



ANNUAL REPORT  
2010/2011

## Libraries Australia Annual Report 2010/11

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## OVERVIEW

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Important achievements during 2010/2011 were:

- an increase in the membership;
- continued reduction of the number of duplicate records;
- a review of the subscription model for the state, territory and public library sectors;
- implementation of a new version of the cataloguing service software (version 5.0) in August 2010;
- specification of the system changes required in preparation for the implementation of Resource Description and Access;
- enrichment of over 100,000 ANBD records with table of contents data; and
- a significant increase in the number of sites supporting the ISO ILL protocol with over 100 libraries now connecting to Libraries Australia Document Delivery using the protocol.

In April 2011, the Libraries Australia Advisory Committee farewelled Dr Warwick Cathro, Assistant Director-General of the Resource Sharing and Innovation Division at the National Library, under whose 30-year stewardship Libraries Australia and its predecessors became integral, indispensable components of the workflows of Australian libraries.

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## KEY STATISTICS FOR 2010/2011

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### Key statistics

**ANBD size:** A decline in holdings to 47.13m (last year more than 47.17m)<sup>1</sup>

More than 21.5m bibliographic records, with 1.2m added (last year 20.3m)

More than 1.78 million authority records, with 9,000 added or modified

Links to 1,433,733 online resources (last year 1,099,346m)

Number of duplicate records merged: 29,683

**Searches:** Over 14.97m searches (last year 14.20m excluding LA Free service)

**Document delivery:** 296,000 items requested through the document delivery service (last year 321,000)<sup>2</sup>

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<sup>1</sup> This reflects the fact that approximately 800,000 holdings had been deleted as part of global holdings refreshes for several libraries but had not been re-loaded as at 30 June.

<sup>2</sup> For further information, refer to the Statistical table in this set of LAAC papers.

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### LAAC MEETINGS & OCLC MEMBERS' REPRESENTATION

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The Libraries Australia Advisory Committee (LAAC), chaired by Ms Anne Horn, provided advice on the strategic directions outlined in the Strategic Plan for Libraries Australia, Trove and Electronic Resources Australia to June 2012, and the proposed subscription model changes for 2011/12<sup>3</sup>.

In December, the LAAC recorded its gratitude to Ms. Karen Hansen for her representation of the special libraries sector, and in April, to Mr Vic Elliott who represented Australia in the OCLC Asia Pacific Regional Council since its inception.

Ms Rosa Serratore, Chief Librarian at the Bureau of Meteorology's National Meteorological Library, was appointed to represent the special library sector, and Mr Andrew Wells was elected by Libraries Australia voting members to the OCLC Asia Pacific Regional Council and consequently the LAAC for two years commencing in June. The full list of serving LAAC members is at Appendix A.

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### SUBSCRIPTION MODELS FOR STATE, TERRITORY AND PUBLIC LIBRARIES

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As part of the ongoing review of all Libraries Australia subscription fees, the subscription models for state, territory and public libraries were updated to reflect current published population figures.

All charging schedules for subscription fees and product prices were updated on the Libraries Australia web site.<sup>4</sup>

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### MEMBERSHIP

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Libraries Australia processed 68 new members (67 last year) and 31 cancellations (39 last year) in 2010/11. New members were from the following sectors:

- 20 special libraries 29.4% (last year 22.4%)
- 17 public libraries 25% including 13 from South Australia, two from Western Australia, one from New South Wales and one from Queensland (last year 13.4%)
- 10 school libraries 14.7% (last year 38.8%)
- 16 individuals 23.5% (last year 19.4%)
- 5 vendors 7.4% (last year 3%).

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<sup>3</sup> LAAC papers are available at [nla.gov.au/librariesaustralia/laacpapers.html#papers](http://nla.gov.au/librariesaustralia/laacpapers.html#papers)

<sup>4</sup> *Subscriptions from 1 July 2011* [nla.gov.au/librariesaustralia/charges.html](http://nla.gov.au/librariesaustralia/charges.html)

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The reasons given for cancellation were:

- closure of library 12.9% (last year 28.2%)
- library mergers 12.9%
- no further requirement to use Libraries Australia 74.2% (last year 71.8%).

There was a net increase in the number of member libraries from 1,263 in 2009/10 to 1,301 in 2010/11, matched by an increase in the number of user-ids assigned from 7,249 to 7,591.

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### LIBRARIES AUSTRALIA SERVICES AVAILABILITY

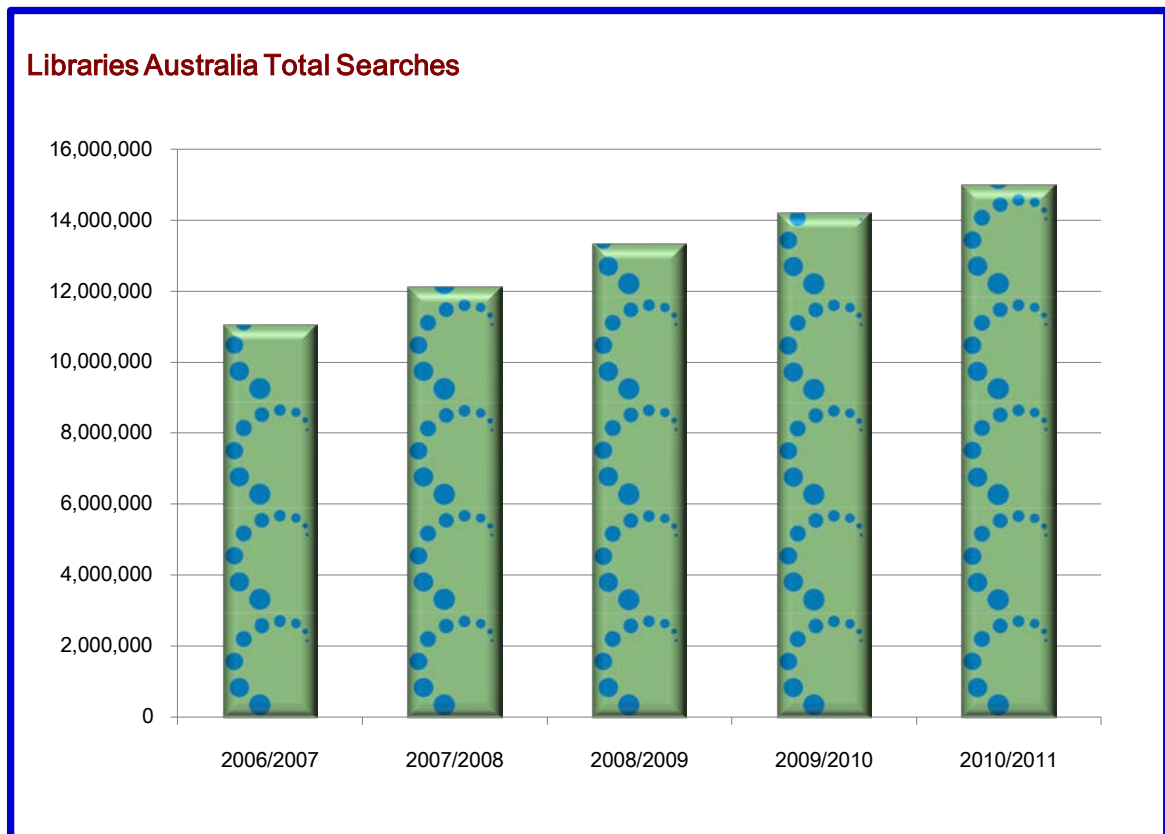
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Libraries Australia services were available to members for 99.9% of business hours as well as in non-core times. This level of reliability helped to reduce the number of enquiries to the Help Desk throughout the year.

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### LIBRARIES AUSTRALIA SEARCH

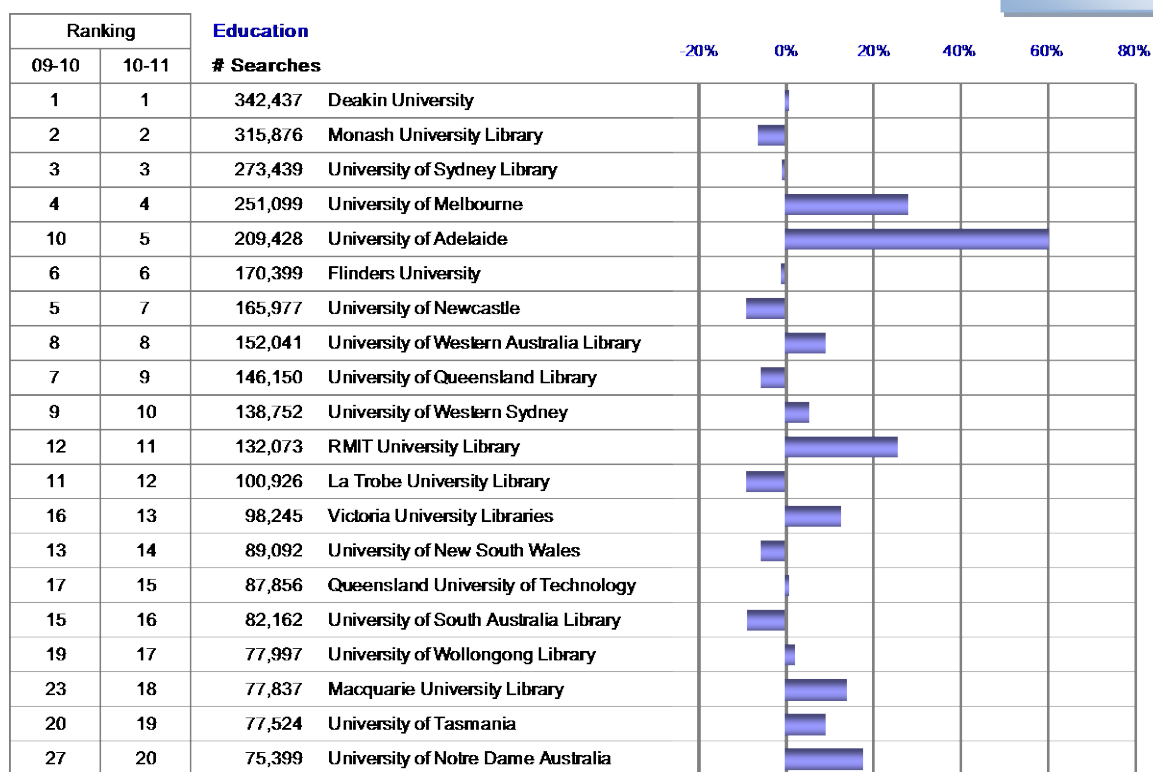
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Although Trove provided an alternative search platform for the full 12 months, the searching trend for the Australian National Bibliographic Database increased.

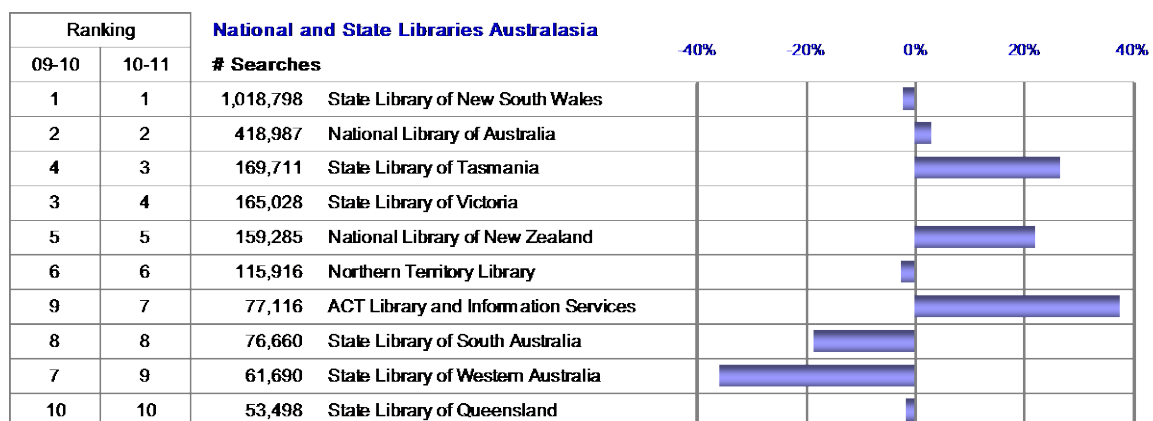
TOP 20 SEARCHING ORGANISATIONS, BY SECTOR

2010-11  
percentage  
variance from  
2009-10



Notes

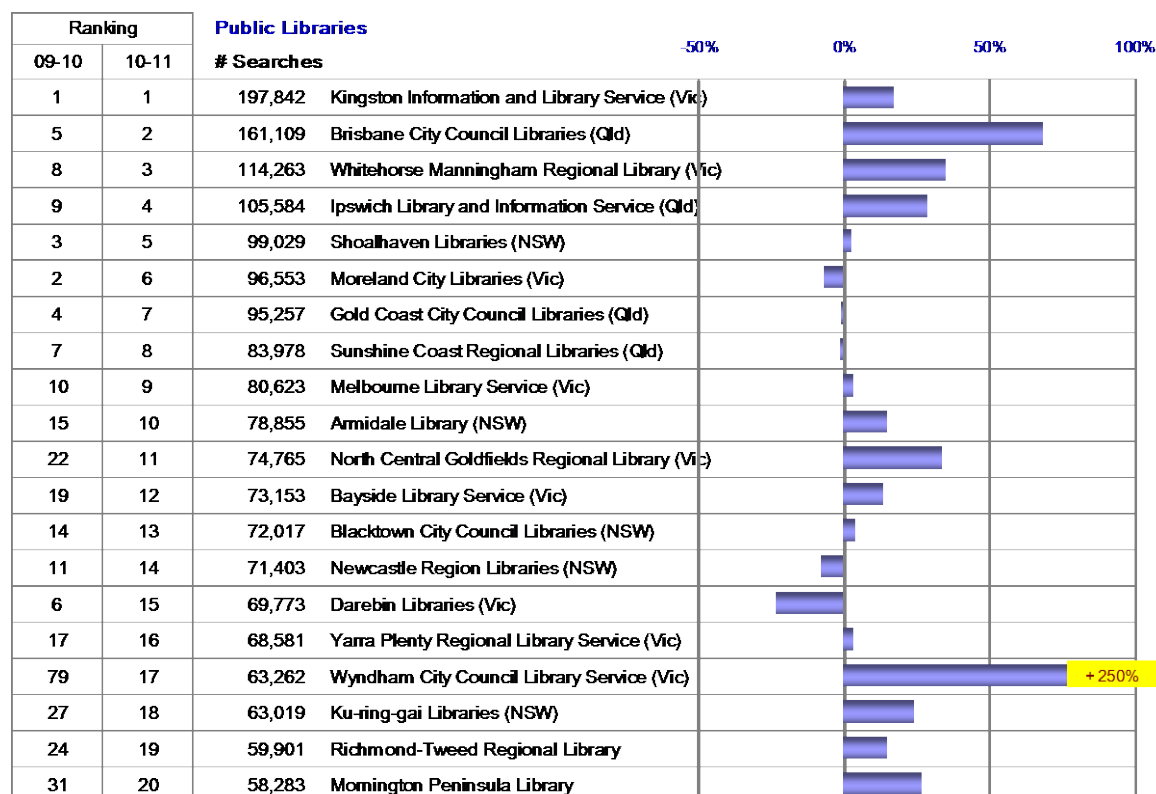
1. The University of Adelaide completed a retrospective conversion project for its card catalogue in 2010.



Notes

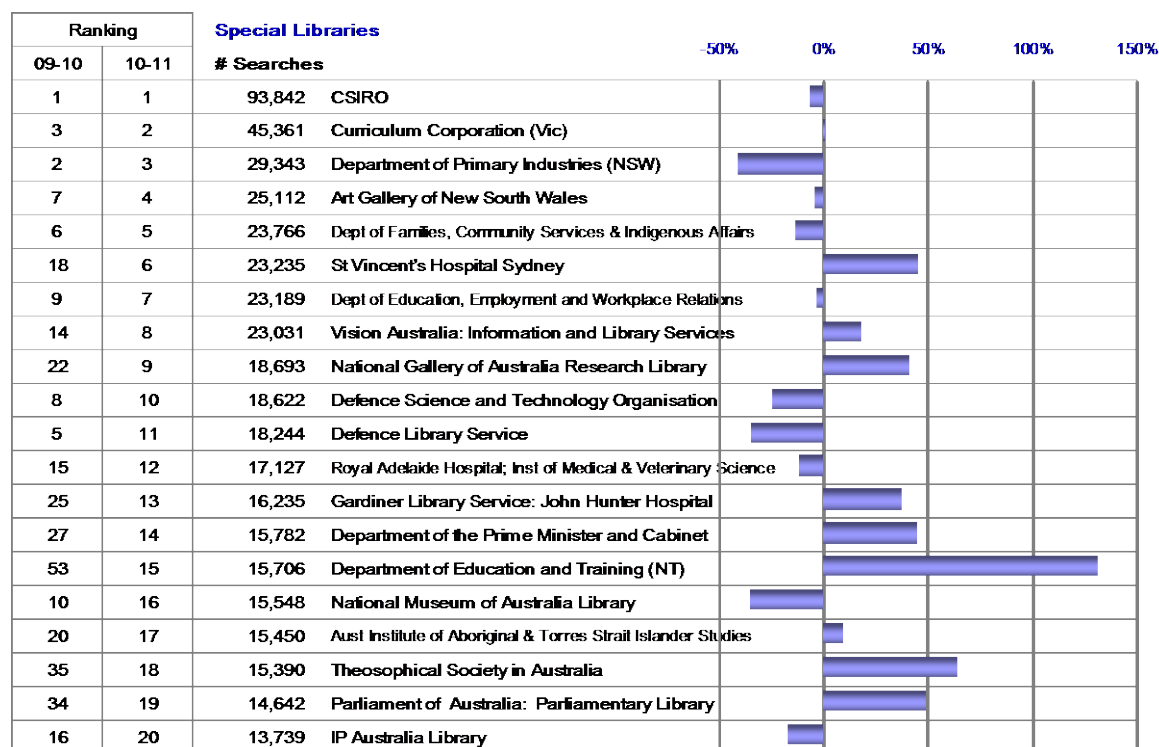
1. ACT Library and Information Services changed suppliers and set up a new suburban library at Gungahlin.
2. The State Library of Western Australia experienced a drop in searching activity due to a decline in copy cataloguing and the purchasing of shelf-ready materials for public libraries.

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Notes:

1. Wyndham City Council Library Service has been progressively increasing the purchasing of shelf-ready books, in conjunction with the opening of a new library building.



Notes:

1. The Department of Education and Training in the Northern Territory copied records for Language Centre Resources to a new platform.

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**DATABASES PROVIDED THROUGH LIBRARIES AUSTRALIA**

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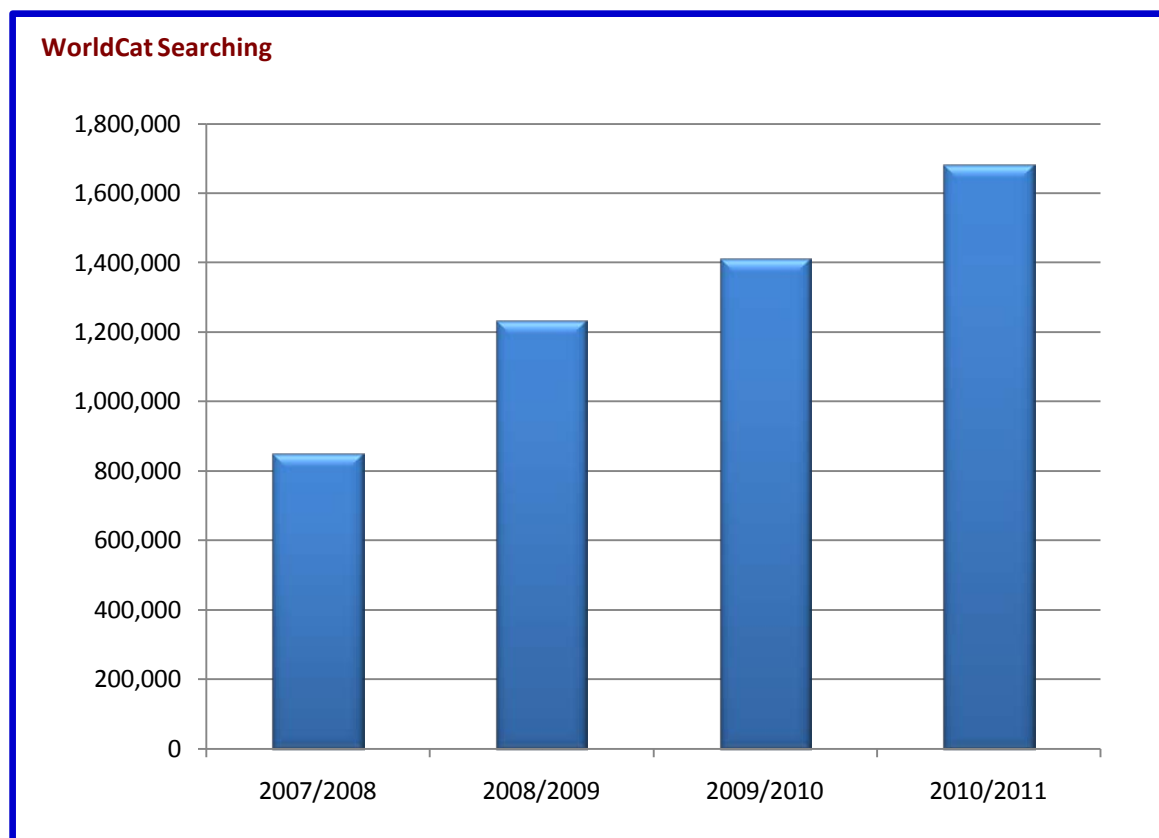
Searching of the primary database in Libraries Australia - the Australian National Bibliographic Database - increased during 2010/11 to more than 12.3m searches. Individual database usage was as follows:

Database	2008/09	2009/10	2010/11
ANBD	11,123,505	11,823,134	12,332,554
SILAS (Singapore)	66,397	96,250	82,632
Te Puna (New Zealand)	476,396	490,250	522,240
ARO	6,772	5,328	2,457 <sup>5</sup>
British Library Catalogue	75,454	66,967	88,391
Chinese Uni of Hong Kong	16,480	10,985	12,474
CISTI/Infotrieve	130,164	123,545	38,224
CURL	7,026	10,736	9,080
Hong Kong University of Science & Technology	15,958	10,255	12,433
Informit e-Library	6,619	3,442	4,250
Library of Congress	133,505	128,555	166,842
Picture Australia	4,437	3,446	2,845
University of Hong Kong	19,506	12,194	15,916
APAIS (Titles Index)	2,531	2,154	2,186
WorldCat	1,232,077	1,409,800	1,680,945
APAFT - Full Text-RMIT Subscription	187	68	48
ANBD Free	2,521,344	1,334,204	Replaced by Trove
<b>TOTAL</b>	<b>15,838,358</b>	<b>15,531,517</b>	<b>14,973,517</b>

Searching of WorldCat via Libraries Australia increased by 19% from the previous year (last year saw a 14% increase).

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<sup>5</sup> The Australian Research Online service was integrated into Trove in February 2011.



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### DATA SYNDICATION

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The number of click throughs from WorldCat to Libraries Australia increased from 148,639 to 158,934 over the last two years.

The number of referrals directly to Libraries Australia from Google reduced from 160,330 page views in 2008/09 to 64,560 pages in 2010/11. This is a result of the closure of the Libraries Australia free search service. However, the records in the Australian National Authority File remain open as they are linked to from Trove.

The mechanisms for data syndication to search engines are Trove and WorldCat.

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### LIBRARIES AUSTRALIA DOCUMENT DELIVERY

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Usage of the LADD service declined slightly this year. The number of requests was 295,840, which was 8% below the target of 320,000 (down from 321,000 last year). At June 2011 there were 736 subscribers, 635 of whom use the LADD web interface and 101 use ISO ILL compliant systems to interoperate with the LADD service.

The Libraries Australia team continued to facilitate system interoperability testing with libraries using ISO ILL Protocol compliant systems, including VDX, Relais, Aleph and CSCM. Testing is required for new ISO ILL libraries, or when current ISO ILL libraries upgrade their system, change systems or move to a new server. A major milestone was reached this year when the 100<sup>th</sup> ISO ILL library began interoperating with LADD.

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

- Townsville Health Library (QTH)
- Australian Catholic University Aquinas Campus Library (VACU:A)
- Australian Catholic University McAuley (QACU)
- Australian Catholic University MacKillop (NACU:N)
- Australian Catholic University St Patrick's (VACU:P)
- Australian Catholic University Signadou (AACU)
- Australian Catholic University Strathfield Br D M Stewart Library (NACU:S)
- University of New England (NUNE) (later reverted to using the LADD web interface)
- Gold Coast Health Services Library (QSCR)
- Rockhampton Hospital Health Sciences Library (QROC)
- Whitehorse Manningham Regional Library Corporation (VWMR)
- Cairns Base Hospital Library (QCBH)
- Glen Eira Library & Information Service (VCAU).

In addition CAVAL (VCAV), the University of Newcastle (NNCU:A) and Infotrieve (DOC) migrated to different ISO ILL systems.

The National Library of New Zealand implemented their own Te Puna gateway to allow New Zealand ISO ILL sites' requests through the Te Puna gateway and the LADD gateway to LADD libraries (and vice versa). Previously New Zealand libraries interoperated directly with LADD.

From July 2010 to June 2011 inclusive, there were 6,778 items supplied to New Zealand libraries from Australian collections (last year, 5,820) and 2,202 items supplied to Australian libraries from New Zealand collections (last year, 2,917). The LADD service also supported delivery of 16,338 copies from Infotrieve (last year 12,626 and 8,616 from CISTI).

Libraries Australia carried out a review of 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. The review was a key activity under Strategy 1.1 of the *Resource Sharing and Innovation Division Strategic Plan July 2010 to June 2012*.

Additional supply sources for LADD subscribers were explored. Testing with the British Library Document Supply Centre is underway and a supplier agreement signed. The VDX system must be upgraded to VDX 4.1.4 before requesting can begin.

During the year the LADD Production and Training systems were migrated to a new server and a number of improvements were made to the configuration of the system including:

- two new email alerts for the Requester, for Recall-Indication and Overdue-Indication;

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- a Service Type 2 field default to the opposite value contained in the Service Type 1 field, resulting in the Responder being able to ship the request as for example a copy instead of the loan originally requested;
- the new status of Received by Email or FTP is now available in the Requester table in the Work Queue. This displays all requests which have been supplied by the DocStore;
- the value of Wildcard now displays in the Own Services screen (for reciprocal arrangements);
- three new requested delivery methods were added. They are for copy non returnable requests and involve electronic methods of supply. They are:
  - Ariel via Email
  - Ariel via FTP
  - WebPDF;
- searching for an ISO ILL library's request number was simplified; and
- an RSS feed is now operating from the LADD members and Suspension Directory on the Libraries Australia website.

2010-11  
percentage  
variance from  
2009-10

Ranking		Top 20 Document Delivery Requesters		Percentage Variance from 2009-10				
09-10	10-11			50%	25%	0%	25%	50%
2	1	12,421	University of New South Wales					
1	2	11,219	Monash University Library					
3	3	10,230	University of Sydney Library					
4	4	9,943	University of Queensland Library					
6	5	8,936	Flinders University					
8	6	7,675	Macquarie University Library					
5	7	7,180	Queensland University of Technology					
9	8	7,070	University of Western Australia Library					
10	9	6,947	Griffith University Library					
11	10	6,778	National Library of New Zealand (via Trans Tasman Interlending)					
15	11	5,504	Gold Coast City Council Libraries					
13	12	5,184	RMIT University Library					
12	13	5,147	University of Tasmania					
7	14	4,749	La Trobe University Library					
16	15	4,196	Curtin University of Technology					
14	16	4,155	University of Newcastle					
69	17	3,421	Sunshine Coast Regional Council Libraries					+321%
18	18	3,349	Deakin University					
25	19	3,328	University of Adelaide : Barr Smith Library					
19	20	3,296	Victoria University Libraries					

### Notes

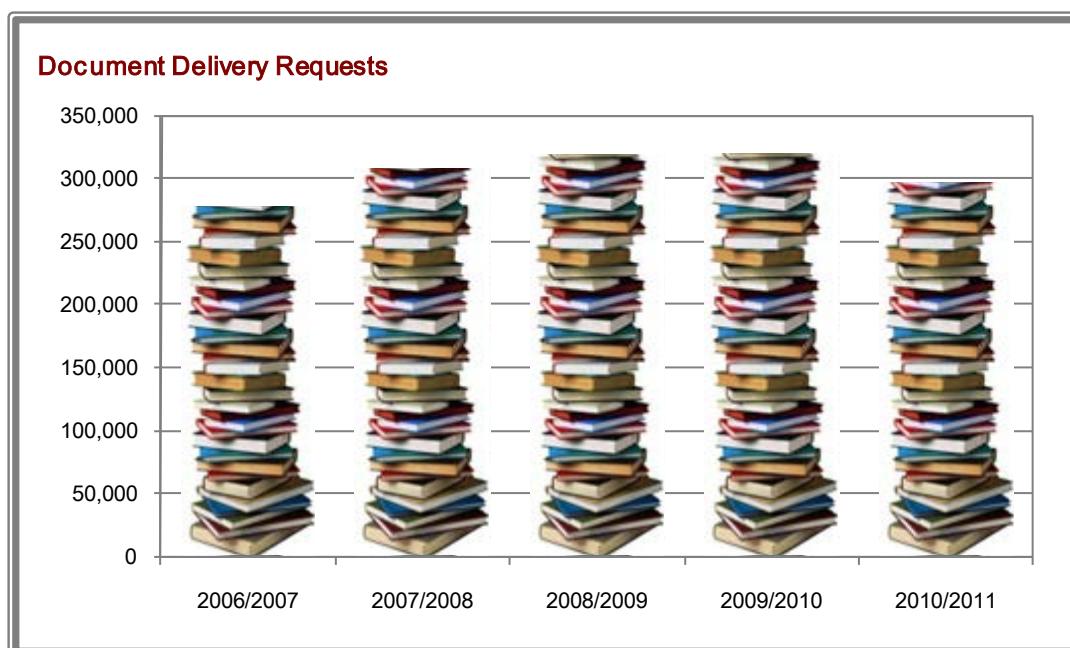
1. La Trobe University joined the BONUS Plus service in 2010.
2. the Sunshine Coast Regional Council Libraries were formed from an amalgamation of three local government areas in Queensland. As part of the merger, a strategic decision was made to pass all interlibrary loan traffic through the Libraries Australia Document Delivery Service.

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2010-11  
percentage  
variance from  
2009-10

Ranking		Top 20 Document Delivery Suppliers		-50%	-25%	0%	25%	50%
09-10	10-11							
1	1	25,380	National Library of Australia					
2	2	16,369	Inforieve Inc					
3	3	11,223	University of Queensland Library					
4	4	9,058	CSIRO					
6	5	9,020	Monash University Library					
5	6	7,738	University of Sydney					
8	7	7,101	University of Adelaide					
10	8	7,009	Griffith University Library					
9	9	6,830	La Trobe University Library					
11	10	6,574	Macquarie University Library					
17	11	6,348	University of Newcastle					
12	12	6,299	State Library of New South Wales					
13	13	6,251	University of New South Wales					
18	14	5,606	University of Melbourne					
15	15	5,406	Charles Sturt University					
14	16	5,384	University of Western Sydney					
16	17	4,787	Australian National University Library					
22	18	4,281	Queensland University of Technology					
19	19	4,213	Deakin University					
21	20	4,009	University of South Australia Library					

The overall interlibrary loan traffic declined by 25,000 requests in 2010/11, a change in trend from the previous year's increase<sup>6</sup>.



<sup>6</sup> Refer to the review of the Libraries Australia Document Delivery service in this set of papers for possible reasons.

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**LIBRARIES AUSTRALIA CATALOGUING SERVICE**

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Libraries Australia implemented a new version of the cataloguing service software (CBS version 5.0) in August. The software included:

- further development of support for SRU Record Update to enable the transmission of records from library management systems and WorldCat to Libraries Australia;
- improved support for the transliteration of Greek and Cyrillic scripts; and
- the CBS Job Management module which enables Libraries Australia staff to configure and run many of the database maintenance jobs that currently require the intervention of OCLC Leiden.

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

- implementation of all changes made to MARC 21 up to the end of 2010 (excluding those related to *Resource Description and Access* (RDA) which will be implemented later in 2011);
- further improvements to record matching and merging;
- support for transliteration of Devanagari, Georgian and Tamil scripts, and
- improvements in the display and importing of records containing Thai, Tamil, Devanagari and Georgian scripts from external databases such as WorldCat.

Libraries Australia has undertaken a major project to identify and specify all of the system changes required to support RDA in the cataloguing service. In addition to support for the new MARC 21 fields changes will be required in record matching and merging, indexes, record displays, and cataloguing templates. The changes will be implemented later in 2011 or early 2012. Libraries Australia is committed to supporting the creation and exchange of RDA records well in advance of the Australian implementation date which is not expected to be before 2013.

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**SUMMARY OF GROWTH OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE**

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■ The number of record processed (in add, edit, delete functions):

<b>Bibliographic</b>	<b>2008/09</b>	<b>2009/10</b>	<b>2010/11</b>
Cataloguing Client (WinIBW)	1,099,536	972,987	962,276
Web Input	48,147	67,867	51,860
Record Import Service	4,863,916	6,066,659	6,005,112
<b>Holdings</b>			
Cataloguing Client (WinIBW)	338,088	359,347	471,716
Web Input	1,063,368	1,019,997	902,250

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Record Import Service	3,365,131	3,951,284	4,607,741
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■ Overall database size reached:

	2008/09	2009/10	2010/11
Bibliographic records	19,654,641	20,305,574	21,536,687
Authority records	1,784,766	1,786,997	1,789,683
Holdings	46,058,029	47,175,190	47,133,364

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### IMPROVING THE QUALITY OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

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The de-duplication program has been run regularly during the year resulting in the removal of 28,266 duplicate records from the ANBD. This is considerably less than in 2009/10 and reflects the fact that most duplicates that could be identified using Library of Congress Numbers and ISBNs had already been removed. The program has also been configured to remove duplicates using OCLC number as the match key and these runs are continuing. Almost 700,000 duplicate records have been removed by the program since it was implemented in late 2008. During the year Libraries Australia staff also removed 1,417 duplicate records reported by users.

Following the cessation of the Blackwell table of contents (TOC) service, Libraries Australia has entered into a new 3 year agreement with YBP Library Services for the supply of TOC data to enrich ANBD records. We expect the new service to enrich approximately 100,000 records per year, double the previous number. We are currently testing sample data and expect to start adding YBP TOC data to production records later in the year. Libraries Australia continued to harvest and load Library of Congress Table of Contents (LC TOC) data thereby enriching over 107,000 ANBD records.

Highlights of the ongoing program of data quality improvement in 2010-2011 were:

- global holdings updates were performed for 138 libraries resulting in the updating, transfer or deletion of over 3 million holdings;
- major holdings refreshes performed for the following libraries resulting in the deletion and reloading of over 1.7 million holdings:
  - Cairns City Library (QCCL)
  - Central Queensland University Library (QCQU)
  - Hurstville City Library (NHUR)
  - Northern Territory Library (XNLS)
  - Parliament of Australia : Parliamentary Library (APAR)

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- University of Sydney (NU)
- Whitehorse Manningham Regional Library (VWMR);
- global bibliographic changes including:
  - over 12,000 records updated to change the Library of Congress Subject Heading “Cookery” to the new Term “Cooking”.

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### IMPROVING THE COVERAGE OF THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE

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During the year over one million new bibliographic records were added to the ANBD, over 4.6 million holdings added or updated, and 1.3 million holdings deleted.

Over 9.7million bibliographic and/or holdings records were processed through the Record Import Service (RIS). This included data from 280 Australian libraries, data contributed by eight library suppliers on behalf of their customer libraries, and from agencies including: Library of Congress, British Library, OCLC and Serials Solutions. Libraries Australia was pleased to welcome 24 libraries that commenced using the RIS service during the year. Libraries Australia staff reviewed 185,670 potential duplicate RIS records (last year 141,468).

The number of holdings in the ANBD remained steady as records were refreshed and duplicates were deleted:

State and Territory Library Holdings	
National Library of Australia	4,488,607
State Library of New South Wales	1,346,246
State Library of Victoria	1,127,511
State Library of Queensland	686,835
ACT Library and Information Service	594,870
State Library of South Australia	551,944
State Library of Tasmania	165,733
State Library of Western Australia	150,417
Northern Territory Library	130,014

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University Library Holdings			
University of Melbourne	1,763,053	Edith Cowan University	425,745
Monash University	1,725,805	Qld University of Technology	394,729
University of Sydney	1,525,581	Curtin University of Technology	375,971
La Trobe University	1,169,998	Australian Catholic University	358,569
University of Adelaide	1,055,164	University of Wollongong	351,036
University of Queensland	1,046,128	University of New England	341,189
Australian National University	913,007	University of NSW@ADFA	322,332
University of Newcastle	871,559	University of Tech Sydney	317,126
University of Western Sydney	865,665	Victoria University	312,373
University of NSW	810,739	James Cook University	258,697
University of WA	777,944	University of Canberra	257,352
Deakin University	741,796	Charles Darwin University	218,485
Griffith University	697,734	Southern Cross University	208,282
Flinders University	607,827	University of Ballarat	205,767
Macquarie University	605,007	Swinburne University of Technology	140,788
Charles Sturt University	521,838	Bond University	104,971
RMIT University	465,547	University of Notre Dame	94,250
Murdoch University	458,646	Uni of the Sunshine Coast	89,298
University of South Australia	447,024	Uni of Southern Queensland	43,261
University of Tasmania	446,006		

### Holdings of libraries other than University/NSLA members

South Australian Public Library Network	382,193
Brisbane City Council Libraries	366,943
CAVAL	282,750
Moreland City Libraries	248,363
Ipswich City Council	241,094
Sunshine Coast Regional Council Libraries	216,680
Whitehorse Manningham Regional Library	211,708
City of Sydney Library	197,727
Yarra Libraries	197,714
Kingston Information and Library Service	195,107
Richmond-Tweed Regional Library	186,085
Newcastle Region Libraries	167,545
TAFE SA	163,967
Frankston Library Service	162,446
City of Boroondara Library Service	161,978
Bayside Library Service	152,572
Yarra Plenty Regional Library Service	152,387
Cairns Regional Council	151,568
Gold Coast City Council Libraries	149,848
Woollahra Library and Information Service	149,586

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Significant additions to the coverage of the ANBD were:

- the Australian Prime Ministers Centre Library/Museum of Australian Democracy collection;
- Murdoch University Library contributed over 50,000 records from a previously unreported segment of their collection;
- a large number of records for ERIC microform resources held by the National Library; and
- record sets created by the Libraries Australia team for titles in a number of the e-resource products that are available for purchase through Electronic Resources Australia. A total of 157 libraries have so far opted to have holdings added to these records.

Development of the RIS Authorities Service has continued. Libraries that create significant numbers of authority records can contribute them to the ANBD through an offline process. In addition, a new tool to identify potential duplicate authority records was developed. The National Library and the University of Adelaide are regularly using the service and during the year over 3,000 authority records were added or updated. Testing of University of Wollongong authority data commenced.

The number of ANBD records containing non-Roman scripts increased to 1,204,633 (last year 1,127,785).

<b>Authority records</b>	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11</u>
With Chinese scripts	3,976	3,979	3,981
With Japanese scripts	101	107	108
With Korean scripts	62	62	62
With other scripts	9	150	229
 <b>Bibliographic records</b>			
Arabic language scripts	28,318	60,199	72,649
Chinese	503,181	526,671	556,076
Cyrillic	9,130	22,499	34,134
Devanagari			133
Greek	40	300	839
Hebrew	12,992	31,773	35,081
Japanese	353,332	362,620	372,797
Korean	106,513	113,783	121,868
Tamil	1,894	1,940	2,141
Thai	2,804	3,702	4,535

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

Libraries Australia has been working with OCLC to support the implementation of an SRU synchronisation gateway. The gateway will provide a new option for contributing to the ANBD by transmitting records from library management systems to the ANBD in real time using the SRU Record Update standard. OCLC has been testing the gateway with a number of library systems including: Aleph, Amlib, Millenium and Voyager.

Testing has included the transmission of records to a copy of the Libraries Australia Cataloguing system installed on a server at OCLC in The Netherlands. Libraries Australia, OCLC and libraries are currently working to update ANBD holdings for several pilot sites as a prerequisite for implementing the gateway.

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### RECORD SETS AND PRODUCTS

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#### 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 92 e-collection products were supplied.

#### Record Export Service and customised products

Eight libraries joined the Record Export Service (RES) during the year bringing the total number of RES users to 318 libraries. A total of 757,918 records were downloaded via RES during the year.

Between 1 July 2010 and 30 June 2011 there were 1,499 product runs (last year 1,494). The total number of records provided was 60,208,578 (last year 49,323,455). The number of records supplied returned to trend after a particularly low number last year. The Recent Australian Publications (RAP) and GovRAP services continue to be well used.

Views including downloads	2008/09	2009/10	2010/11
	149,559 <sup>1</sup>	73,065	73,646
	28,392	33,744	133,423 <sup>2</sup>

Notes:

1. In 2008/09, older RAP files were heavily used as well as files for the current month.
2. This increase resulted from robotic activity.

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### LIBRARIES AUSTRALIA ANNUAL FORUM 2010

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Libraries Australia enjoyed the company of 227 delegates at the 2010 Forum at the National Library in Canberra on 20 October 2010<sup>7</sup>. The Forum featured Constance Malpas, Program Officer from OCLC's Research Libraries' Group in the United States, and Katie Birch from OCLC's Sheffield office in the United Kingdom; accompanied by

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<sup>7</sup> *Libraries Australia Forum 2010* [www.nla.gov.au/librariesaustralia/news-events/forum/2010-forum/](http://www.nla.gov.au/librariesaustralia/news-events/forum/2010-forum/) and *Evaluation* [www.nla.gov.au/librariesaustralia/laac/documents/laac-paper-2011-1-08-forum-evaluation.pdf](http://www.nla.gov.au/librariesaustralia/laac/documents/laac-paper-2011-1-08-forum-evaluation.pdf)

Ann Ritchie, editor of the *Australian Library Journal* and ALIA Special Libraries Group representative.



L to r: Constance Malpas, Katie Birch and Ann Ritchie

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### MARKETING AND SPONSORSHIP


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#### Conferences

The Libraries Australia team supported trade exhibits and made presentations at the following events:

- Public Libraries NSW Country *Impact* Conference, July 2010
- ALIA *Access* Conference, Brisbane, September 2010
- ALIA *Information Online* Conference and Exhibition, February 2011
  - including a presentation by Laurel Paton on *The Top 10 Myths about Libraries Australia* reprised at [www.nla.gov.au/librariesaustralia/files/2011/07/issue-12.pdf](http://www.nla.gov.au/librariesaustralia/files/2011/07/issue-12.pdf)
- *Fundamental to Democracy*, Canberra, March 2011
- Te Puna Libraries' Forum, Wellington, New Zealand, March 2011
- Australasian Libraries in the Emergency Sector (ALIES) Annual Seminar, Mt Macedon, April 2011.

 Five eNewsletters, including a recognition of the significant contribution made to libraries and scholarship by the late Marian Bate, [www.nla.gov.au/librariesaustralia/files/2011/07/issue-11.pdf](http://www.nla.gov.au/librariesaustralia/files/2011/07/issue-11.pdf).

 The general brochure introducing Libraries Australia services and the Libraries Australia Document Delivery service were reviewed and updated. They are available on request, for downloading from the web site, and are disseminated at trade exhibits.

 One new branded item was made available to members:








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## LIBRARIES AUSTRALIA CONTACT POINTS

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### Help Desk

The Help Desk received 8,907 enquiries in 2010/11 (last year 8,995), a decrease due in part to the increased stability of the services. There was a decline in service levels as a result of the more complicated nature of the enquiries to 79.9% of responses sent within one day (last year 85%), 95.63% within one week (last year 98%) and 98.85% (last year 100%) within four weeks. The number of enquiries requiring less than 10 minutes to respond was 6,267 (5,134 last year) and greater than 10 minutes was 2,640 (1,108 last year).

<u>Enquiry Method</u>	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11</u>
	50.6%	21.7%	0.68%
	49.4%	37.0%	23.2%
		41.3%	75.92%
			0.2%

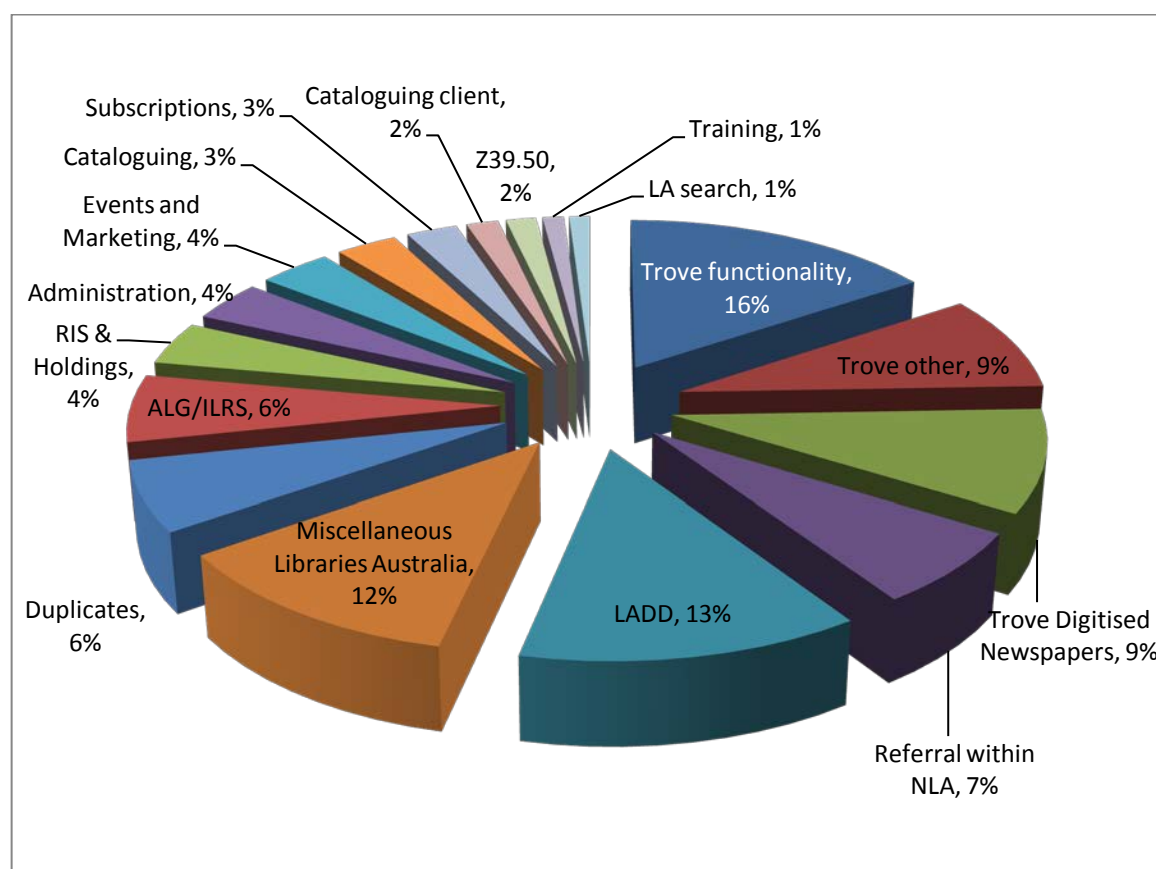
Libraries Australia enquiries in areas such as LADD, subscriptions, the Record Import and Export Services, deep linking, holdings and Products totalled 5,240. Duplicate record reporting continued to trend downward from 794 to 562 enquiries (one-third of the result two years ago), coinciding with the time of the introduction of the de-duplication program.

Until January 2011 the Help Desk was the first point of contact for Trove, Picture Australia, People Australia and Australian Research Online (which has subsequently

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<sup>8</sup> Refracker was introduced in October 2009 to record and respond to Help Desk enquiries.

been integrated into Trove). There has been a significant growth from 1,256 Trove enquiries last year to 2,974.



### ■ Announcements Lists

One third of registered user-ids have subscribed to a Libraries Australia list for alerts, news and newsletters. The general Libraries Australia discussion list had 1,598 members (a decrease of 46 from the previous year), partly resulting from the closure of accounts no longer in use. The Document Delivery discussion list had 779 members, (an increase of 39 over the previous year).

### ■ State and Territory User Group meetings

Every state and territory hosted user group meetings over the year. The full list of meeting convenors and Libraries Australia representation is at Appendix B.

### ■ Discussion lists - ning

After a two-year trial, the ning space for Libraries Australia members to meet and discuss workflow issues online was closed on 30 June 2011. Although it attracted a membership of more than 300 people, the separate nature of the space discouraged discussion. Simultaneously, ALIA's open list for cataloguers was revitalised and has provided an exemplary substitute.

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**TRAINING COURSES**

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Under the terms of the Libraries Australia User Agreement, Document Delivery courses are mandatory for new staff. LADD courses were provided in all states and territories except Victoria and Tasmania. Attendance at training courses was affected by several issues, including capacity to pay, and the lack of availability of training service providers in Victoria and Western Australia. The latter was addressed by an ACT-based provider offering a one-off arrangement in Perth.

<u>Course</u>	Number of courses			Number of participants		
	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11</u>	<u>2008/09</u>	<u>2009/10</u>	<u>2010/11</u>
Search	6	6	5	28	37	49
Cataloguing Client	4	3	4	30	6	23
Document Delivery	15	27	21	91	142	111
DocDel online	5	6	2	5	38	2
LADD Refresher	1	2	3	12	15	13
Total	31	44	35	166	238	198

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**APPENDIX A: MEMBERSHIP OF THE LIBRARIES AUSTRALIA  
ADVISORY COMMITTEE**

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*Chair*

**Ms Anne Horn**, Deakin University

*Members*

**Ms. Liz Burke**, Murdoch University

**Mr Vic Elliott**, Director, Scholarly Information Services & University Librarian,  
Australian  
National University and Australian representative, OCLC Regional Council Asia  
Pacific (until June 2011)

**Ms Pamela Gatenby**, National Library of Australia

**Ms Karen Hansen**, Department of Families, Housing, Community Services &  
Indigenous Affairs (until December 2010)

**Ms Noelle Nelson**, State Library of New South Wales

**Ms Ann Ritchie**, Editor *Australian Library Journal*

**Ms Rosa Serratore**, National Meteorological Library (from January 2011)

**Mr Geoff Stempel**, 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 (until September  
2011)

**Dr Warwick Cathro**, **Acting** Director-General, National Library of Australia (from  
October 2010 until February 2011)

**Ms Anne-Marie Schwirtlich**, Director-General, National Library of Australia (from  
March 2011)

*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

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**APPENDIX B: STATE USER GROUP CONVENORS AND SECRETARIES**

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**Australian Capital Territory**

**2011**

Convenor: Mrs Kathleen Cobcroft, University of Canberra Library  
Email: [kath.cobcroft@canberra.edu.au](mailto:kath.cobcroft@canberra.edu.au)

**New South Wales**

**2010**

Convenor: Ms Cheryl Grant, State Library of New South Wales  
Email: [cgrant@sl.nsw.gov.au](mailto:cgrant@sl.nsw.gov.au)

**2011**

Convenor: Mr Robert Deininger, State Library of New South Wales  
Email: [rdeininger@sl.nsw.gov.au](mailto:rdeininger@sl.nsw.gov.au)

**Northern Territory**

**2010 & 2011**

Convenor: Ms Marilyn Hawthorne, Northern Territory Library  
Email: [marilyn.hawthorne@nt.gov.au](mailto:marilyn.hawthorne@nt.gov.au)

**Queensland**

**2010 & 2011**

Convenor: Ms Lynn Evans, Queensland University of Technology Library  
Email: [l.evans@qut.edu.au](mailto:l.evans@qut.edu.au)

**South Australia**

**2010**

Convenor: Mr Anthony Stevens, University of South Australia Library  
Email: [anthony.stevens@unisa.edu.au](mailto:anthony.stevens@unisa.edu.au)

**2011**

Convenor: Ms Alison Bogdanowicz  
Email: [alison.bogdanowicz@dfc.sa.gov.au](mailto:alison.bogdanowicz@dfc.sa.gov.au)

**Tasmania**

**2010**

## Libraries Australia Annual Report 2010/11

Convenor: Ms Di Worth, University of Tasmania Library  
Email: [di.worth@utas.edu.au](mailto:di.worth@utas.edu.au)

**2011** Convenor: Ms Amanda Steen, University of Tasmania Library  
Email: [Amanda.steen@utas.edu.au](mailto:Amanda.steen@utas.edu.au)

### Victoria

**2010 & 2011**

Convenor: Mr Richard McCart, RMIT University Library  
Email: [richard.mccart@rmit.edu.au](mailto:richard.mccart@rmit.edu.au)

### Western Australia

**2010 & 2011**

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

### Attendances by Libraries Australia staff at User Group meetings during 2010/2011:

Group	Date	Libraries Australia staff present
Australian Capital Territory	9 March 2011	Laurel Paton
	9 March 2011	Scotia Ashley
	8 June 2011	Scotia Ashley Susan Gaw
Northern Territory	16 June 2011	Laurel Paton
Queensland	17 August 2010	Deborah Fuller
	22 March 2011	Laurel Paton
South Australia	11 May 2011	Laurel Paton
Tasmania	1 April 2011	Carol Hamilton