feedback on the performance of the Help Desk. Sixteen enquirers were selected at random, and 11 responded. The ratings given were:

- Excellent – 5
- Above average – 3
- Average – 2
- Between Above average and Excellent – 1.

All libraries responded that the Help Desk had been able to complete the task to their satisfaction either with the first phone call or email, or through further correspondence. None of the libraries needed any further assistance with the task. Most libraries had tried the website and Frequently Asked Questions before calling the Help Desk, but either required further assistance or couldn't find the information they sought. Additional commentary included:

- 'Acknowledgement of a new staff member being able to assist straight away';
- 'Help Desk staff are very timely, respond quickly and provide a positive experience';
- 'Help Desk staff respond very quickly and professionally';
- 'Help Desk staff are able to answer questions most of the time, but if not, they still try to be helpful. The latter occurs particularly in relation to LADD, which is a complex service'.

Training

Training courses were not delivered in South Australia or Queensland.

Course in 2007/08	Number of courses	Trainees
Libraries Australia Search	10 (18)	61 (98)
Cataloguing Client	3 (8)	20 (58)
Libraries Australia Document Delivery	30 (29)	184 (233)
Libraries Australia Document Delivery Online	11 (2)	16 (13)
Last year's figures in ()	54 (57)	281 (402)

APPENDIX 1

MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Ms Linda Luther, University of Tasmania

Members

Dr Warwick Cathro, National Library of Australia (until June 2008, see below)

Ms Elizabeth Ellis, State Library of New South Wales (until June 2008)

Ms Anne Horn, Deakin University

Ms Pam Gatenby, National Library of Australia (excluding March-May 2008)

Mr Lindsay Harris, The Queen Elizabeth Hospital South Australia

Ms Joan Moncrieff, Deakin University

Ms Sherrey Quinn, Libraries Alive! Pty Ltd

Ms Monika Szunejko, State Library of Western Australia

Dr Naida Tattersall, Gold Coast City Council (until May 2008)

Mr Chris Taylor, University of Queensland

Observer

Ms Jan Fullerton, Director General, National Library of Australia

Resource Sharing and Innovation Division:

Mr Tony Boston, National Library of Australia (until February 2008)

Ms Pam Gatenby, National Library of Australia (March-May 2008)

Dr Warwick Cathro, National Library of Australia (from June 2008)

Ms Debbie Campbell, National Library of Australia

Mr Rob Walls, National Library of Australia

APPENDIX 2

STATE USER GROUP CONVENORS AND SECRETARIES

Australian Capital Territory

2007 and 2008

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

2008

Convenor: Mrs Gillian Laughton, FaHSCIA
Email: Gillian.Laughton@fahcsia.gov.au

Secretary: Anne-Marie Slattery, CSIRO, Black Mountain Library
Email: ameslattery@yahoo.com.au

New South Wales

2007 and 2008

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

Northern Territory

2007 and 2008

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

Queensland

2008

Convenor: Ms Lynn Evans, Liaison Librarian (Schools of Nursing & Public Health)
Email: l.evans@qut.edu.au

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

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

South Australia

2008 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

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2007 Convenor: Ms Helen Butler, State Library South Australia
Email: butler.helen@slsa.sa.gov.au

Secretary: Sharron Zuodar, University of South Australia Library
Email: sharron.zuodar@unisa.edu.au

Tasmania

2007 and 2008

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 and 2008

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

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

Western Australia

2007 and 2008

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