

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

Ms Debbie Campbell
*Director, Collaborative Services
National Library of Australia*

Ms Bernal Rajapatirana
*Libraries Australia Database Services
National Library of Australia*

Mr Robert Walls
*Director, Database Services
National Library of Australia*

Minutes Ms Karen Mackney
*Libraries Australia Customer Services
National Library of Australia*

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

Agenda Item 1 Welcome, Introductions and Apologies

Ms Luther welcomed members of the Advisory Committee to the meeting.

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

Ms Joan Moncrieff
*Manager, Access and Information Resources
Deakin University*

**Agenda Item 2 Draft Minutes of the Previous Meeting,
Teleconference and Business Arising
(LAAC/2007/3/1)**

Mr Boston reported on actions arising from the previous Meeting on 18 April 2007

Libraries Australia is developing a survey of Australian library holdings on the ANBD to give a better indication of the currency and coverage of the ANBD and discover important gaps in coverage. A draft of the survey instrument and investigations into the process are in progress.

Work priorities have been incorporated into the strategic plan.

The *Libraries Australia Directions for 2007* statement is now available at:
http://www.nla.gov.au/librariesaustralia/documents/Directions_2007.pdf

ACTION: Ms Quinn requested an amendment to "...the organisation paying indexers..."

RESOLVED: That the minutes of the conference of 18 April 2007 be accepted.

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

Ms Fullerton provided a summary of the National Library's activities since the 18th April meeting, including:

- Newspaper Digitisation Project. Digitisation is due to start soon. Workflows for contributors are completed. Files have been sent to Apex in India for OCRing of the text and zoning and categorisation of the articles. It is expected that this pilot data will be processed by Apex and made available to the NLA for quality checking in the second half of 2007. By mid 2008 there should be a significant number of pages in production, and available for searching. The British Library has a similar newspaper digitisation project, which is also working with Apex.
- The Library, the National Archives and the National Film and Sound Archive commissioned Access Economics to develop a cost benefit analysis of the joint digital funding proposal. Following a meeting of the three agencies with Access Economics on 20 June, comments on the draft cost benefit analysis were developed with the final report in August 2007.
- The National Licensing Proposal (Electronic Resources Australia) project is progressing well. Nine products were polled and over 2000 responses received. Libraries are now in the process of committing to ERA pricing. Notable among these are school, public and special libraries. Such libraries on their own would have limited access to these electronic resources.
- Members of NLA staff are currently involved with bibliographic standards development, particularly Ms. Kiorgaard who is the chair of the Joint Steering Committee for the Revision of AACR2.
- The National Library's special collection processing is being reviewed. Mrs Ayres is currently reviewing Manuscripts workflows in order to standardise processes and systems for digitisation of physical formats in a collaborative way.

Agenda Item 4 Libraries Australia Annual Report (LAAC/2007/3/2)

Mr Boston spoke to the report and highlighted the following:

There were three new releases of Libraries Australia Search, which resulted in enhanced search functionality and alerts. The new releases of Libraries Australia implemented additional links to online bookshops, and reconfigured options to get this item option for booksellers. A search box was released for use on any external website, and the OpenSearch protocol from A9.com was made available. The third release upgraded 'Advanced search' features, added a default Cataloguing source tag to records, and implemented a new OpenSearch target.

There was a complete refresh of the Libraries Australia Information site, and the Libraries Australia Administration Manual was completed and made available in both print and electronic forms.

There was strong growth in bibliographic records added to the ANBD, up by 1.2 million records. There was also strong growth in hits from search engines, reflecting

the success of data syndication with services including Google Books and Google Scholar. There were some system availability issues experienced in February, which unfortunately coincided with the Libraries Australia User Survey. There was an increase in membership of Libraries Australia Document Delivery which was largely due to the closure of the ILANET Service. Ms Luther asked to see the 2005/06 ILL statistics for comparative purposes. Additional statistics such as the number of click-throughs to local catalogues from Libraries Australia would also be welcome. It was noted that development of system support for this measure is already on the Libraries Australia enhancements list.

The Libraries Australia and OCLC Collaborative Services Agreement was signed in May, and took effect from 1 July 2007. Libraries Australia has consulted with Australian libraries with WorldCat holdings about whether they want them loaded into the ANBD. There have been seven positive responses to date. ANBD records will also be extracted for loading into WorldCat to synchronise the two databases. WorldCat and ANBD records will then continue to be synchronised daily, and it is anticipated that in the medium term the SRU protocol will enable real time updates.

It has been noted that commercially supplied records such as those from Serial Solutions do not allow third party use of their records and won't be supplied to OCLC.

OCLC launched a governance study this year after recognising regional growth of library contributors. A UK consultant requested comments for a September meeting, especially in relation to geographical or cultural relationships of OCLC zones. New Zealand has expressed their agreement that a submission be made to OCLC in this regard. The Committee expressed its interest in an 'ANZAC' alliance.

ACTION: Ms Campbell to provide the Top 10 ILL suppliers and requesters for 2005/06.

RESOLVED: That the Committee support an Australian and New Zealand representation to communicate the interests of the region, in relation to OCLC governance.

**Agenda Item 5 2006/2007 Libraries Australia Statistical Information
(LAAC/2007/3/3)**

Mr Boston presented the report.

The Committee commented on the graph showing holdings added but not deleted. There may be value in showing the change activity in addition to growth. The two spikes represent the addition of University of Tasmania holdings in September 2006 and Parliamentary Library holdings in April 2007.

**Agenda Item 6 Libraries Australia Customer and Stakeholder
Satisfaction Quantitative Findings (LAAC/2007/3/4)**

Ms Campbell introduced the report by summarising the consistently high levels of satisfaction, with Search services maintaining the highest levels. There were some negative perceptions that were reflected in the report, and measures have been put in place to resolve these. Satisfaction with Document Delivery fulfilment was one concern, which is an issue possibly only within the control of the libraries concerned.

During discussion, the Committee identified some key concerns. Firstly, CEOs do not appear to have a close working relationship with Libraries Australia when compared with the practitioners. It is not easy to communicate the actual and potential benefits of Libraries Australia service to CEOs. Libraries Australia needs to find ways to remain relevant in the digital age, but it is still predominantly seen as a collection management tool. Other perceptions expressed were that Libraries Australia services were too difficult for the general public to use, and that access to the free search service would result in increased Inter Library Loan requests.

The Committee commented that different library sectors have diverse views, and CEOs are managing services in transition, for example, moving from print collection management to new responsibilities. As a result, issues to use for engaging CEOs will need to be carefully considered.

It was suggested that there be an end user survey to define what services end users are using and why they favour these. This idea was not endorsed. Marketing strategies to enhance understanding of the role of Libraries Australia were discussed, including: a focus group to discuss ways to understand the service better, use of Libraries Australia as a demonstration site in IT literacy classes, and promotion of Libraries Australia as a solution rather than a service. The Value Statement will be provided directly to all CEOs.

ACTION: Ms. Campbell to arrange for all CEOs of Libraries Australia subscribing libraries to receive the Value Statement.

Agenda Item 7 Value Statement (LAAC/2007/3/5)

Ms Campbell introduced this paper which was proposed at the previous LAAC meeting to determine the value of Libraries Australia. It explores what the service is now, and for the future, by examining its bibliographic purpose as well as possible new directions. It highlights Libraries Australia as a public access portal and an interface to Australian collection material including digital content.

It was proposed that a shorter version of this document would be circulated to the library community.

The Committee discussed the definition of value and how it could be determined. The Value Statement could make reference to sector specific and strategic issues in regard to collection access, whether onsite or offsite. It could also take into account the support given to researchers via data syndication.

The Committee requested the inclusion of additional statistics, such as the benchmarking study for ILL and the costs of original cataloguing vs. copy cataloguing. It was agreed that a recent study of National Library costs of cataloguing would be considered representative data. Ms Campbell stated that some data previously collected from Kinetica will not match that currently recorded for Libraries Australia, but this will be taken into account.

Ms Fullerton expressed that methodologies for assessing the value of services are very difficult to develop, and the idea to conduct an independent economic valuation was not approved. Any methodology needs to relate to individual library service outcomes, which will vary from institution to institution. Dr Tattersall added that the actual services required to fulfil strategic outcomes for the community also need to be taken into account.

ACTION: Ms. Campbell to create a shorter version of the Value Statement.

Agenda Item 8 Libraries Australia Strategic Plan July 2007-June 2010 (LAAC/2007/3/6)

Mr Boston summarised the draft plan.

It was suggested that the Plan be linked to the Value Statement. Mr Harris recommended the inclusion of performance indicators which could be used to measure progress against the plan or a combination of progress reports with a compliance report at the end of the strategic timeframe. The Plan could provide a statement for continuous improvement and a strategy to improve the mechanism for finding and getting materials. This could include a reference to the Long Tail, and Web 2.0 approaches such as tag clouds for browsing. Ms. Ellis raised the issue of including sources of material not currently included in the ANBD, such as Picman (the State Library of NSW's Pictorial & Manuscripts service).

ACTION: Mr Boston to remove the reference to RMIT and make the statement broader, to take into consideration other journal article providers as these opportunities arise.

ACTION: Mr Boston to revise the document, and make it available on the website with amendments later in the year.

RESOLVED: That the paper be endorsed.

Agenda Item 9 Libraries Australia Forum Agenda (LAAC/2007/3/7)

Ms Lea Giles-Peters, State Librarian, State Library of Queensland and chair of the 2007 Libraries Australia Forum, joined the meeting for this item. The LAF agenda was reviewed.

Changes to the Agenda were endorsed.

Agenda Item 10 Libraries Australia Subscriptions (LAAC/2007/3/8)

Ms Campbell introduced the papers as a suggested framework for subscriptions. She acknowledged Mr Paul Beer for his contribution to this paper, including his thorough provision of the statistical information for the model. The most common measurable parameter across all sectors is population size. The 2006 Census statistics were referenced, along with current Libraries Australia usage statistics.

It was queried whether CAUL had accepted the funding model for that sector. Given the large number of subscription renewals since the model was introduced it could be assumed that the model has been implemented. There are a few institutions with concerns about their level of subscription payment, however Libraries Australia are negotiating solutions with them on an individual basis.

There was concern that the population model would not suit the new Queensland local government boundaries. It was confirmed that Public Libraries Australia,

Country Public Libraries Australia, Viclink and the Northern Territory libraries have accepted population models as useful.

It was suggested also that there be a conclusion to the document. For example, once implemented, the effectiveness of the models would be reviewed after 1-2 years in operation.

The Committee recommended the following amendments to the document.

ACTION: For the Recommendations under the heading State and Territory libraries subscription model:

- Delete Recommendation 1.
- Amend Recommendation 2. to read “...that the subscription model for State and Territory libraries be recalibrated to match with population percentages and should take account of state/territory responsibilities for public libraries where applicable;”
- Amend Recommendation 3. to read “...that the new subscription model and its implications be discussed with State and Territory CEOs at a NSLA meeting;”
- Amend Recommendation 4. to read “...that guidelines be written and disseminated for the operation of the consortia in terms of their relationship to Libraries Australia.

ACTION: For the Recommendations under the heading Public Libraries subscription model:

- Amend Recommendation 1. to read “...that a new public libraries subscription model be recalibrated and its implications be discussed with the public library sector or its representatives.
- Delete Recommendation 2.

RESOLVED: To accept the recommendations with these amendments.

Agenda Item 11 Support for Institution Specific Data (LAAC/2007/3/9)

Mr Walls summarised the paper, with the recommendation that the Committee discuss the issues relating to changing Libraries Australia policy regarding support for Institution Specific Data (ISD). The paper outlines the decision made by the 45th ABN Standards Committee Meeting not to migrate ISD from ABN to Kinetica. Libraries Australia currently supports institution specific holdings data, and electronic location and access data. The paper notes that it is possible to define three levels of bibliographic data: shareable, optionally shareable and non-shareable.

Expanding support for ISD in Libraries Australia would enable libraries to use it as a public catalogue. Implementation will require significant changes to the configuration of the Libraries Australia Cataloguing service and development of support in the search service as part of the NLA's IT Integration Project.

The Committee supported the proposals described in the paper and recommended that an Expert Advisory Group of ANBD contributors be established to review Libraries Australia policy regarding support for ISD, with the requirement to report back to the Committee at the next meeting in March 2008.

ACTION: Libraries Australia to establish an Expert Advisory Group to review Libraries Australia policy regarding support for ISD and report to the Libraries Australia Advisory Committee in March 2008.

Agenda Item 12 Australian National Bibliographic Database development (LAAC/2007/3/10)

Ms. Rajapatirana introduced the paper which reported on 2006/2007 activities which were aimed at improving the support for authority data; duplicate record removal; development of RIS and the maintenance and development of data validation and matching. The paper also included the ANBD Development Plan for 2007/2008.

The report was noted.

Agenda Item 13 Business Integration Project Report(LAAC/2007/3/11)

The report was introduced by Mr Boston. It details the activities of the National Library of Australia in adopting a single business approach to Information Technology Architecture. In 2007 a project team was established to explore and build a prototype integrated resource discovery interface. The prototype will use a data store to deliver “collection views” and shared services, which will address matters of long term efficiencies and maintenance. There will be a generic single business brand, but existing brands will remain in use when dealing with contributors to these.

The report was noted.

Agenda Item 14 Article: Hannay, Timo “Web 2.0 in Science” in CT Watch Quarterly, August 2007

URL to article: <www.ctwatch.org/quarterly/articles/2007/08/web-20-in-science>

The article was noted.

Agenda Item 15 Conclusion and Review of Resolutions

The meeting closed at 4.00 p.m.

Attachment A – Summary Table of Recommendations and actions

Libraries Australia Advisory Committee meeting 5 September 2007

Agenda item	Resolutions	Recommendations	ACTION
Agenda Item 2 Draft Minutes of the Previous Meeting, Teleconference and Business Arising (LAAC/2007/3/1)	That the minutes of the conference of 18 April 2007 be accepted.		amendment to “...the organisation paying indexers...” Action Completed
Agenda item 4 Libraries Australia Annual Report (LAAC/2007/3/2)	That the Committee support an Australian and New Zealand representation to communicate the interests of the region, in relation to OCLC governance.		Ms Campbell to provide the Top 10 ILL suppliers and requesters for 2005/06.
Agenda Item 6 Libraries Australia Customer and Stakeholder Satisfaction Quantitative Findings (LAAC/2007/3/4)			Ms. Campbell to arrange for all CEOs to receive the Value Statement. Action partially Completed
Agenda Item 7 Value Statement (LAAC/2007/3/5)			Ms. Campbell to create a shorter version of the Value Statement. Action Completed
Agenda Item 8 Libraries Australia Strategic Plan July 2007- June 2010 (LAAC/2007/3/6)	That the paper be endorsed		Mr Boston to remove the reference to RMIT and make the statement broader, to take into consideration other journal article providers as these opportunities arise. Mr Boston to revise the document, and make it available on the website with amendments later in the year. Action Completed
Agenda item 10 Libraries Australia Subscriptions (LAAC/2007/3/8)	To accept the recommendations with these amendments		For the Recommendations under the heading State and Territory libraries subscription model: Ms Campbell to Delete Recommendation 1. Amend

			<p>Recommendation 2. to read "...that the subscription model for State and Territory libraries be recalibrated to match with population percentages and should take account of state/territory responsibilities for public libraries where applicable;"</p> <p>Amend Recommendation 3. to read "...that the new subscription model and its implications be discussed with State and Territory CEOs at a NSLA meeting;"</p> <p>Amend Recommendation 4. to read "...that guidelines be written and disseminated for the operation of the consortia in terms of their relationship to Libraries Australia.</p> <p>For the Recommendations under the heading Public Libraries subscription model:</p> <p>Amend Recommendation 1. to read "...that a new public libraries subscription model be recalibrated and its implications be discussed with the public library sector or its representatives.</p> <p>Delete Recommendation 2</p> <p>Actions Completed.</p>
<p>Agenda item 11 Support for Institution</p>			<p>Libraries Australia to establish an Expert</p>

Specific Data (LAAC/2007/3/9)			Advisory Group to review Libraries Australia policy regarding support for ISD and report back to the Committee in March 2008. Action Completed
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