

**DRAFT MINUTES OF THE LIBRARIES AUSTRALIA ADVISORY
COMMITTEE MEETING**

Monday 27 February 2006

**Council Room
National Library of Australia**

The Meeting commenced at 10:00 am

Present:

Acting Chair

Ms Linda Luther
*University Librarian,
University of Tasmania*

Members

Ms Sherrey Quinn
Libraries Alive! Canberra

Ms Pam Gatenby
*Assistant Director-General,
Collections Management,
National Library of Australia*

Ms Patricia Scott
*Bibliographic Services Librarian,
University of Adelaide*

Dr Warwick Cathro
*Assistant Director-General, Innovation,
National Library of Australia*

Ms Elizabeth Ellis
*Mitchell Librarian and Director, Collection
Management, State Library of New South Wales*

Ms Joan Moncrieff
*Associate Librarian, Technical Services
Deakin University*

Dr Naida Tattersall
*Manager, Libraries Social & Cultural Branch,
Gold Coast City Council*

Mr Chris Taylor
*Executive Manager, Information Access Services,
University of Queensland*

Mr Lindsay Harris
*Library Manager,
Queen Elizabeth Hospital South Australia*

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

Officers in Attendance Mr Tony Boston
*Assistant Director-General, Resource Sharing
Division,
National Library of Australia*

Mr Rob Walls
*Director, Libraries Australia Database Services,
National Library of Australia*

Ms Fran Wilson
*Director, Collaborative Resource Sharing Services,
National Library of Australia*

Ms Margaret Kennedy
*Manager, Libraries Australia Customer Services,
National Library of Australia*

Minutes Gwyn Wilding, Karen Simm
*Libraries Australia,
National Library of Australia*

A summary of action items and resolutions are also included at Attachment A.

Agenda Item 1 Welcome, introductions and apologies

Ms Luther welcomed the members of the Advisory Committee to the meeting and noted this was the first Libraries Australia Advisory Committee meeting. The Libraries Australia Advisory Committee was formerly known as the Kinetica Advisory Committee.

Ms Luther congratulated Chris Taylor on his re-appointment to the Committee at the end of last year and welcomed Joan Moncrieff from Deakin University who was appointed at the same time. Ms Luther also welcomed Lindsay Harris from the Queen Elizabeth Hospital in South Australia who has replaced Karen Vitullo as the government libraries' representative.

Ms Luther also thanked Judy Engall whose term on the Committee expired at the end of 2005.

As this was also Patricia Scott's last Advisory Committee Meeting, the Committee recognised and thanked Ms Scott for the contribution she has made.

Ms Fullerton welcomed Mr Boston to his first Committee meeting as Assistant Director-General, Resource Sharing Division. She also thanked Roxanne Missingham for her past contributions to the Committee and to the Kinetica redevelopment.

Apologies have been received from John Arfield (Chair of the Committee).

Agenda Item 2 Minutes of the previous meeting and business arising (LAAC/2006/1/1)

Mr Boston reported on recommendations and actions arising from the previous meeting. The only recommendation still outstanding was in relation to Agenda item 12, the provision of a new Web form for Name authority records. This is not yet completed due to Redevelopment tasks but it will be completed during 2006.

RESOLVED: That the minutes of the meeting of 21 September 2005 be accepted.

Agenda Item 3 Director-General's remarks (oral)

Jan Fullerton said the launch of the Libraries Australia free service was a significant national achievement. She acknowledged the contribution made by the Committee and libraries around Australia in achieving this milestone.

Ms Fullerton also remarked on the following:

PictureAustralia launched an initiative on Australia Day to increase the number of contemporary images in PictureAustralia, by including images from Flickr. It has been a great success and an example of the way we are striving to engage with and participate in emerging online communities. This is a sign of the future, and reflects a change in philosophy for librarians that involves some relinquishing of control. She acknowledged that there is still some work to be done around the issue of metadata for images added to PictureAustralia from Flickr.

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- The National Library is waiting on outcomes of our budget bids. A situation that requires urgent attention is the inadequate nature of the Library's podium, which allows systematic leaks that threaten items in the collection. The Library is seeking extra funding to fix this problem.
- The Library is making progress in the area of digitisation and is working on supplying monographs digitally for interlibrary loan. The Library also wants to further develop the delivery of sound over the Internet.
- The Library wants to make our oral history and folklore collections more accessible by improving the indexing and delivery of these collections.
- The success of Libraries Australia has prompted the National Library to consider whether the traditional catalogue (Library OPAC) is the best way to provide access to the Library's collections.
- In relation to LibrariesAustralia, the discovery of items ie the 'finding' is good, but further work is needed on the service of 'getting'. This led to some discussion on digitisation. The Advisory Committee recommended that discussion of the 'getting' service be a focus of the next Libraries Australia forum.

Agenda Item 4 Libraries Australia Status Report (LAAC/2006/1/2)

Mr Boston introduced the report.

Following the launch of stage 2 of Libraries Australia in November 2005, and the launch of the free service today, the Kinetica Redevelopment Project has officially concluded with its goals largely achieved.

Mr Boston highlighted the following issues from the report:

- Chinese Japanese and Korean (CJK) script data has been incorporated into the Australian National Bibliographic Database.
- There are two systems, Update, based on CBS software, and Search, based on Teratext. The two are configured so the records flow from update to search database in near real time.
- The Cataloguing Client has been generally well received. There have been some issues, notably the text of error messages and validation errors which have been confusing for users.
- Government libraries with restrictive firewalls had problems accessing the Client but this was resolved by opening up a new Port., number 11521, for use by these libraries.
- There have been initial problems with the Search service which were resolved with the application of new patches supplied by the software provider.
- Faulty display of Korean and some Japanese script will be fixed shortly
- There have been issues with the Record Import Service (formerly Batchlink). Progress in loading data has been delayed due to the complexity of configuring the data loading processes and the need to familiarise staff with the Record Import Service (RIS) software and the CBS match/merge algorithm. Mr Boston said he hoped that the RIS would be working effectively by March 2006.
- Mr Walls explained that the problem in configuring RIS have largely been due to differences in the data elements supported in the PICA+ and MARC 21 formats and this has caused problems with the operation of the match/merge algorithm. He said that this configuration is a complex task which is being done as fast as possible while at the same time ensuring that sufficient testing is undertaken to protect the integrity of the ANBD.
- Mr Walls added that loading of Library of Congress book files is up to date and NLA files are being loaded. OCLC files are a priority as many Libraries Australia customers receive their OCLC data from Libraries Australia. Following the loading of these files, we will be loading Libraries Australia customer files. These files will not be loaded until they have been carefully tested. We have received files from around 25 libraries to date.
- The Libraries Australia Administration system is working well. We are actively encouraging our customers to manage their profiles and accounts in the Administration section of the system.
- Te Puna – Trans Tasman interlending will go live on 1 March 2006. It is an important milestone as it will significantly improve the efficiency of document delivery in Australia and New Zealand. Ms Kennedy commented that there is a lot of ILL activity between the two countries and both use the same software so interoperability is good.

Discussion ensued on end user accounts and personalisation. Mr Taylor wanted to know if libraries could close such accounts. This can be done in Libraries Australia Administration. Mr Boston undertook to find out which University of Queensland users had such accounts. Ms Kennedy stated that the library could determine to which databases and functions its users could have access.

There was also discussion on users contacting libraries about access to their collection items. Ms Quinn explained that this is a good reason for libraries to update their details in ALG and ILRS to indicate whether they are open to the public, and whether they will supply to individuals.

Ms Luther invited questions from the Committee members.

Ms Quinn asked what she can tell people who ask her about their files which are still waiting to be loaded. Mr Walls explained that the library is creating a waiting list of libraries that have sent their files. Ms Scott reported that her library has four months worth of changes to records that they have not sent. Mr Walls advised her to send them so that they can be placed on the waiting list. Mr Walls will issue an email letting libraries know how we will prioritise customers' files.

Mr Walls reassured the Committee that if data sent by libraries had been accepted by the former Kinetica system then it will be accepted in the new Libraries Australia system as well.

Ms Luther asked if the delay in loading files could lead to more duplicates being created. Mr Walls said that this is a risk but that CBS has an algorithm that detects and removes duplicate records which will be run over the whole database in the course of 2006.

Ms Luther noted that the Committee is sympathetic to the range of challenges that the Libraries Australia team is dealing with in relation to the new system.

Ms Fullerton stated the Library is aware of and concerned at how these issues are affecting work flows.

RESOLVED: That the report be noted.

ACTION: Mr Walls will issue an email letting libraries know how we will address this issue and how we prioritise libraries on the waiting list.

ACTION: Mr Boston will find out the number of personalised accounts in use at the University of Queensland and notify Mr Taylor.

Agenda Item 5 **2004/2005 Libraries Australia Statistical Information**
(CONFIDENTIAL) (LAAC/2006/1/3)

Mr Boston spoke to the report.

The only target not met was for Document Delivery Requests. Mr Boston stated that the decline in requesting was a common trend across libraries. Ms Kennedy explained that another factor in the decline of requests through Libraries Australia Document Delivery was the take-up by libraries of their own local ILL systems, which enabled them to bypass Libraries Australia for some requesting.

Mr Taylor asked if federated searches that included Libraries Australia would be picked up for our statistics. Mr Boston said that Libraries Australia is not currently part of any federated search engines but that if/ when this occurs these searches would be included in statistics.

RESOLVED: That the report be noted.

Agenda Item 6 **Kinetica Redevelopment Project: Final Report**
(LAAC/2006/1/4)

Mr Cathro spoke to the report.

He highlighted that future activities include a detailed End Project Report and a plan for a Post Implementation Review of the Project.

Mr Cathro also spoke to Appendix 2: Potential Post-Project Tasks. He highlighted the need to investigate a solution for the implementation of FRBR, and a need to trial the Shibboleth approach to federated authentication with selected customer libraries.

Mr Boston added that the Resource Sharing Division will prioritise and manage post implementation issues and tasks.

Ms Ellis asked whether there was the potential for a drop in the number of subscriptions due to the release of the Free Libraries Australia. Ms Fullerton said that this possibility had been considered and the Library is relying on the goodwill of libraries to retain their membership.

Ms Quinn congratulated the redevelopment team on the way they consulted with and encouraged contributions from libraries during the project. There was a general discussion that echoed these sentiments.

Ms Luther recommended that points in Appendix 2 of the report be expanded, and include more detail. Appendix 2 should then be put on the agenda for future discussion.

RESOLVED: That the report be noted.

ACTION: The Resource Sharing Division will expand on the points in Appendix 2 of the report for discussion at the next meeting.

**Agenda Item 7 Libraries Australia: Update on Subscriptions Model
(CONFIDENTIAL) (LAAC/2006/1/5)**

Mr Boston spoke to the report.

He explained that despite sampling and discussion with special libraries it has been difficult to find a model that suits all concerned. However, the National Library will consult with special libraries who believe they are being charged anomalously high subscriptions.

Subscription rates will not be increased in 2006-2007.

There was discussion of the model, in particular its fairness in relation to special libraries and the variables that are used to determine fees.

Ms Wilson said that the closure of ILANET will impact on special libraries. However, as most are small and their usage low, they will fall into the \$300 fee level. Ms Wilson also acknowledged the Committee's concern about the equity of the model. While welcoming discussion and suggestions for changes to the model, she indicated that the wide range of opinion on what constitutes the best indicator would make reaching agreement difficult. All agreed that the model must be transparent and easily applied.

This agenda item was adjourned until after lunch as some key committee members had to leave for the Libraries Australia Free Service launch.

Agenda Item 9 was brought forward.

**Agenda Item 9 National Library of Australia Strategic Directions
2006-2008 (LAAC/2006/1/7)**

Mr Cathro spoke to the directions statement and explained how the Desired Outcomes are being achieved.

The Committee recommended that there be a reference in the document to performance indicators, or at least a link to where they might be obtained.

Ms Luther commended the Library on producing a good overview of the Library and its aims.

RESOLVED: That the report be noted.

**Agenda Item 7 (continued) Libraries Australia: Update on
subscriptions model (LAAC/2006/1/5)**

CONFIDENTIAL

Mr Boston continued to speak to the report. He explained the new subscription based model, elaborating that Libraries Australia had liaised with various library sectors in developing the model.

Discussion included a possible model for special libraries, with a need for a transition period and ways that would best encourage new special libraries to join Libraries Australia. This might include incentive packages for libraries joining Libraries Australia. Ms Fullerton expressed concerns with anomalies that may occur between new and existing special library customers if a new model is introduced.

Recommendations were discussed and passed with amendment:

- That the National Library will offer assistance to public library consortia to develop a transitional pricing model over several years.
- That Libraries Australia subscriptions for 2006-2007 remain unchanged.

Additional points discussed for the basis of a new subscription payment model were:

- Work on a new model, targeting special libraries and public libraries, introduced over a 2 year transition period. Begin preparing for this over the next 12 months with the transition period to begin 2007. Mr Boston stated this could possibly take up to 10 years if introduced over all the different library sectors.
- Identify the different library sectors, prepare potential models open to negotiation, based on budgets, staffing, etc. that would cater to the special needs of each sector.
- Possibility of applying Victoria's public library subscription model to other states especially NSW and Qld.

ACTION: Ms Luther to contact CAUL and ascertain whether an invitation to the next CAUL meeting would be extended to a National Library representative. Ms Luther will confer with CAUL regarding the new subscription model and the possibility of it being discussed at the next CAUL meeting. Ms

Luther will contact Diane Costello with a view to setting up a working party if necessary.

ACTION: The National Library will provide Ms Luther with a copy of the CASL tiered subscription based membership.

Agenda Item 8 Libraries Australia Forum 2006 & Report from 2005 Kinetica Annual Users' Meeting (LAAC/2006/1/6)

Mr Boston reported on the previous Kinetica Annual Users Meeting (KAUM) and said that overall he felt the meeting had been very successful. Committee members discussed the feedback received from the KAUM and concluded that some minor changes could be made at the next meeting.

- Pre-publish papers
- Structure meetings for half day parallel sessions
- More presentations by users
- Greater opportunity for discussion
- End user access – invite a member from a rural area

It was also suggested that the meeting should be structured to encourage more participation from customers rather than being predominantly a forum for management reporting, ie issues based forum rather than reporting based.

Topics raised that could be presented at the 2006 forum:

- A session on post Kinetica Re-development activities
- Re-introduction of innovation awards
- Health libraries
- FRBR
- Discuss Role of catalogue

RESOLVED: That the report be noted.

ACTION: Invite Anne-Marie Schwirtlich Acting Head of Arts Victoria, to chair 2006 Libraries Australia Forum.

Agenda Item 10 Libraries Australia – Free Search service (LAAC/2006/1/8)

Mr Boston introduced the report outlining the aim of the service, its benefits and features.

General discussion took place on strategies that would guarantee the success of the regional launches of the Libraries Australia Free service.

RESOLVED: That the report be noted.

ACTION: Explore marketing strategies to promote Libraries Australia Free Search service.

ACTION: Ask State user groups for advice and assistance with regional launches.

- ACTION:** Invite Federal member(s) of Parliament from local areas to attend launches.
- ACTION:** Ask representatives from each State to take on leading roles.
- ACTION:** Publish diary of launches on Libraries Australia website.

Agenda Item 11 Australian National Bibliographic Database: Quality Issues (LAAC/2206/1/9)

Ms Rajapatirana spoke to the report.

Additional activities for quality improvements on the ANBD include:

- A feasibility study on the application of FRBR concepts in Libraries Australia Services; and
- Sources are being investigated for suppliers of non-roman script records, other than CJK, for inclusion on the ANBD.

RESOLVED: That the report be noted.

Agenda Item 12 Survey on Representation of Electronic Resources in Library Catalogues and the Australian National Bibliographic Database 2005 (LAAC/2006/1/10)

Mr Walls spoke to the report. There was general discussion on the outcome of the survey.

The following points were raised:

- Contribution of records of electronic resources to the ANBD can result in additional maintenance for libraries, e.g. maintaining the links to URLs
- Some libraries do not contribute records for electronic resources because the resources are not available for ILL or off site access

The Committee noted, however, that even under these circumstances there is still value in contributing holdings to the ANBD. The ANBD provides a record of Australian library collections and by contributing data users are aware of what libraries hold even if they cannot access the items.

Recommendations were passed without amendment.

RESOLVED: That the report be noted.

Agenda Item 13 Article: Machovec, G. "An interview with Chip Nilges, OCLC WorldCat", The Charleston Advisor, October 2005, p.43-45

The article was noted.

Agenda Item 14 Conclusion & Review of resolutions

Mr Boston reported that he and Dr Cathro met with Phyllis Spies to discuss extending our OCLC WorldCAT agreement to include more Australian libraries.

ACTION: The Committee to provide suggestions for topics/directions for next LAAC meeting.

ACTION: The Resource Sharing Division to provide a report on feedback received from the Libraries Australia Free service launches.

RESOLUTION: The outcome from the Expert Advisory Group on Electronic Resources be noted.

Some members suggested that the Committee meet face to face in the middle of the year, rather than meet by teleconference. No dates were set.

The meeting closed at 4.00 pm.

Attachment A – Summary Table of Recommendations and Actions

Libraries Australia Advisory Committee meeting
27 February 2006

Agenda item	Recommendations	Action
<p>Agenda item 4 Libraries Australia Status Report</p>		<p>Mr Walls will issue an email letting libraries know how the National Library will address the Record Import Service issue and how libraries on the waiting list will be prioritised.</p> <p>Mr Boston will find out the number of personalised accounts in use at the University of Queensland and notify Mr Taylor.</p>
<p>Agenda item 6 Kinetica Redevelopment Project Final Report</p>		<p>The Resource Sharing Division will expand on the points in Appendix 2 of the Report for discussion at the next meeting.</p>
<p>Agenda item 7 Libraries Australia: Update on subscriptions model</p>	<p>The National Library will offer assistance to public library consortia to develop a transitional pricing model over several years.</p> <p>That Libraries Australia subscriptions for 2006-2007 remain unchanged.</p> <p>The National Library will work on a new model, targeting special libraries and public libraries, introduced over a 2 year transition period. Begin preparing for this over the next 12 months with the transition period to begin 2007.</p> <p>The National Library will identify the different library sectors , prepare potential models open to negotiation, based on budgets, staffing, etc. that would cater to the special needs of each sector.</p>	<p>Ms Luther to contact CAUL and ascertain whether an NLA representative will receive an invitation to the next meeting.</p> <p>Ms Luther to confer with CAUL regarding the new subscription model. Contact Diane Costello with a view to setting up a working party if necessary.</p> <p>The National Library will provide Ms Luther with a copy of the CASL tiered subscription based membership.</p>

	The National Library will investigate the possibility of applying Victoria's public library subscription model to other states, especially NSW and Queensland.	
Agenda 8 Libraries Australia Forum 2006		Invite Anne-Marie Schwirtlich to chair 2006 forum
Agenda item 10 Libraries Australia – Free Search Service		<p>Explore marketing strategies to promote the Libraries Australia Free Search service.</p> <p>Ask state user groups for advice and assistance with regional launches.</p> <p>Invite Federal Members of Parliament from local areas to attend launches.</p> <p>Ask representatives from each State to take on leading roles.</p> <p>Publish diary of launches on the Libraries Australia Website.</p>
Agenda Item 14 Conclusion & Review of resolutions	That the outcome of the Expert Advisory Group on Electronic Resources be noted	<p>The Committee to suggest topics/directions for the next meeting</p> <p>That a report on feedback received from the Libraries Australia free service launches be provided for the next Committee meeting.</p>

