

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

Thursday 2 November 2006

**University House
University of Melbourne**

The meeting commenced at 10:00 a.m.

Present:

Chair

Mr John Arfield
*University Librarian
University of Western Australia*

Members

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

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

Ms Linda Luther
*University Librarian
University of Tasmania*

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

Ms Monika Szunejko
*Manager, Access
State Library of Western Australia*

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

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

Libraries Australia Advisory Committee Paper
LAAC/2007/1/1

	Ms Sherrey Quinn <i>Libraries Alive! Canberra</i>
Observer	Ms Jan Fullerton <i>Director-General</i> <i>National Library of Australia</i>
Officers in Attendance	Mr Tony Boston <i>Assistant Director-General, Resource Sharing Division</i> <i>National Library of Australia</i>
	Ms Fran Wilson <i>Director, Collaborative Resource Sharing Services</i> <i>National Library of Australia</i>
	Mr Robert Walls <i>Director, Database Services</i> <i>National Library of Australia</i>
Minutes	Mr David Ong <i>Libraries Australia Database Services</i> <i>National Library of Australia</i>
	Ms Bernal Rajapatirana <i>Libraries Australia Database Services</i> <i>National Library of Australia</i>

A summary of action items and resolutions is included at Attachment A.

Agenda Item 1 Welcome, Introductions and Apologies

Mr Arfield welcomed members of the Advisory Committee to the meeting, particularly Ms Szunejko who was attending her first face to face meeting.

No apologies were received, as all members attended the meeting.

Agenda Item 2 Minutes of the Previous Meeting and Business Arising (LAAC/2006/3/1)

Mr Boston reported that he and Dr Cathro did not have the opportunity to meet with CAUL members in Perth in September to discuss Libraries Australia subscription fees for universities. It is hoped that Ms Fullerton will be able to arrange a meeting with the CAUL Executive in the near future.

Ms Luther indicated that CAUL discussion of subscription fees is ongoing and that continued contact between Ms Fullerton and the CAUL Executive would be beneficial. Ms Fullerton agreed and suggested that the National Library could provide a clearer starting point for discussions by presenting a subscription proposal to the CAUL Executive.

Mr Boston reported that the next release of Libraries Australia Search (due 28th November) would include a revision of the text on the Inter Library Loan form.

Mr Boston said that a media release on the 25th anniversary of the Australian National Bibliographic Database had been prepared, and would be made available. A celebration of the event was scheduled for later that evening and would include remarks by Hans Groenewegen, Eric Wainwright, Dr Cathro and Ms Fullerton.

Mr Boston noted that a paper discussing the possible strategic directions for Libraries Australia was included in the papers for this meeting.

RESOLVED: That the minutes of the teleconference of 10 August 2006 be accepted.

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

Ms Fullerton provided a summary of the National Library's activities over the past year, including:

- Progress on the Newspaper Digitisation Project
- The second whole of .au domain harvest has been completed with the assistance of the Internet Archive (USA). Over a period of 5 weeks, 516 million files were harvested and are currently being indexed. Once complete, the files will be available for searching from within the NLA.
- Metadata from DESTRA Music is being loaded to Music Australia and from late January, users will be able to order music downloads from DESTRA. The availability of these resources increases access to contemporary music (including in copyright materials) via Music Australia.
- The National Treasures Exhibition would be opening on the 17th of November in Brisbane. So far the exhibition has been seen by over 216,000 people.
- The National and State Libraries Australasia (NSLA) National Site Licence project had reached the tender evaluation stage.
- The NLA's IT architecture plan was being reviewed.
- The NLA plans to make a submission regarding the proposed Copyright Amendment Bill 2006, which currently lacks provisions dealing with the preservation of digital resources.

Following Ms Fullerton's report, there was a discussion of the directions taken by the NLA to provide access to contemporary resources. Mrs Fullerton said that the NLA was aiming to remove barriers to 'getting' items, and had adopted different mechanisms for different services to provide access to such content. In the case of Music Australia, metadata had been purchased from DESTRA Music while for Picture Australia, a relationship with Yahoo!7's flickr photo sharing service provided access to contemporary resources.

Agenda Item 4 Libraries Australia Annual Report (LAAC/2006/3/2)

Mr Boston spoke to the report and highlighted the following:

- The Libraries Australia Cataloguing, Search, Administration and Document delivery modules were implemented at the end of November 2005.

The Committee contributed a range of advice on the Libraries Australia relationship with Australian school libraries. The earlier ABN service more actively marketed to schools, and while Libraries Australia does not discourage participation it does not actively market to this sector. National or state licensing arrangements could be considered though it was noted that licensing may work better in some states (e.g. South Australia) than in others. Schools listed in the Australian Libraries Gateway (ALG) and those perceived as high profile institutions could be early targets for gauging interest in a national access solution as would testing a clustered access option based on school sectors such as Catholic schools, Independent schools and so on. Other marketing activities were suggested including presentations at the ASLA conference, articles or advertising in the ASLA journal, targeting Teacher/Librarians, and initiating discussions with earlier board members of SCIS.

It was also noted that although Libraries Australia wished to provide access to the SCIS database, this might be of limited value if the data lacks holdings. Investigating options to provide location data would be addressed in negotiations with Curriculum Corporation.

Subscriptions

Mr Boston outlined the key features of the subscription model. The Committee recommended that the business strategy include a section on “relationships with libraries”. Ms Quinn recommended that the business plan specifically mention expanding coverage of the ANBD to include larger special libraries that are not currently contributing.

There was considerable discussion on the type of relationship that Libraries Australia should establish with libraries. The ‘customer/supplier’ relationship could have a negative impact for the service. For example those libraries that saw themselves as ‘customers’ could choose to opt in and out of the service. The Committee recommended that Libraries Australia should emphasize collaboration, partnership and the shared building of national infrastructure.

Some concern was also expressed as to whether the subscription model had sufficient incentives for data contribution and maintenance, whether it had diminished a libraries obligation to contribute, and how Libraries Australia could tell if institutions were contributing. It was noted that the subscription model did differentiate and reward contributing libraries. The Committee suggested strategies such as incorporating statements of mutual obligation into user agreements, a further extension of financial disincentives for non-contribution, and greater recognition of all contributors and not just the top 10 agencies as had been done in the past in order to manage the perception that contributions are undervalued.

The Committee also recognized that it was difficult to devise a model that was perceived as fair by all libraries and that mechanisms for communicating to certain groups (such as CAUL) would need to both clarify the model and reassure that the model is fair and appropriate.

Products

The Committee was encouraged to provide ideas for additional Libraries Australia Products. In recognition of the efficiencies afforded libraries when e-collections data is maintained and distributed through a single source Libraries Australia will enter a

non-exclusive arrangement with Serials Solutions to supply the Australian e-collections titles currently maintained for the Informit collections while continuing to supply these Australian sets to smaller libraries who cannot afford Serials Solutions. Similar arrangements with other vendors would also be sought on the proviso that location data would be made available for loading to the ANBD.

Marketing

The Committee was pleased to note that the launch of the Free Service hadn't caused a reduction in subscriptions. Libraries Australia is keen to see more libraries take up end user access and requesting. Data quality and currency are critical to supporting the Free Service and there would be an increased focus on acquiring and maintaining public library holdings. Libraries Australia would undertake another survey of Australian libraries' holdings on the ANBD to get a better indication of the currency and coverage of the ANBD and discover important gaps in coverage.

Personalisation was discussed in some detail. It was recognised that different libraries have different requirements for interfaces and even within an institution there can be different customization requirements for different groups and levels of users. This was tied to the issues raised in Dr Cathro's paper on the future of the catalogue and that some organizations may choose to discard their OPAC in favour of a customized view of a larger catalogue.

Australian National Bibliographic Database and Cataloguing Issues

The Committee's discussion focused on authority work, data standards, record retention (deletion) policy, and data refresh loads.

Mr Harris indicated that authority work had become a controversial matter with misattribution of works to authors seen as a breach or infringement of the quality framework for research. It was noted that citation level data did not adhere to the same standards as required for authority work but that different data management strategies would need to evolve to accommodate both whole item and article level metadata. Mr Walls informed the Committee that a pilot on batch loading authority records would be undertaken in 2007.

Dr Cathro expressed some concerns about the record deletion policy. It was noted that Australian content with holdings was always preserved and Mr Arfield clarified that a function of the ANBD was to support the ANB. Libraries Australia indicated that it would review the record deletion policy.

There was discussion on data standards including the need for publicity to remind users of the minimum record standard. Libraries sometimes hesitate to contribute what they judge as lower quality records. It was noted that where libraries contribute unique items that the minimum standard might be lowered and that the metadata associated with different types of data, for example digital repositories and ABS datasets, may not meet nor be compatible with ANBD standards yet it was still important to find ways in which to discover and get such resources.

The last point of discussion pertained to data refreshes. The Committee acknowledged the strain this put on resources and noted that Libraries Australia would be communicating with libraries on better ways to manage and maintain data on the ANBD. It was also recommended that the Director General write to all

contributing members encouraging them to contribute and maintain their data. This was seen as a way that mid-level managers could leverage for better resources in order to contribute and maintain their locations although it was noted that the likely success of this strategy was limited. Ms Moncrieff expressed concern about her institutions holdings data not being deleted from the ANBD even though update files had been provided. It was noted that data matching was often subject to the quality of the data (contributed and/or already on the database) but that LIBRARIES AUSTRALIA would continue to work with libraries to adhere to record standards and in particular to use key record control numbers.

Search issues

Key directions for the Libraries Australia Search service were discussed. Mr Boston described relevance ranking noting that the LAAC information paper (LAAC/2006/3/10) contained further details on the process. Relevance ranking would be launched with the next upgrade to the Search service on the TeraText platform and it would be further enhanced on Lucene software which had better support for searching, presentation and linking including for example the ability to cluster results and a faceted browse functionality. It was also confirmed that the current advanced search functionality would be retained including Z39.50 functionality which would have to be built on as the product did not inherently support this protocol. The Committee recommended that Libraries Australia communicate with libraries and assure them that sophisticated search options would not be lost.

The discussion on annotations in Libraries Australia's Search service drew passionate comment from the Committee. There was concern that unverified user contributions can be detractors in a quality information service and that Libraries Australia would need to address issues such as credibility, balancing comment with fact, the need to moderate annotations and how to authenticate and maintain the integrity of annotations. It was noted that this facility was sought and expected by most internet users so the challenge was to determine how a library annotation service could stand apart or be differentiated from a more commercial implementation. Mr Taylor suggested that it was desirable to support personalisation to optionally include or exclude social tagging. It was also noted that other libraries may wait to see how Libraries Australia implement such a feature before they progress with local strategies to support similar services.

Document delivery

In reviewing the document delivery issues it was noted that, with one exception, all of the recommendations of the Expert Advisory Group on Document Delivery have been implemented. The recommendation to develop a separate simpler LADD interface had not been implemented as it was now possible to configure LADD in order to streamline accounts and simplify workflows.

The draft Business Plan would be disseminated to the Advisory Committee members prior to the next LAAC meeting and would incorporate issues arising from the user survey which is currently in progress. The final version would be completed prior to the commencement of the new financial year in July 2007.

It was noted that the draft plan would be mentioned in the Libraries Australia Forum and that a suitable version would be distributed via the Libraries Australia list. The

Committee recommended that the released version be renamed a “strategic plan” rather than a business plan.

It is planned to engender support and ownership of the plan from key Libraries Australia constituents and to employ the plan in building relationships with the Australian library community, for example in forums such as User Group meetings to stimulate discussion on key strategies and encourage input from users on directions and issues.

ACTION: Libraries Australia to consider Mr Taylor’s suggestion for the option to personalise booksellers’ lists as a possible enhancement.

ACTION: The National Library to contact Curriculum Corporation to discuss options for acquiring school library holdings for addition to the AND.

ACTION: Libraries Australia to undertake another survey of Australian libraries’ holdings on the ANBD to get a better indication of the currency and coverage of the ANBD and discover important gaps in coverage.

ACTION: Libraries Australia to ensure that all LAAC members are subscribed to the librariesaustralia-l email list.

ACTION: Mr Boston to provide the draft Business Plan would to the Advisory Committee members prior to the next LAAC meeting.

**Agenda Item 9 Australian National Bibliographic Database:
Quality Issues (LAAC/2006/3/7)**

Mr Walls spoke to the report. Part 1 addresses quality issues of interest during the post-implementation period of the new Libraries Australia Cataloguing Service. Part 2 provides a Quality Improvement Plan which will be used to address and prioritise data improvement and maintenance activities over the coming year.

Items highlighted from Part 1 of the paper included progress with support for additional non-Roman scripts such as Cyrillic, Greek and Tamil, and the status of the automated de-duplication software. Mr Walls also noted the large number of records currently awaiting human review and that this was primarily due to large re-loads of bibliographic and holdings data from several libraries. He said that libraries would be encouraged and informed on improved processes and methods for keeping their holdings up-to-date on the ANBD in order to avoid the large global refreshes which adversely impact on ANBD data maintenance activities. It was also expected that the automated de-duplication software would be implemented with the next upgrade to CBS software which is currently in testing and scheduled for implementation first quarter of 2007.

The emphasis with the Quality Improvement Plan was to engage in activities that would support the creation and maintenance of good quality data and focus less on those tasks that correct one-off data errors. To this end the plan stresses maintaining data validation rules, and also further refining the match merge and automated de-

Mr Boston spoke to the report. Mr Boston outlined the key objectives and processes of the research project undertaken by Ms Delitt with support from Mr Fitch who developed the prototype search service. Capabilities of the preferred platform, Lucene, were re-iterated such as clustering, better support for logical views, faceted browsing, support for OpenSearch protocol and good performance. It was noted that services built on Lucene would be easier to develop than TeraText as it has a larger developer base and that as Lucene was open-source these developments would be easier to share with other agencies. The Committee expressed their thanks and appreciation for Ms Delitt's clear and informative report.

Conclusion and review of resolutions

It was agreed that the next Libraries Australia Advisory Committee would be held in Canberra in April 2007. The next Libraries Australia Forum would be held in Brisbane in September 2007. Specific dates would be set for both meetings. Venue suggestions from the Committee included the new State Library or Brisbane City Council Library in the Brisbane CBD, the new buildings for the Gold Coast library, or Queensland University Library.

The meeting closed at 4.00 p.m.

Attachment A – Summary Table of Recommendations and Actions

Libraries Australia Advisory Committee meeting
2 November 2006

Agenda item	Recommendations	Action
<p>Agenda item 7 Libraries Australia Business plan Development</p>		<p>Libraries Australia to consider Mr Taylor’s suggestion for the option to personalise booksellers’ lists as a possible enhancement.</p> <p>Libraries Australia to contact Curriculum Corporation to discuss options for acquiring school library holdings for addition to the ANBD.</p> <p>Libraries Australia to undertake another survey of Australian libraries’ holdings on the ANBD to get a better indication of the currency and coverage of the ANBD and discover important gaps in coverage.</p> <p>Libraries Australia to ensure that all LAAC members are subscribed to the librariesaustralia-l email list.</p> <p>Mr Boston to provide the draft Business Plan would to the Advisory Committee members prior to the next LAAC meeting.</p>
<p>Agenda item 9 Australian National Bibliographic Database: Quality Issues</p>		<p>Libraries Australia Database Services to advise users on way to keep their ANBD holdings up-to-date and to avoid large global data refreshes.</p>
<p>Agenda item 10 Report on the Expert Advisory Group on Cataloguing Electronic Resources</p>		<p>Mr Taylor undertook to forward the URL of a site maintained by a defacto advisory group in the United States that is</p>

**Libraries Australia Advisory Committee Paper
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		addressing such standards issues and who has published a draft paper which vendors are trying to implement.
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