



ANNUAL REPORT
2009 / 2010

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OVERVIEW

The 2009/10 timeframe can be summarised as the year of Trove, a significant new search platform for the free search service. Other important activities were:

- the refinement of the strategic plan for 2010-2012;
- the implementation of a new subscription model for the TAFE library sector and an updated model for the university library sector;
- deep linking of more than 200 libraries from Libraries Australia and Trove to local catalogues;
- hosting of the inaugural OCLC Asia Pacific Regional Forum for Australia;
- the availability of OCLC numbers in Libraries Australia to support record matching and linking to local library catalogues;
- the enhancement of over 240,000 Australian National Bibliographic Database (ANBD) records with Library of Congress Table of Contents data;
- a LADD Members & Suspensions Directory, introduced in February 2010;
- the release of the Libraries Australia cataloguing client (version 3.3.8.5) on 18 February 2010; and
- the release of Libraries Australia Document Delivery (version 4.1.2) on 3 May 2010.

KEY STATISTICS FOR 2009/2010

Key statistics

ANBD size: Over 47.1m holdings (last year 46m)

More than 20.3m bibliographic records, with 1.08m added (last year 19.6m)

More than 1.78 million authority records, with 2,567 added

Links to more than 1,099,346 online resources (last year 969,400)

Searches: Over 15.56m searches (last year 15.8m), of which 1.33m used the free service (last year 2.5m), reduced due to the introduction of Trove on 4 December

Document delivery: 321,000 items requested through the document delivery service (last year 319,000)

STRATEGIC PLAN 2010-2012

The 2009-2011 Strategic Plan was updated to 2012¹. New environmental considerations were added including the adoption by large libraries of integrated discovery tools such as Primo and Summon which are transforming and extending local catalogues; and the expectation of users that they will be able to access information resources through their smart mobile devices.

LIBRARIES AUSTRALIA ANNUAL FORUM 2009

Libraries Australia enjoyed the company of 146 delegates at the 2009 Forum in Hobart on 6 November². The Forum featured Jim Michalko, Vice President of OCLC Research, and Janifer Gatenby from OCLC's Leiden office.



Ms Janifer Gatenby



Mr Jim Michalko



Ms Margaret Allen



Dr Warwick Cathro

MARKETING AND SPONSORSHIP

■ Conferences

Conferences attended or sponsored included:

- New South Wales Family History Group, September 2009
- AGLIN (Australian Government Libraries Information Network) Forum, October 2009
- ALIA National Library and Information Technicians Conference, October 2009
- Libraries Australia Forum, November 2009
- Charles Sturt University seminar, November 2009 - *Empowering Users*
- VALA Biennial Conference, February 2010
- the National Library's Innovative Ideas Forum, April 2010.

■ In the press

- monthly advertisements were provided to *Incite* magazine³
- six issues of the Libraries Australia eNewsletter were distributed via the librariesaustralia-l discussion list. All were archived in PANDORA⁴
- *Gateways* articles including a farewell to long-serving LAAC members and an opinion piece on *Creating Catalogues*⁵.

¹ The plan may be consulted at nla.gov.au/librariesaustralia/documents/strategic-plan.pdf.

² *Libraries Australia Forum 2009* nla.gov.au/pub/gateways/issues/102/story09.html and *Evaluation* nla.gov.au/librariesaustralia/laac/documents/laac-paper-2010-1-06-forum-evaluation.pdf.

³ *Incite* www.alia.org.au/publishing/incite/2010/

⁴ Libraries Australia eNewsletter <http://nla.gov.au/nla.arc-102162>.

⁵ *Rob Walls and creating catalogues, December 2009* nla.gov.au/pub/gateways/issues/102/story03.html.

 New products



Libraries Australia eco-pen (photo by Mary-Louise Weight); notepad with Taggedo tag cloud.

 Blog posts

1. Borrow from a Library

Try and borrow the book from your local library. If your library doesn't have it, you can request an **interlibrary loan** whereby your library will try and obtain it from another library in Australia or abroad. This commonly incurs a nominal fee, anywhere between \$1-\$10 dollars. If you are a university student or staff member, interlibrary loans can even be free.

You can quickly find out if a book is available in an Australian library by [searching the Libraries Australia database](#), hosted on the National Library of Australia website. If you want to [check overseas library catalogues](#), they have a [list of foreign library websites](#).

Borrowing, of course, may not be a viable option if you need the book immediately and/or have to refer to the book again and again.

<http://herestrouble.com/archive/how-to-avoid-the-aussie-book-ripoff-and-save-money/#more-416>

Responses to NLA blog: <http://blogs.nla.gov.au/labs/2009/11/>

Current social, policy and technology influences on libraries and their relevance in this environment - Jim Michalko, RLG Programs Development, OCLC

"Comment: Great post, thanks. I agree with the comment about the profession's (lack of) capacity for leadership in times of change. In my experience the library profession is great at doing what we do, good at talking to the general public & captive audiences (eg. students) about what we do, but less than brilliant when it comes to selling our value to the drivers - the politicians and government policy and purse-string decision makers. Libraries aren't on their radar. We need more dynamic, forceful and visionary leadership to take libraries to the head table. Otherwise the world will change around us and we won't have a voice."

Why do we need to reimagine libraries? - Margaret Allen, CEO State Library of Western Australia

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"Comment: I think this is a very perceptive address because it highlights the need to libraries to change given the digital revolution in the delivery of information. I find that almost all research and legal information is used online now and that in many instances, hard copy sources of information are not as relevant."

SUBSCRIPTION MODELS FOR TAFE AND UNIVERSITY LIBRARIES

As part of the ongoing review of all Libraries Australia subscription fees, TAFE libraries were introduced to a new model based on total student contact hours. Three opportunities to respond were provided, and quotes confirmed. A transitioning timeframe of three years was offered in some cases. The few remaining libraries which have not yet moved to a new fee will be managed under the special library sector model.

At the end of its third year, the university sector model was reviewed, and minor adjustments were made across the sector for the three financial years from 2010/11.

All new charging schedules were updated on the Libraries Australia web site.⁶

LIBRARIES AUSTRALIA CONTACT POINTS

Discussion lists




The general Libraries Australia discussion list has 1,644 subscribers and the Document Delivery discussion list has 740 subscribers. This represents 22% of registered user-ids.

State and Territory User Group meetings

Each state and territory hosted user group meetings over the year. The full list of meeting convenors and Libraries Australia representation is at Appendix B. Libraries Australia staff were available to attend at least one meeting in each capital city in 2009/10, as shown, to disseminate Libraries Australia news and respond to issues. Visits to Western Australia were scheduled just either side of the financial year.

Help Desk

The Help Desk received 8,995 enquiries in 2009/10 (last year 8,834). As for 2008/09, 85% of responses were sent within one day, 98% within five days, and 100% within four weeks.

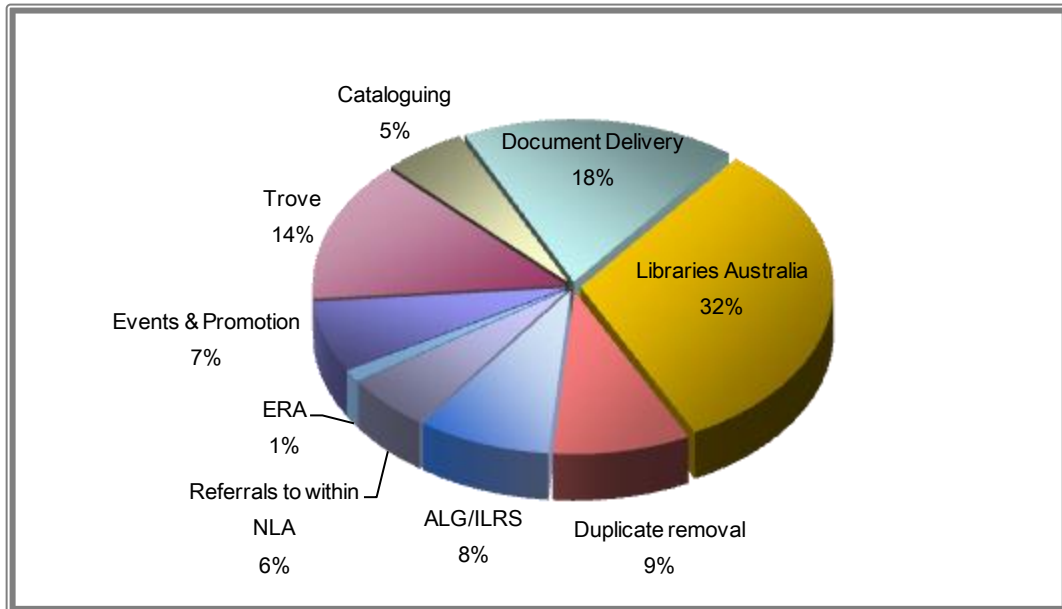
<u>Enquiry Method</u>	<u>2007/08</u>	<u>2008/09</u>	<u>2009/10</u>
	60.0%	50.6%	21.7%
	40.0%	49.4%	37.0%
			41.3%
(Refracker ⁷ was introduced in October 2009)			

⁶ Subscriptions from 1 July 2010, nla.gov.au/librariesaustralia/charges.html

⁷ Refracker is the tool used by the Libraries Australia Help Desk to record and respond to enquiries.

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General enquiries on areas such as subscriptions, the Record Import and Export Services, deep linking, holdings and Products totalled 2,344. Duplicate record reporting continued to trend downward from 1,443 to 794 enquiries. The Help Desk took on the responsibility of being the first point of contact for Trove, Picture Australia, People Australia and Australian Research Online (the latter two pending their integration into Trove), resulting in a total for all three of 1,256 enquiries.



The introduction of Reftracker in October has permitted more granular reporting in some areas. For example, the number of enquiries responded to in less than 15 minutes was 5,895 and greater than 15 minutes was 782.

Ning

Help Desk staff monitor the Libraries Australia presence in ning. Established in February 2009 at <librariesaustralia.ning.com>, joining ning is by invitation to Libraries Australia members only⁸. At the end of June 2010, 287 people had joined (up from 237 last year). Topics under discussion have included new plans for authority records and the benefits of adding of OCLC control numbers to all Libraries Australia processes.

TRAINING COURSES

The downward trend in training numbers was reversed in 2009/10, for all course types, possibly due to an increased awareness of the value of face-to-face training highlighted by the roadshows, as well as the high levels of professionalism maintained by the training providers.

Course	Number of courses			Number of participants		
	2007/08	2008/09	2009/10	2007/08	2008/09	2009/10
Search	10	6	6	61	28	37
Cataloguing Client	3	4	3	20	30	6
Document Delivery	30	15	27	184	91	142
Document Delivery online	11	5	6	16	5	38
LADD Seminar	-	1	2	-	12	15
Total	54	31	44	281	166	238

⁸ How to join ning, www.nla.gov.au/librariesaustralia/social.html

LAAC MEETINGS & OCLC MEMBERS' REPRESENTATION

The Libraries Australia Advisory Committee (LAAC) provided strategic advice on subscription models and WorldCat Resource Sharing, and commented on the guidelines for Committee membership at its meetings in November 2009 and April 2010⁹. Ms. Linda Luther stepped down as Chair of the Committee at the November meeting, and Ms Anne Horn was appointed to the role. Mr Vic Elliott, Director of Scholarly Information Services and University Librarian at the Australian National University, became a full Committee member. The LAAC recorded its gratitude to Ms. Luther for her representation of the university sector, and role as Chair; Mr Lindsay Harris, who provided strategic advice on behalf of the health sector; and Ms Sherrey Quinn, who served for 11 years representing special and government libraries.

Three new members were elected in time for the April 2010 meeting: Ms Liz Burke, Director of Library Services at Murdoch University; Ms Ann Ritchie, Director of Library Services, Northern Territory Department of Health & Families and Ms Karen Hansen, Manager of Library Services at the Department of Families, Housing, Community Services and Indigenous Affairs. The full list of LAAC members is at Appendix A.

Mr John Shipp, University of Sydney Librarian, represented the National Library at the inaugural Asia Pacific Regional Council meeting in Beijing in September 2009. Mr Elliott, as Australia's representative, prepared a report of the meeting for all libraries.¹⁰ The inaugural Australian meeting of the OCLC Asia Pacific region was held on 15 April 2010, to which all Libraries Australia member libraries were invited.¹¹ The keynote speaker was Mr Theodore Fons, Director of the WorldCat Global Metadata Network at OCLC.

MEMBERSHIP

Libraries Australia processed 67 new members (36 last year) and 39 cancellations (35 last year) in 2009/10. New members were from the following sectors:

- special libraries 22.4% (15)
- public libraries 13.4% (9)
- school libraries 38.8% (26)
- individuals 19.4% (13)
- two vendors 3%
- one international university library, and
- one TAFE-based library school.

The reasons given for cancellation were:

- closure of library 28.2% (11)
- no further requirement to use Libraries Australia, including 10 individuals 71.8% (28)

There was a net increase in the number of member libraries from 1,251 in 2008/09 to 1,263 in 2009/10, matched by an increase in the number of user-ids assigned from 6,992 to 7,249.

⁹ LAAC papers are available at nla.gov.au/librariesaustralia/laacpapers.html#papers.

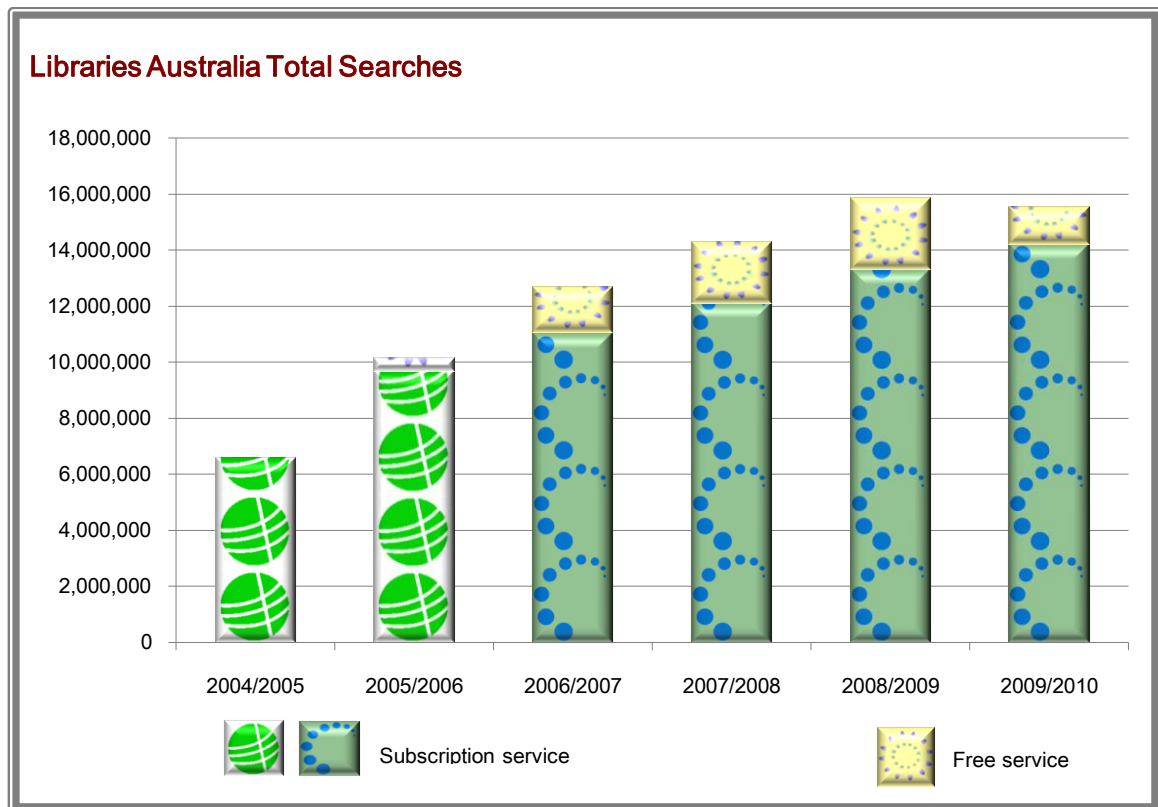
¹⁰ *Report on OCLC's 1st Asia Pacific Regional Council Meeting*
nla.gov.au/librariesaustralia/laac/documents/laac-paper-2009-2-04-oclc-council-report.pdf

¹¹ *OCLC Asia Pacific Regional Council Meeting*, 15 April 2010,
nla.gov.au/librariesaustralia/events/meetings/oclc-aprc.html

LIBRARIES AUSTRALIA SERVICES AVAILABILITY

Member libraries had access to Libraries Australia services during 99.16% of business hours as well as non-core times. The National Library's IT Division continued to upgrade hardware which improved search response times. The decision was taken to remove relevance ranking (justified due to the more common search technique of looking for known items), and this had a very positive effect on performance.

LIBRARIES AUSTRALIA SEARCH



The Libraries Australia free search service was switched off on 4 December 2009. The total number of searches in the free service for 1 July - 4 December 2009 was 1,334,204. The two services ran in parallel during November. Trove searches from February to June 2010 totalled 5,313,522 (earlier data is not available).

Deep linking from Libraries Australia to local library catalogues has been implemented for 208 libraries.¹² This is simultaneously arranged in Trove.

The other improvement to the search module was the addition of a 'check copyright status' button **Check copyright status** which links to the National Library's copyright status calculator for confirming the status of a particular Australian work. The Copyright Status button appears to the right of the Get This Item button **Get this item** in Libraries Australia Search in the Full View screen.

The National Library has made the copyright status calculator software module freely available for downloading¹³, for inclusion on any catalogue platform. Further information about its algorithm is also available¹⁴.

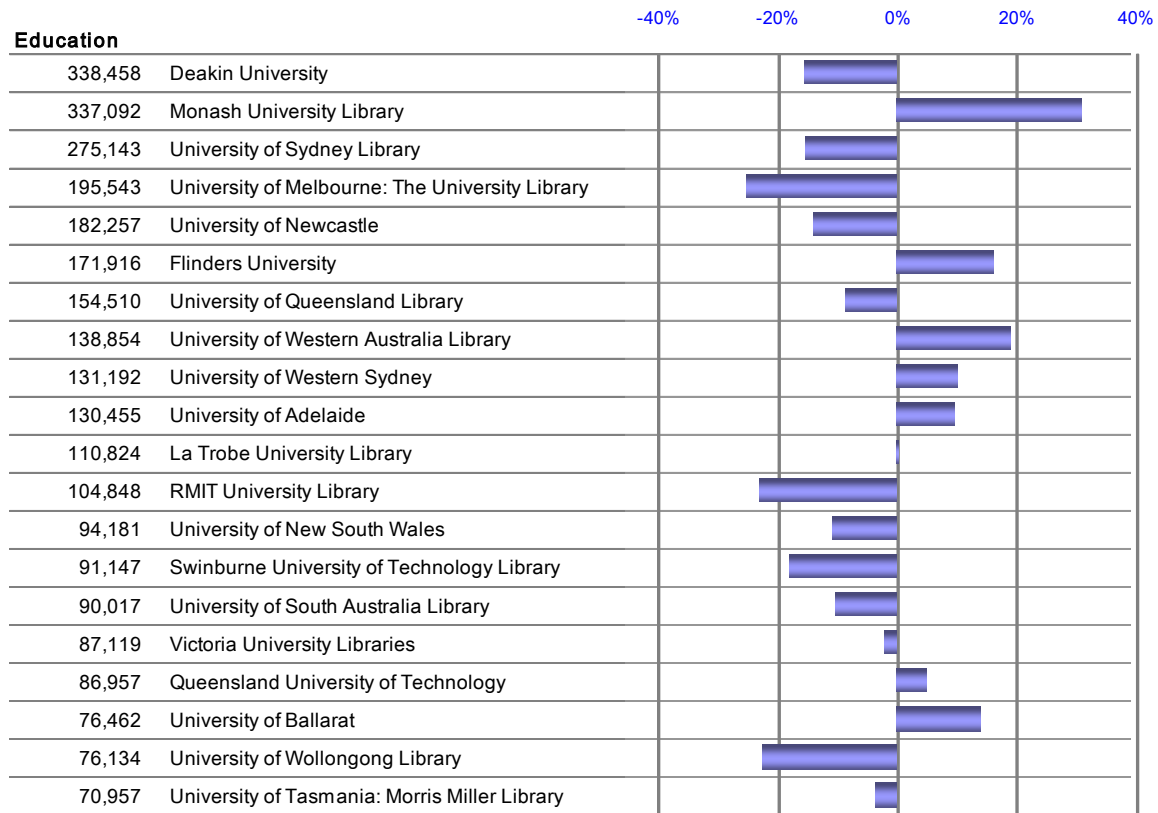
¹² Refer separate LAAC paper in this set for an analysis of the implementations of deep linking.

¹³ <https://code.nla.gov.au/redmine/news/show/9>

¹⁴ <https://wiki.nla.gov.au/display/LABS/Copyright+status+service>

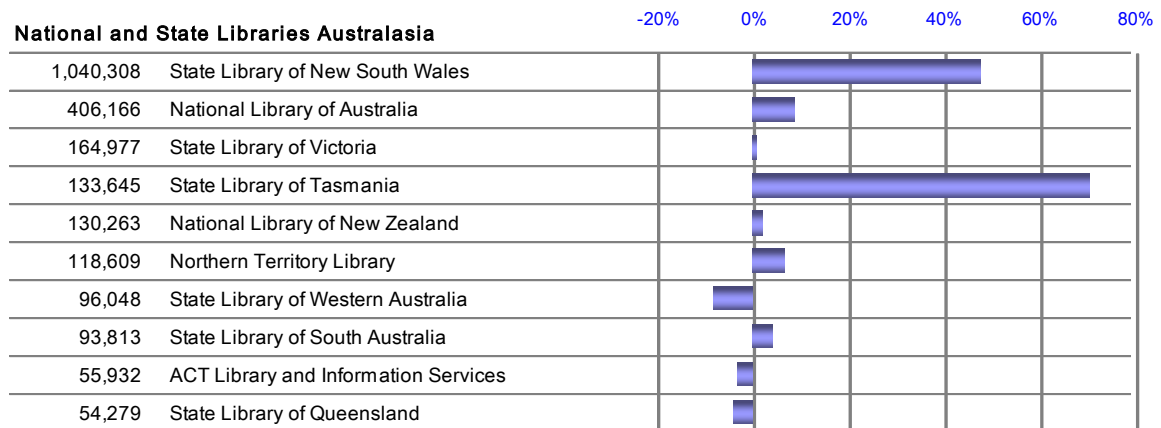
2009-10
percentage
variance from
2008-09

TOP 20 SEARCHING ORGANISATIONS, BY SECTOR



Notes

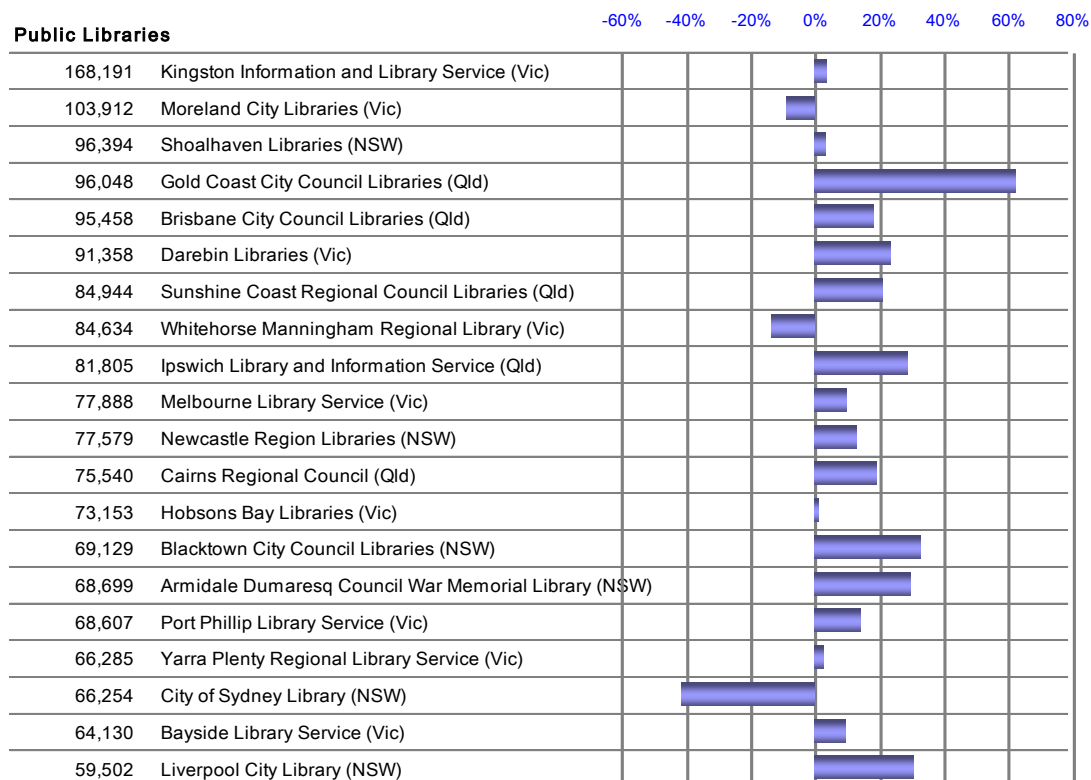
1. The University of Melbourne reached the end of a retrospective cataloguing project.



Notes:

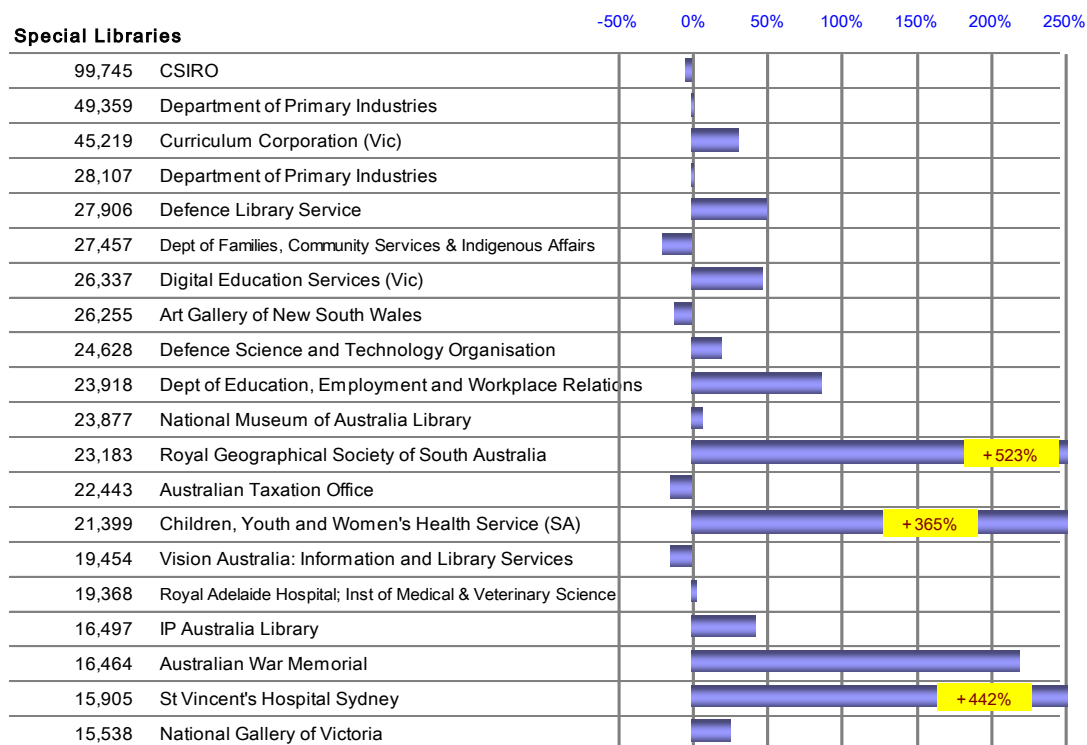
1. The State Library of NSW eRecords project contributed over 140,000 new records to the ANBD since 2008, including 125,000 maps books and serials in the 2009/10 year. These records were previously only searchable via card catalogues and indexes held in the Library.
2. The increase at the State Library of Tasmania was due to collection weeding, training in a new ILMS and three new cataloguing vendors.

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Notes:

1. Gold Coast City Council Library searching has increased due to the implementation of Libraries Australia Enhanced Requesting for Interlibrary Loans.



Notes:

1. The Royal Geographical Society of South Australia is using volunteers to catalogue more than 10,000 rare books, of which 3,000 have had titles added to the ANBD. Of these 20-30% were not already on the database.
2. The Children, Youth and Women's Health Service (SA) merged three separate library collections.
3. St Vincent's Hospital in Sydney migrated to a new platform.

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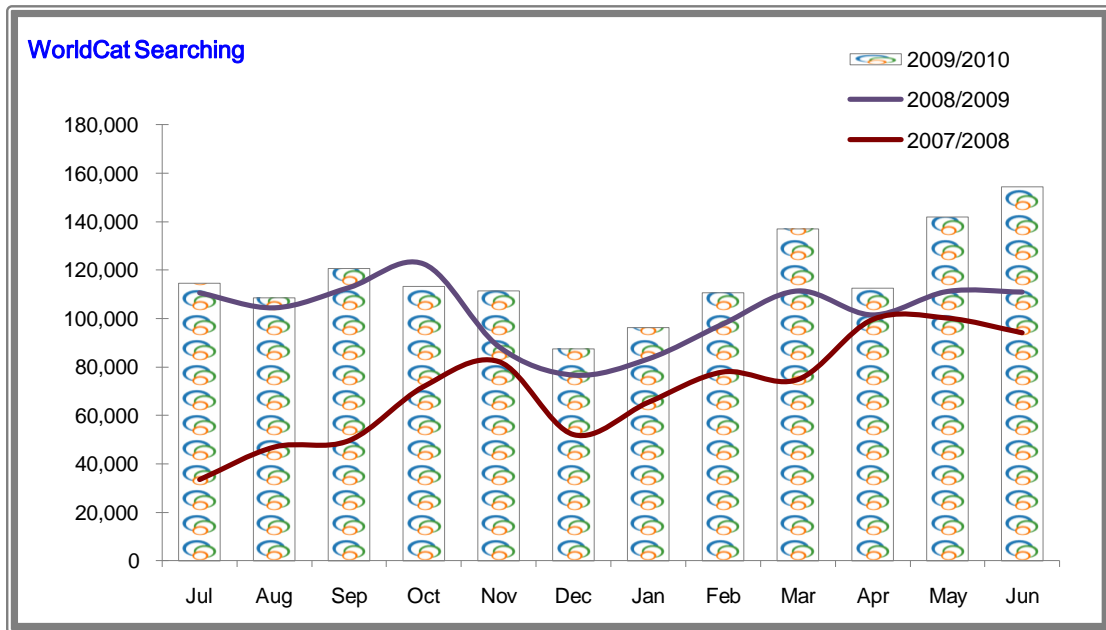
DATABASES PROVIDED THROUGH LIBRARIES AUSTRALIA

The Australian National Bibliographic Database remains the most heavily used database with over 12 million searches in 2009/10. Individual database usage may be summarised as follows:

Database	2006/07	2007/08	2008/09	2009/10
ANBD	10,066,070	10,287,908	11,123,505	11,823,134
SILAS (Singapore)	32,921	62,816	66,397	96,250
Te Puna (New Zealand)	351,816	425,292	476,396	490,250
RLG	193,400	- ¹	-	-
SCIPIO	2,604	-	-	-
ARO	17,233	15,162	6,772	5,328
British Library Catalogue	56,232	74,040	75,454	66,967
Chinese Uni of Hong Kong	8,686	8,878	16,480	10,985
CISTI	107,994	144,911	130,164	123,545
CURL	30,049	24,413	7,026	10,736
Hong Kong Uni of Science & Technology	8,844	9,129	15,958	10,255
Informit e-Library	-	-	6,619	3,442
Library of Congress	115,478	125,826	133,505	128,555
Picture Australia	5,771	17,420	4,437	3,446
University of Hong Kong	10,245	11,028	19,506	12,194
APAIS (Titles Index)	168	1,012	2,531	2,154
WorldCat	27,135	849,564	1,232,077	1,409,800 ²
APAFT - Full Text-RMIT Subscription	207	217	187	68
ANBD Free	1,605,031	2,172,784	2,521,344	1,334,204 ³
Picture Australia direct	818,162	1,275,075	1,686,964	845,629 ³
TOTAL	12,639,884	14,281,226	17,525,322	16,376,942

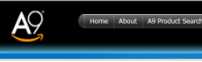



Notes:

1. RLG and SCIPIO were absorbed into WorldCat.
2. WorldCat searching continues to rise significantly.
3. With the introduction of Trove, the Libraries Australia Free service ceased from 4 December 2009, reducing the simultaneous use of both the ANBD and Picture Australia through the Libraries Australia interface.



THE EFFECT OF DATA SYNDICATION ON SEARCHING

Data syndication is one of the value-added services facilitated by Libraries Australia on behalf of its members to ensure Australians find material in Australian libraries easily. The Libraries Australia search box in Facebook was replaced by a Trove search box in December 2009.¹⁵

	2007/08	2008/09	2009/10
 OpenSearch® Search More at Once	4,391 searches since August 2007	5,150 searches	8,490 searches ¹
	46,534 click-throughs to Australian libraries from WorldCat.org	148,639 click-throughs to Australian libraries from WorldCat.org	148,784 click-throughs to Australian libraries from WorldCat.org
	Google referred to 138,714 pages in Libraries Australia	Google referred to 160,330 pages in Libraries Australia	Google referred to 100,888 pages (still the top referring engine)
	62 searches from Facebook during April-June 2008	858 searches	699 searches, 168 users

Notes:

1. The figures given above for OpenSearch refer to access via the search engines' search box in browsers which users select. A much higher rate of use of this protocol has been observed for agencies which provide a Libraries Australia/Trove search box on their own websites to generate the searches automatically. This incurred 26.4m searches in 2009/10 (last year 19.2m).

¹⁵ Ways of searching Libraries Australia, nla.gov.au/librariesaustralia/searching.html

LIBRARIES AUSTRALIA DOCUMENT DELIVERY & RELEASE 4.1.2

Usage of the LADD service continued to grow. Its target of 320,000 requests was exceeded by 1,000 (up from 318,972 last year) with 737 subscribers. The Libraries Australia team continued to facilitate system interoperability testing with libraries using ISO ILL Protocol compliant systems, including VDX, Relais and Aleph. LADD now has ISO ILL protocol interconnections with ILL systems in 88 libraries. Testing of ISO ILL interoperability continues with several libraries and the number of ISO ILL systems interoperating with LADD is expected to exceed 100 by the end of 2010. A significant amount of testing is also done to support libraries that are changing or upgrading their ISO-compliant ILL systems.

The following libraries implemented ISO-ILL protocol interconnections with LADD during the year:

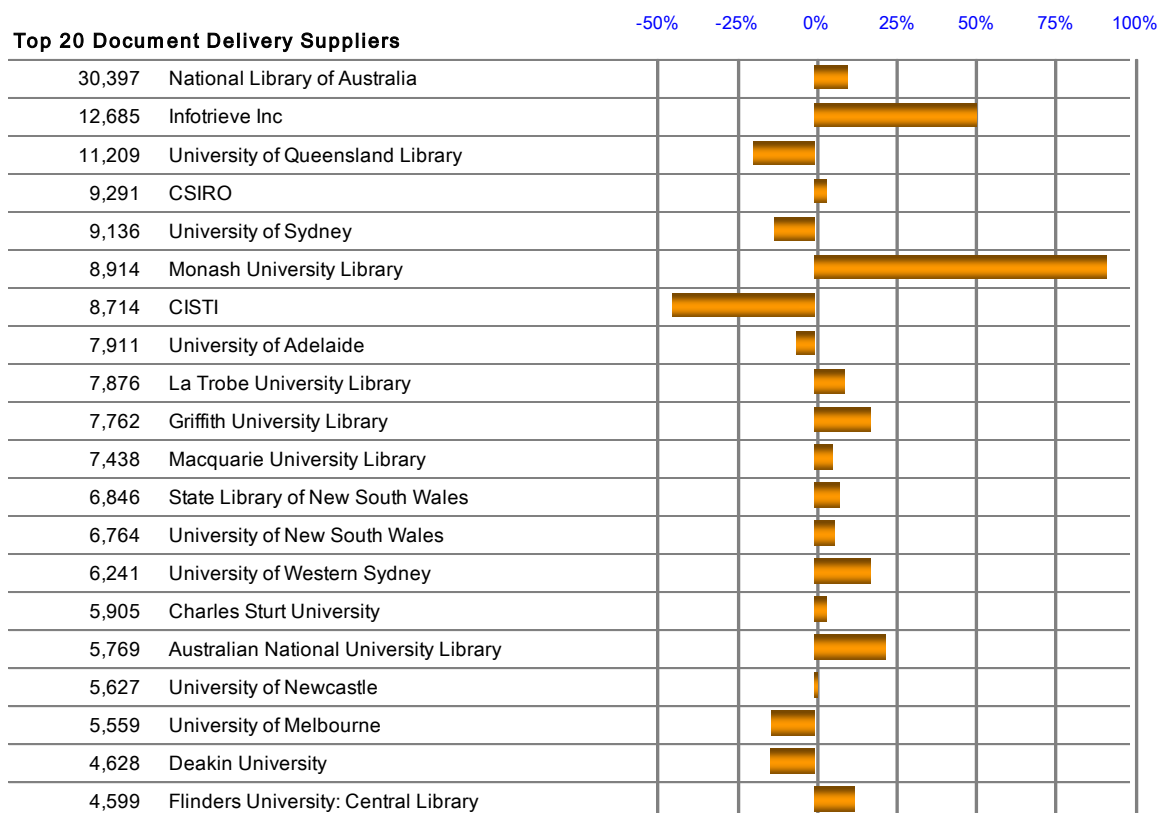
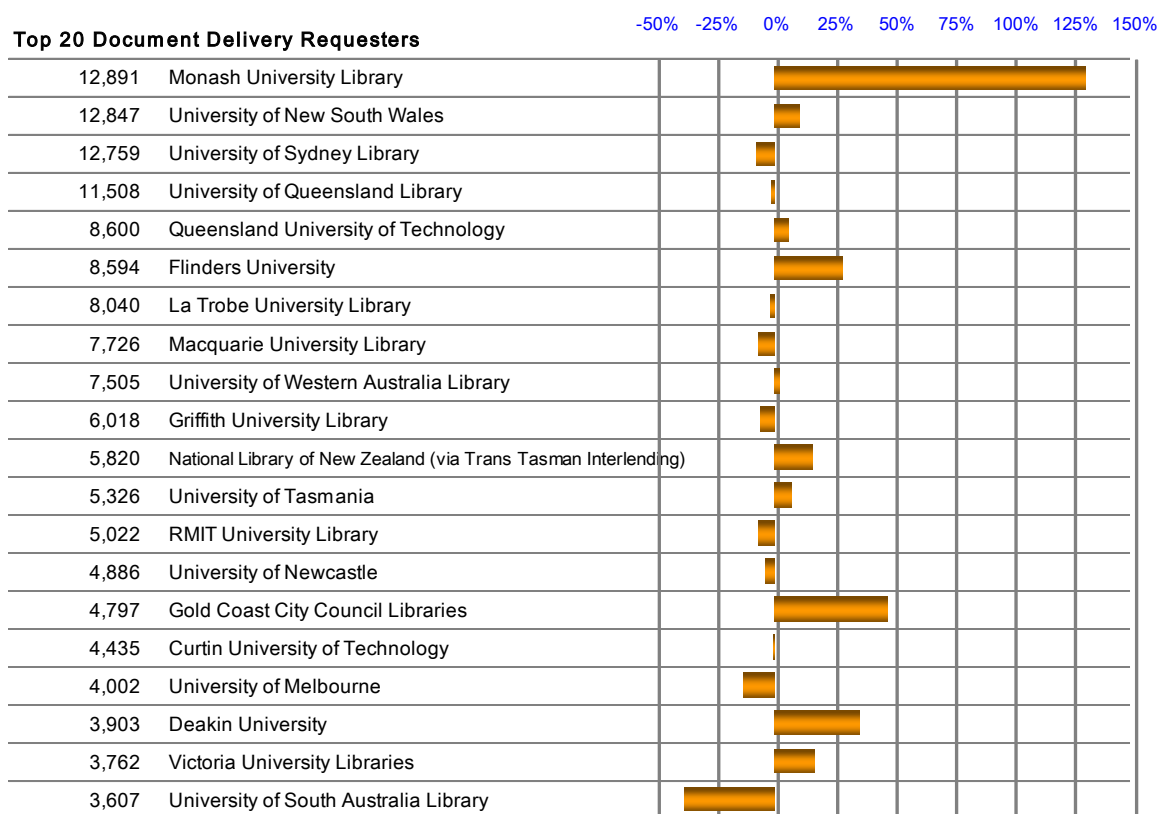
- Avondale College (NAVC)
- Charles Sturt University Albury (NCSU:A)
- Charles Sturt University: Bathurst (NCSU:B)
- Charles Sturt University: Electronic Collection (NCSU:E)
- Charles Sturt University: Orange (NCSU:O)
- Charles Sturt University Wagga Wagga (NCSU:W)
- City of Greater Dandenong libraries (VDGV)
- Melton Library and Information Service (VMLT)
- Mitchell Regional Library Service (VSLS)
- Mornington Peninsula Library (VPEN)
- NSW Police Force Library Services (NPAG)
- Prince Charles Hospital Library (QPCH)
- Queensland Health Central Library (QDH)
- Queensland Health: Nambour General Hospital Library (QNGH)
- Southern Cross University: Lismore (NSCU:L)
- Southern Cross University: Coffs Harbour (NSCU:CH)
- West Gippsland Regional Library (VWGP)
- Yarra Libraries (VYML).

From July 2009 to June 2010 inclusive, there were 5,820 items supplied to New Zealand libraries from Australian collections (last year, 5,020) and 2,917 items supplied to Australian libraries from New Zealand collections (last year, 2,580). The LADD service also supported delivery of 12,626 copies from Infotrieve and 8,616 from CISTI.

A new version of the Document Delivery software (VDX version 4.1.2) was implemented on 3 May. The upgrade included user interface improvements with an updated look and feel, including streamlined screen layouts and configurable ILL actions and work queues.

During the year a number of improvements were made to the configuration of the system including:

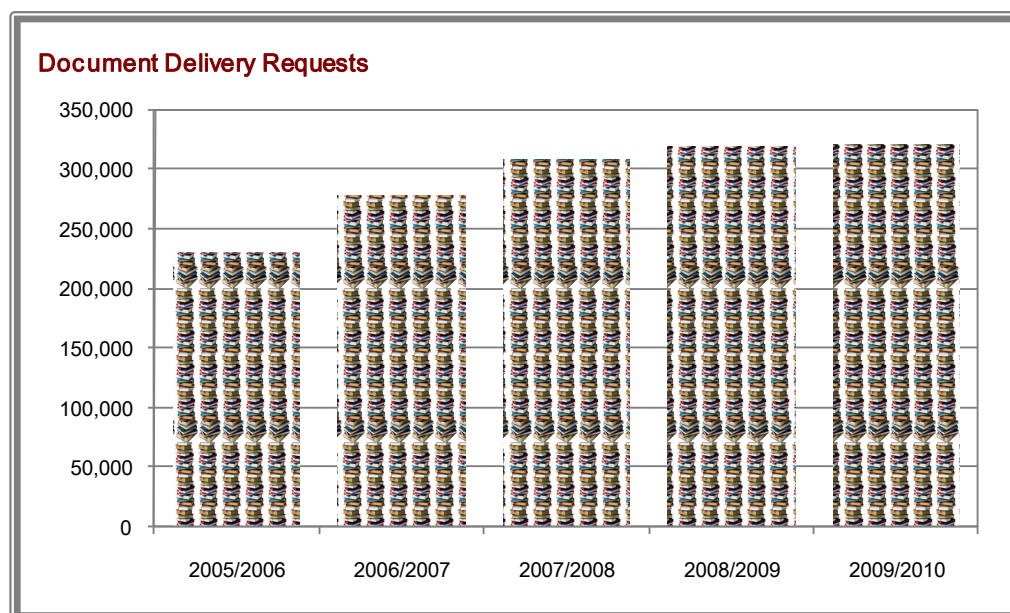
- new auto complete actions of Checked In (Loan), Received (Copy), Answer Non Supply (Copy and Loan) and Cancel Reply-Yes (Copy and Loan) that do not require manual input
- an alert to prevent users including their own location in a request rota, and
- a dynamic web page listing LADD members and current suspensions.



Notes:

1. The significant increase for Monash University is due to the Relais implementation and its seamless integration with SFX which led to a large increase in requests.

2. The change for the University of South Australia is due to the introduction of unmediated requesting via Infotrieve.
3. Infotrieve and CISTI formed a partnership in late 2009 whereby Infotrieve handles all document supply requests to CISTI.
4. Deakin University has introduced unmediated requesting of books, and lost two overseas suppliers, so are requesting more within Australia. The addition of more libraries to LADD has resulted in a higher success rate.



LIBRARIES AUSTRALIA CATALOGUING SERVICE

Libraries Australia released a new version of the Cataloguing Client (WinIBW 3.3.8.5) to users on 18 February 2010. The software included:

- improvements to record copying and importing
- support for additional user customisation
- improved handling of OCLC numbers
- improved support for Arabic and Hebrew scripts, and
- improved functionality in the special characters toolbar.

Several configuration upgrades were also implemented during the year. Resulting service improvements included:

- better matching and merging in the Record Import Service (RIS)
- new detailed help screens for the RIS
- better handling of OCLC identifiers during record merging
- improved brief display of authority records
- a new cataloguing template for Serial component parts (language material), and
- updating of the novice cataloguing template.

The addition of OCLC identifiers to Libraries Australia bibliographic records was completed on 29 November when a new TeraText database was implemented for Libraries Australia Search. The database had been built offline over a period of weeks as part of a project to add OCLC identifiers to all records in the database. The addition of OCLC identifiers supports better record matching and more reliable deep linking from WorldCat to library catalogues.

Development of the RIS Authorities Service has continued during the year. RIS Authorities enables libraries that create significant numbers of authority records to contribute them to the

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ANBD through an offline service. So far 3,894 National Library authority records have been loaded. The State Library of New South Wales and the University of Adelaide have both contributed test data. To better support automated control number matching of authority records Libraries Australia staff in December transferred superseded control numbers and current control numbers into separate fields. This required the updating of all 1.7 million authority records. New control number indexes were also created.

SUMMARY OF GROWTH OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

■ The quantity of processing was:

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

Bibliographic	2007/08	2008/09	2009/10
Cataloguing Client (WinIBW)	859,645	1,099,536	972,987
Web Input	25,772	48,147	67,867
Record Import Service	3,658,120	4,863,916	6,066,659

Holdings	2007/08	2008/09	2009/10
Cataloguing Client (WinIBW)	362,833	338,088	359,347
Web Input	983,177	1,063,368	1,019,997
Record Import Service	2,122,033	3,365,131	3,951,284

■ The following table shows overall database size:

	2005/06	2006/07	2007/08	2008/09	2009/10
Bibliographic records	16,227,592	17,444,614	18,579,657	19,654,641	20,305,574
Authority records	1,761,438	1,776,060	1,781,567	1,784,766	1,786,997
Holdings	41,534,327	41,846,932	43,769,326	46,058,029	47,175,190

IMPROVING THE QUALITY OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

The duplicate detection program has been run regularly during the year resulting in the removal of over 580,000 duplicate records from the ANBD. The program currently removes duplicates detected using Library of Congress Numbers and ISBNs. It has also been configured to remove duplicates using the OCLC number as the match key. These runs will provide another benefit from Libraries Australia's contribution to WorldCat by leveraging off WorldCat's record matching algorithms.

Over 240,000 ANBD records were enhanced with Library of Congress Table of Contents (LC TOC) data. The project took the innovative approach of harvesting the TOC from the Library of Congress web site, reformatting it to create MARC 505 fields, and then adding it to matching ANBD records. Following the completion of the base data load, monthly harvests of the LC web site have been implemented to pick-up new TOC data.

Highlights of the ongoing program of data quality improvement in 2009-2010 were:

- global holdings updates and transfers performed for 69 libraries resulting in the deletion or updating of over 800,000 holdings;
- major holdings refreshes performed for the following libraries resulting in the deletion and reloading of over 1.2 million holdings:
 - Botany Bay City Council: Central Library, Eastgardens (NBNY)
 - Dalton McCaughey Library (VJTL)
 - Northern Regional Library & Information Service (NORL)
 - University of Queensland (QU), and
 - University of Tasmania (serials) (TU);
- global bibliographic changes including:
 - over 97,000 updates to remove obsolete ANB PRECIS SIN number and move the PRECIS string from field 500 to the correct 650 field
 - correction of common typographical errors (e.g. austrialia, eduction, enviroment, goverment) in bibliographic records (where permitted by cataloguing rules), and
 - routine maintenance to ensure that subject heading geographic subdivisions follow the Australian practice of direct subdivision by Australian state or territory; and
- the removal of 1,556 duplicates reported by Libraries Australia users.

IMPROVING THE COVERAGE OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

During the year over one million new bibliographic records were added to the ANBD and over 3.2 million holdings were added or updated.

Over 10 million bibliographic and/or holdings records were processed through the Record Import Service (RIS). This included data from the 242 Australian libraries, data contributed by library suppliers on behalf of 16 libraries, and from agencies including: Library of Congress, British Library, Blackwells TOC, OCLC and Serials Solutions. Libraries Australia staff reviewed approximately 141,468 potential duplicate RIS records.

Libraries Australia was pleased to welcome 39 libraries that commenced using the RIS service. These include several smaller libraries that contribute in DB/Textworks format.

Libraries Australia has continued to liaise with OCLC regarding the development of SRU Record Update. Records from several libraries have been successfully received and loaded into the NLA CBS test system in Leiden. SRU Record Update provides a future alternative to the RIS.

In 2008 Libraries Australia conducted a major survey of ANBD coverage. The survey aimed to provide data to support the development of strategies to improve the overall coverage of the ANBD. Follow-up from the survey has continued with Libraries Australia staff visiting several state and university libraries to discuss their contribution to the ANBD.

Significant additions to the coverage of the ANBD include:

- several libraries opting to load their OCLC WorldCat Cataloguing Partners (WCP) service records
- 50,207 records from the Waverley Council Library including their children's book collection
- the Australian Film Institute Research Collection from RMIT University Library
- City of Stirling loaded their local history photograph collection

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- 62,214 records for the National Library's biographical clippings file, and
- 6,133 records for the State Library of South Australia Oral History Collection.

More than 1,127,785 ANBD records contain non-Roman scripts (last year 1,022,343), as follows:

	<u>2007/08</u>	<u>2008/09</u>	<u>2009/10</u>
Authority records			
With Chinese scripts	3,972	3,976	3,979
With Japanese scripts	99	101	107
With Korean scripts	61	62	62
With other scripts	0	9	150
Bibliographic records			
Arabic language scripts	22,324	28,318	60,199
Chinese	445,449	503,181	526,671
Cyrillic	2,557	9,130	22,499
Greek	19	40	300
Hebrew	8,776	12,992	31,773
Japanese	340,881	353,332	362,620
Korean	102,007	106,513	113,783
Tamil	12	1,894	1,940
Thai	1,951	2,804	3,702

Many other records describing resources in languages other than English are created in Roman script.

The number of holdings in the ANBD also increased overall, as shown below.

State and Territory Library Holdings

National Library of Australia	4,225,194
State Library of New South Wales	1,262,856
State Library of Victoria	1,100,686
State Library of Queensland	690,474
State Library of Western Australia	673,076
ACT Library and Information Services	569,135
State Library of South Australia	544,914
Northern Territory Library	318,423
State Library of Tasmania	171,501

University Library Holdings

University of Melbourne	1,727,057	Murdoch University	396,784
Monash University	1,677,792	Australian Catholic University	382,115
University of Sydney	1,605,099	RMIT University	376,035
La Trobe University Library	1,156,668	Curtin University of Technology	367,835
University of Queensland	1,133,762	University of Wollongong	352,652
University of Adelaide	1,012,208	University of New England	341,129
Australian National University	910,473	University of NSW@ADFA	315,442
University of Newcastle	870,809	Victoria University	314,235
University of Western Sydney	826,399	University of Technology Sydney	302,325
University of New South Wales	815,664	University of Canberra	257,663
University of Western Australia	768,721	James Cook University	255,479
Deakin University	755,930	Charles Darwin University	224,511

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Griffith University	697,926	University of Ballarat	201,901
Flinders University	598,247	Southern Cross University	166,470
Macquarie University	596,151	Swinburne University of Tech	141,194
Charles Sturt University	545,697	Central Queensland University	109,914
University of Tasmania	458,205	Bond University	99,483
University of South Australia	438,403	University of Notre Dame	86,307
Qld University of Technology	419,442	University of the Sunshine Coast	86,180
Edith Cowan University	416,537	University of Southern Queensland	43,265

Holdings of libraries other than University/NSLA members

South Australian Public Library Network	381,408
Brisbane City Council Libraries	344,841
Newcastle Region Libraries	302,292
CAVAL	282,727
Moreland City Libraries	235,333
Cairns Regional Council	234,552
Sunshine Coast Regional Council Libraries	225,524
Ipswich Library and Information Service	223,808
Yarra Libraries	194,299
City of Sydney Library	191,641
Kingston Information and Library Service	185,046
Richmond-Tweed Regional Library	174,956
TAFE SA	174,063
Frankston Library Service	155,650
City of Boroondara Library Service	153,614
Gold Coast City Council Libraries	152,590
Whitehorse Manningham Regional Library Corporation	145,782
Bayside Library Service	145,523
Sutherland Shire Libraries	141,870
Yarra Plenty Regional Library Service	141,799

RECORD SETS AND PRODUCTS

Electronic Collection record sets

Libraries Australia currently offers bibliographic record sets for 13 Australia electronic resource collections. Twenty-one libraries receive regular e-collection products and during the year a total of 196 e-collection products were supplied.

Record Export Service and customised products

Twenty-five libraries joined the Record Export Service (RES) during the year bringing the total number of RES users to 346 libraries. A total of 783,354 records were downloaded via RES during the year.



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Between 1 July 2009 and 30 June 2010 there were 1,494 product runs (last year 1,581). The total number of records provided was 49,323,455 (last year 69,549,086). The observed decrease is primarily due to the particularly large number of records that were extracted for collection analysis purposes in 2008/2009.

Key activities included:

- development of a new product to enable libraries to receive files of their records that have been enhanced with Library of Congress Table of Contents data
- development of a new control number concordance product to enable libraries to obtain files of matching ANBD numbers, Local systems number, and/or OCLC number, that relate to their bibliographic records
- extraction of serials bibliographic and holdings data to support the NSLA Reimagining Libraries Project 7 serial holdings overlap study¹⁶, and
- a product listing their unique holdings was produced for the University of Western Australia after their flood to assist in disaster recovery.

The Recent Australian Publications (RAP) and GovRAP services continue to be well used.

Views including downloads	2007/08	2008/09	2009/10
	164,452 uses	149,559	73,065*
	13,626 uses	28,392 uses	33,744 uses

* There was a three-month backlog in supplying records early in 2010 which was restored subsequently.

¹⁶ Project details are available at <http://nsla.org.au/projects/rls/collaborative-collections>.

APPENDIX A: MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

Chair

Ms Linda Luther, University of Tasmania (until November 2009)

Ms Anne Horn, Deakin University (from December 2009)

Members

Ms. Liz Burke, Murdoch University (from December 2009)

Mr Vic Elliott, Australian National University (from December 2009)

Ms Pamela Gatenby, National Library of Australia

Ms Karen Hansen, Department of Families, Housing, Community Services & Indigenous Affairs (from December 2009)

Mr Lindsay Harris, Queen Elizabeth Hospital, South Australia (until November 2009)

Ms Anne Horn, Deakin University

Ms Noelle Nelson, State Library of New South Wales

Ms Sherrey Quinn, Libraries Alive! Pty Ltd (until November 2009)

Ms Ann Ritchie, Northern Territory Department of Health & Families (from December 2009)

Mr Geoff Strempe, Public Library Services (South Australia)

Ms Monika Szunejko, State Library of Western Australia

Mr Chris Taylor, University of Queensland

Observers

Ms Jan Fullerton, Director-General, National Library of Australia

Mr Vic Elliott, Director, Scholarly Information Services & University Librarian, Australian National University and Australian representative, OCLC Regional Council Asia Pacific (until November 2009)

Resource Sharing and Innovation Division

Dr Warwick Cathro, National Library of Australia

Ms Debbie Campbell, National Library of Australia

Mr Rob Walls, National Library of Australia

APPENDIX B: STATE USER GROUP CONVENORS AND SECRETARIES

Australian Capital Territory

2009

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

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

2010

Convenor: Mrs Kathleen Cobcroft, University of Canberra Library
Email: kath.cobcroft@canberra.edu.au

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

New South Wales

2009 & 2010

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

2009

Convenor: Ms Diana Richards, Northern Territory Library
Email: diana.richards@nt.gov.au

Assistant Convenor: Mr John Richards, Northern Territory Library
Email: john.richards@nt.gov.au

Assistant Convenor: Ms Kaye Henderson, Charles Darwin University Library
Email: kaye.henderson@cdu.edu.au

2010

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

Assistant Convenor: Ms Christine Turner, Northern Territory Library
Email: christine.tuner@nt.gov.au

Assistant Convenor: Ms Pat Whalan, Northern Territory Library
Email: patricia.whalan@nt.gov.au

Queensland

2009

Convenor: Ms Lynn Evans, Queensland University of Technology Library
Email: l.evans@qut.edu.au

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

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2010

Convenor: Ms Lynn Evans, Queensland University of Technology Library
Email: l.evans@qut.edu.au

Secretary: Ms Margery Barnes, State Library of Queensland
Email: margery.barnes@slq.qld.gov.au

South Australia

2009

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

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

2010

Convenor: Mr Anthony Stevens, University of South Australia Library
Email: anthony.stevens@unisa.edu.au

Secretary: Chris Swadling, ALS Library Service
Email: chris.swadling@alslib.com.au

Tasmania

2009

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

Secretary: Ms Amanda Steen, University of Tasmania Library
Email: Amanda.Steen@utas.edu.au

2010

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

Secretary: Leonie Atkins, Tasmanian Polytechnic
Email: leonie.atkins@polytechnic.tas.edu.au

Victoria

2009 & 2010

Convenor: Mr Richard McCart, RMIT University Library
Email: richard.mccart@rmit.edu.au

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

Western Australia

2009

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

2010

Convenor: Ms Gaye Sweeney, W.A. Department of Corrective Services
Email: gaye.sweeney@justice.wa.gov.au

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Convenor: Ms Robyn Hull, Graylands Hospital Library
Email: robyn.hull@health.wa.gov.au

Attendances by Libraries Australia staff at User Group meetings during 2009/2010:

Group	Date	Libraries Australia staff present
Australian Capital Territory	2 December 2009	Debbie Campbell
	3 March 2010	Warwick Cathro
	2 June 2010	Laurel Paton
	9 June 2010	Mary-Louise Weight Debbie Hanington (LADD meeting)
New South Wales	4 December 2009	Debbie Campbell
	3 May 2010	Laurel Paton
Northern Territory	16 June 2010	Laurel Paton
Queensland	18 May 2010	Debbie Hanington
South Australia	3 June 2010	Debbie Campbell
Tasmania	February 2010	Debbie Campbell
Victoria	12 May 2010	Debbie Hanington (LADD meeting)
	10 June 2010	Warwick Cathro