

**LIBRARIES AUSTRALIA ACHIEVEMENTS
NOVEMBER 2010 – MARCH 2011**

Summary

This progress report summarises achievements since the last briefing provided at the Libraries Australia Annual Forum on 20 October 2010 in Canberra¹.

The key achievements have been:

- the addition of the 100th Libraries Australia Document Delivery site using the ISO ILL protocol;
- the commencement of a review of the subscription model for public, state and territory libraries; international agencies and the User Agreements;
- the trialling of a de-duplication tool that identifies authority records in incoming files which duplicate existing ANBD authority records;
- the trialling of a new service that will make it easier for smaller libraries to update their ANBD holdings. It specifically aims to address the problem caused by the fact that some library management systems are unable to report deleted or updated holdings;
- the migration of two key software modules – the Libraries Australia CBS cataloguing service and Libraries Australia Document Delivery - to new servers in order to expand service capacity; and
- the commissioning of a new design for the information website.

Libraries Australia Cataloguing Service

Libraries Australia Cataloguing (CBS)

The Libraries Australia Cataloguing production service was moved to a new server on 3 December and the Training service was moved on 20 January. This was part of the National Library's ongoing hardware replacement program. Extensive testing was performed prior to the moves to ensure that there was no disruption to service.

¹ www.nla.gov.au/librariesaustralia/events/laf/documents/2010-campbell.pptx; and refer separate LAAC paper in this set for a summary of perceptions of the Annual Forum.

Record Import Service

A global refresh involving 128,721 records for Northern Territory Library (XNLS) was successfully completed. This was the first global refresh using the new Record Import Service stream, RIS36. RIS36 was implemented in 2010 to reduce the number of records sent to human review as a result of large holdings refresh loads. However RIS36 is sending very large numbers of records to review simply because of the quantity involved in refreshing a library's holdings. As a result the Libraries Australia Database Services team has suspended global refreshes while it identifies strategies for reducing the amount of reviewing created by RIS36 in particular.

A large holdings refresh was also completed for the Parliament of Australia: Parliamentary Library.

A trial load of new authority records from the University of Adelaide (SUA:AUTH) using a new de-duplication tool has commenced. The de-duplication tool has been developed in-house to identify corporate name authority records in incoming files that duplicate existing ANBD corporate name authority records so that these duplicates won't be added to the ANBD. One file of new name authorities from the University of Adelaide has been loaded and work has commenced on a second file.

A list of the libraries that began using the Record Import Service during the period 1 November 2010 to 28 February 2011 is provided at [Attachment B](#).

Maintenance of the Australian National Bibliographic Database

Between 1 July 2010 and 28 February 2011, Global Holdings Updates were performed for 123 libraries resulting in the updating, transfer or deletion of over 2.6 million holdings.

Holdings Deletion Trial

The following libraries are now involved in the holdings deletion trial aimed at making it easier for smaller libraries to update their ANBD holdings:

- Wyndham City Council Library Service: Werribee Library [VWYN]
- Box Hill Institute of TAFE Library [VBHE]
- Singleton Shire Council: Singleton Public Library [NSIN]
- SA Water Library [SEW]
- Corrective Services NSW: Library & Information Service [NCOR] and
- Mackay Regional Council - Mackay Libraries [QMC].

Early indications are that the new process will allow Libraries Australia to deduce which ANBD holdings are to be deleted or updated based on a file of all holdings sent by the contributing library. However, the success of this method of maintaining holdings depends on the quality of the data being supplied by the contributor and early indications suggest that this will only be effective where high quality data is supplied.

Record Export Service

Between 1 July 2010 and 28 February 2011, Libraries Australia customers were supplied with seven Library of Congress Table of Contents product files containing a total of 21,787 enriched records. Three separate concordance files were also supplied, containing a total of 1,905,257 listings that provided current and superseded ANBD numbers with their corresponding local system numbers.

SRU Record Update

Libraries Australia has been monitoring OCLC's development of an SRU synchronisation gateway. Testing of the gateway by OCLC is underway with a number of library systems including Aleph, Amlib, Millennium and Voyager. This testing has included the transmission of records to a copy of the Libraries Australia Cataloguing system that is installed on a server at OCLC in Leiden. The Libraries Australia Database Services team plans to establish pilot sites in Australia later in the year.

Libraries Australia Document Delivery Service

LADD Development

During the period the Libraries Australia Database Services team has continued to negotiate with OCLC on the interconnection of Libraries Australia Document Delivery (LADD) and WorldCat Resource Sharing (WCRS).

Libraries Australia and the British Library Document Supply Centre (BLDSC) have reached agreement that will allow LADD users to request resources from the BLDSC. Interoperability testing has been performed and only minor issues identified. The final version of the BLDSC Contract has not been received.

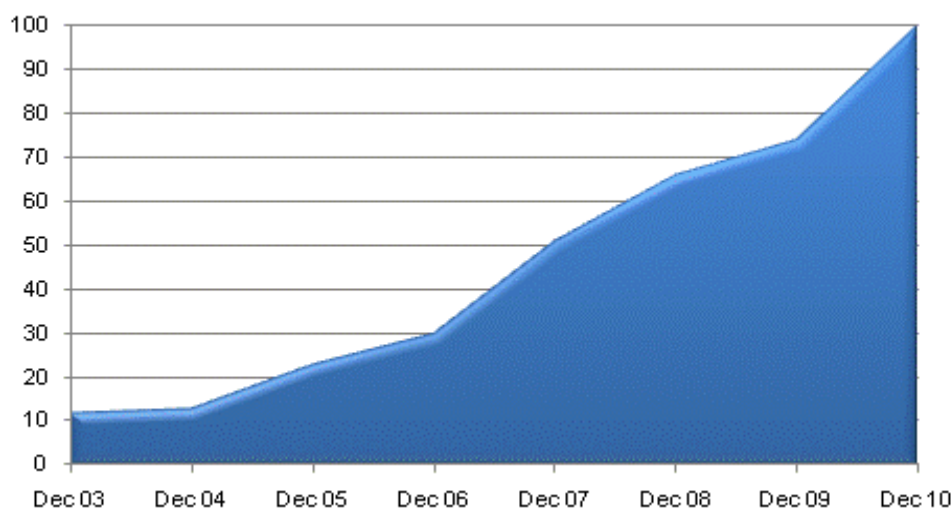
Server migration

The LADD production system was moved to a new server on 18 March. This was part of the National Library's ongoing hardware replacement program.

ISO ILL Protocol

A major milestone was reached on 11 November 2010 when Hobsons Bay Libraries became the 100th library to interconnect its ILL system with LADD using the ISO ILL protocol. Hobsons Bay Libraries, which uses the VDX system, is part of the Library Link Victoria consortium.

The table below shows the growth in the number of libraries interoperating with LADD using the ISO ILL protocol since 2003:



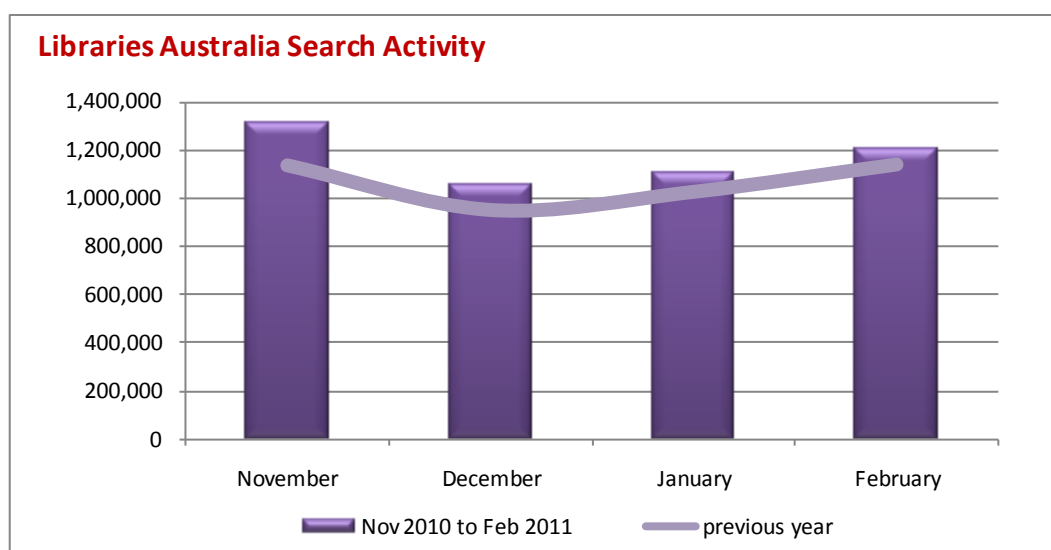
Graph 1: Growth in the number of sites which have implemented the ISO ILL protocol

A list of the libraries which joined the Libraries Australia Document Delivery service during the period from 1 November 2010 to 28 February 2011 is provided at Attachment C.

On 28 February, a three month project commenced to review the options for the continuing operation and development of LADD including the strategic direction of the VDX software and the future of the ISO ILL protocol.

Libraries Australia Search

The searching activity in Libraries Australia has remained strong:



Graph 2: Search activity on Libraries Australia

Memberships

There are 1,283 current members of Libraries Australia, an increase of 20 memberships since July. This is reflected in the increased number of Libraries Australia userids:

contributing libraries	6,023
non-contributing libraries	1,469
Total this year (last year 7,119)	7,492

Between November 2010 and February 2011 there were 10 cancellations, including one due to library closures and three individual accounts. In the same timeframe, there were 23 new registrations, including for four schools and four individuals. There are now 44 school library members.

By the end of February, 330 people had registered to use the Libraries Australia discussion space in ning.

Enquiries

In late October 2009, the software used by the Libraries Australia Help Desk to record enquiries was replaced with RefTracker. The version installed required a form to be used at all times, not a direct email address. This changeover is reflected in the following statistics covering October 2010 to February 2011.

telephone	697
web form	2,797
email	26
facsimile	13
Total	3,533

The review of the RefTracker software which supports all Help Desk enquiries found that this product had features comparable with other available products, and while the team will continue to scan offerings in the future, it provides sufficient support for contact with Libraries Australia members.

In March 2011, the opening hours of the Help Desk telephone service were reduced slightly. The Customer Services team is available from 9am until 5pm Australian Eastern Standard time each business day.

Training courses

An Expression of Interest was issued in February 2011 for training providers to give courses in Western Australia, which has been without training services for some

months. Lynn Farkas Information Services Pty Ltd was selected to provide the full suite of Libraries Australia courses on a one-off basis, prior to the Libraries Australia Customer Services team reviewing the offerings in every state and territory.

Course	# courses	#trainees	Venue
LADD	6	39	South Australia, ACT, Queensland
LADD refresher	1	1	Queensland
LA Search	2	23	Queensland
Libraries Australia Cataloguing Client	1	5	NSW

Outreach activity

Libraries Australia staff managed the National Library's stand at the Information Online conference in Sydney 1-3 February 2011, and gave a presentation on the myths associated with using Libraries Australia. Attendance at an international government libraries Symposium *Fundamental to Democracy*, held at Parliament House from 1-4 March, provided an opportunity to explain the Recent Australian Government publications offering from Libraries Australia², legal deposit obligations and discovery options.

The October and December 2010 eNewsletters were prepared by guest editor and graduate, Sarah Schindeler. The February 2011 issue featured the work of Marian Bate, in particular the Australasian Digital Theses program. An archive is maintained at www.nla.gov.au/libraries_australia/news/newsletter.html.

Libraries Australia staff attended several User Group meetings in Brisbane, Canberra and Sydney.

The Customer Services team created two new flyers³ and a bookmark explaining the importance of keeping individual entries current in the Australian Libraries Gateway and the InterLibrary Resource Sharing Directory:



² GovRAP is described at www.nla.gov.au/librariesaustralia/govrap.html.

³ See Attachment A.

Libraries Australia Advisory Committee

The Libraries Australia Advisory Committee (LAAC) expressed its gratitude at the October 2009 meeting to Ms Karen Hansen of the Commonwealth Department of Families, Housing, Community Services and Indigenous Affairs for her participation during 2010 as a special libraries representative. Ms Rosa Serratore, Chief Librarian of the National Meteorological Library at the Bureau of Meteorology, was nominated to replace her, effective December 2010.

Recommendation

The Committee to note the report.

Contact: Debbie Campbell
 Director Collaborative Services
 dcampbel@nla.gov.au

Contact: Rob Walls
 Director Database Services
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16 March 2011

Attachment A

<p>libraries australia Information ONLINE 2011</p> <h3>Libraries Australia Top 10 Myths</h3> <ol style="list-style-type: none">1. I don't encourage anyone to do much searching because my library gets charged for every search we do.2. I'm not a cataloguer or a manager so I can't go to Libraries Australia user group meetings.3. My library doesn't put its holdings on to Libraries Australia because we don't want to get interlibrary loan requests.4. We don't use Enhanced Requesting because it's too dangerous to let all our users make interlibrary loan requests. That will cost us way too much money.5. If we want to download and use the Libraries Australia Cataloguing Client, it costs us extra.6. If I can see the records in my local catalogue then they will be visible in Trove too.7. Only Libraries Australia Trainers can use the Training Database.8. We get a discount on our subscription for all the holdings that we add to Libraries Australia.9. I want to update all my holdings in Libraries Australia but I don't like the idea of how much work that will be for me so I don't bother.10. I am pretty busy. I don't waste time searching the database before I add a new record. It doesn't hurt.	<p>Trove Now search it all in one place</p> <h3>Make your finding aids, transcripts and collection lists available in Trove</h3> <ul style="list-style-type: none">■ Trove is the National Library of Australia's premier service for discovering content within Australian collections. Providing a quick, simple and powerful way to search across more than 100 million items, it is an essential destination for those wishing to find resources by and about Australians.■ Libraries Australia subscribers already benefit from the increased visibility of records found in Trove: all the contents of the Australian National Bibliographic Database are searched by Trove. Trove and Libraries Australia are now offering new opportunities for Libraries Australia subscribers to better expose collection lists, finding aids and other uncatalogued or briefly catalogued material.■ By adding a simple trigger to a MARC record, you can let Trove's search engines know about documents on your website in text, pdf, xml (including EAD) or html format. When Trove knows there is a searchable document available, it will index all the text on the page. When someone in Trove searches on a term only found in the document, it will still return the record for the document, and a link to the text.■ This mechanism can be used to provide better access to: finding aids; transcripts; lists of collection material; transcripts of manuscripts; lists of local history material; and even websites with information about a collection of material (e.g. local history).
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Attachment B

The following libraries began using the Record Import Service during the period 1 October 2010 to 28 February 2011:

- Australian Institute of Music [NAUIM]
- Cairns Regional Council - Cairns City Library [QCCL]
- Charles Sturt University: Regional Archives [NCSRA]
- Department of Environment, Climate Change and Water (NSW) [NEPA]
- Department of Environment, Climate Change and Water (NSW) [NNPW]
- Society of Australian Genealogists [NSAG]
- United Theological College: Camden Theological Library - The Uniting Church in Australia [NUT]
- VicRoads: Business Information Centre [VROAD]
- Whitehorse Manningham Regional Library Corporation: Box Hill Library & Administrative Headquarters [VWMMR].

Attachment C

The following libraries joined the Libraries Australia Document Delivery service during the period 1 October 2010 to 28 February 2011:

- BSES Limited [QSB]
- Civil Aviation Safety Authority [ACASA]
- Department of Resources, Energy and Tourism [ARET]
- High Court of Australia Library [AHC]
- Mount Gambier Public Library [SMG]
- NSW Crown Solicitors Office [NCS]
- Queensland Audit Office [QAO]
- Rio Tinto Shared Services Library [QCAL]
- Somerset Regional Council [QSRCL]
- Victorian Department of Transport [VDOI]
- WA Department of Sport and Recreation [WDSR].

In the same period the following libraries withdrew from Libraries Australia Document Delivery:

- ACT Department of Education and Training [AOCIRC]
- Fire & Emergency Services Authority of WA [WFESA]
- TAFE SA Croyden Campus [SFED:CR]
- TAFE SA Adelaide City Campus [SFED:AD]
- WA Department of Consumer and Employment Protection Labour Relations Library [WLPR].