

## LIBRARIES AUSTRALIA ACTIVITY REPORT JULY-SEPTEMBER 2010

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### BACKGROUND

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This is a companion document to the 2009/10 Annual Report and the Libraries Australia statistics summary included elsewhere in this set of meeting papers.

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### KEY ACHIEVEMENTS

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#### *Cataloguing*

A new version of the Libraries Australia Cataloguing software (CBS version 5.0) was implemented 6 August. The new software includes:

- further development of 2-way SRU Record Update to support transmission of data from WorldCat and library management systems to Libraries Australia;
- improved support for transliteration of Greek and Cyrillic, and
- the CBS Job Management module (CJM) which will allow Libraries Australia staff to configure and run many Australian National Bibliographic Database (AND) database maintenance jobs that currently require intervention by OCLC Leiden or the National Library's Information Technology Division including large global changes and the configuration of offline duplicate detection algorithms.

YAZ Z39.50 proxy software was implemented in the Libraries Australia Z39.50 Gateway on 24 August. This software supports the correct display and importing of UTF-8 encoded MARC records containing Thai, Tamil, Devanagari and Georgian scripts from external databases such as WorldCat.

A project is underway to migrate the Libraries Australia Cataloguing service to a new server. This is part of the National Library's ongoing hardware replacement program. Extensive testing is being performed to ensure that the software performs well on the new server and to minimise the risk of any disruption to users when the change over occurs in late October or early November.

An email was sent to librariesaustralia-l to invite smaller libraries with less than 200,000 holdings to participate in the development of a possible new service whereby they would send all of their holdings to Libraries Australia via the Record Import Service (RIS). Libraries Australia will then use this data to deduce which holdings are no longer in the library's collection and therefore need to be deleted from the ANBD. A number of libraries responded to the email and testing is currently underway. This project is a response to Trove users highlighting a lack of currency in the holdings of some libraries.

A guideline on how to create MARC records in the ANBD which can provide a link to full text resources suitable for subsequent indexing by Trove was developed in conjunction with Reimagining Libraries Project 8.

### *Electronic Resources Australia*

During the past year bibliographic record sets have been created for the titles in a number of the e-resource products that are available for purchase through the Electronic Resources Australia (ERA) consortium. A total of 157 Libraries Australia libraries have so far opted to have their holdings added to these records. The ERA products and the number of holdings are:

- Alternative Health (Gale: Cengage Learning): 45 records, each with 12 holdings
- APA-FT (RMIT Publishing): 509 records, each with 28 holdings
- Britannica Online (Encyclopædia Britannica Australia): 1 record with 57 holdings
- Business Collection (RMIT Publishing): 151 records, each with 4 holdings
- Health Reference Center Academic (Gale: Cengage Learning): 1080 records, each with 11 holdings
- Humanities & Social Sciences Collection (RMIT Publishing): 936 records, each with 5 holdings
- Macquarie Dictionary (Macquarie Dictionary Publishers): 1 record with 11 holdings
- Macquarie Thesaurus (Macquarie Dictionary Publishers): 1 record with 10 holdings
- MacquarieNet (Macquarie Dictionary Publishers): 1 record with 9 holdings
- Science Online (Warner Books): 1 record with 2 holdings
- Today's Science (Warner Books): 1 record with 1 holding, and
- World Book (Forward Learning): 1 record with 80 holdings.

Work is continuing to develop record sets for more of the 25 products available through ERA.

### *Australian National Bibliographic Database*

Developments included:

- a further 54,000 duplicate records removed by the nightly runs of the duplicate detection software;
- a global change of the Library of Congress Subject Heading "Cookery" to the new term "Cooking" that updated over 12,000 bibliographic records;
- a large refresh of University of Sydney (NU) holdings that updated over one million holdings;
- a large holdings refresh for Hurstville City Library (NHUR), which is underway;
- Murdoch University Library [WMDU] contributed 56,258 bibliographic records from a previously unreported segment of their collection; and
- the Australian Prime Ministers Centre Library/ Museum of Australian Democracy (AOPAR) collection was added.

### *Deep linking*

Deep linking is a very easy way to provide seamless connection from Libraries Australia or Trove to local catalogues, significantly enhancing the search experience for the Australian public. This analysis of the spread of deep linking is for the 211 libraries

activated up until August 2010. A library may host more than one catalogue if its parent organisation has several campuses or is included in a cross-sectoral consortium. This value-added feature has been well-received in the university library sector.

Deep linking has been implemented for a range of different platforms, and also works for online bookshops. Requests to set it up are welcome at any time. The process is started by filling out a simple form and sending it to the Libraries Australia Help Desk.<sup>1</sup>

University libraries	35 organisations with 96 catalogues deep linked (45.5 % of the total)
National, State and Territory libraries	8 organisations with 8 catalogues deep linked (3.8% of the total)
Special libraries	39 organisations with 67 catalogues deep linked (31.7% of the total)
Public libraries	35 organisations with 35 catalogues deep linked (16.6% of the total)
Tertiary And Further Education libraries	4 organisations with 4 catalogues deep linked (1.9% of the total)
School libraries	1 with 1 catalogue deep linked (0.5 % of the total)

#### *After the roadshow*

On the roadshow evaluation form, a question regarding willingness to be approached post-event was included. The purpose of this was to ascertain the longer term impact of the roadshow, and its value as an outreach strategy. After 25 invitations were sent, seven interviews were conducted.

The roadshows were carefully arranged to complement rather than overlap the content of training courses. Each day was structured so that staff with different responsibilities could attend separate sessions.

Less than 50% of respondents believed that the roadshow session changed workflows, although a few libraries have since started using services they were unaware of, such as Recent Australian Government Publications (GovRAP). There were also several requests for training sessions to be held in the areas visited by the roadshow. The Libraries Australia team will consider this in conjunction with the Training Service Providers.

The Customer Services Help Desk was complimented for its service – succinct messages to the list, and courteous, professional responses. The most frequent compliment was for the attendance by Libraries Australia staff, helping to overcome a sense of isolation and providing a networking opportunity.

#### *Outreach*

■ Two new products were developed - a USB flash drive, and an eco-bag:

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<sup>1</sup>Deep linking instructions are available at [nla.gov.au/librariesaustralia/search/deep-linking.html](http://nla.gov.au/librariesaustralia/search/deep-linking.html)



■ Eight issues of the Libraries Australia eNewsletter have been released. The rate of access has increased slowly:

Campaign Name	Sent	Recipients	Opened	Clicked
<a href="#">Libraries Australia August 2010</a>	31 Aug 2010	1,656	34.07%	38.41%
<a href="#">Libraries Australia June 2010</a>	24 Jun 2010	1,673	33.35%	28.91%
<a href="#">Libraries Australia April 2010</a>	30 Apr 2010	1,705	33.37%	27.22%
<a href="#">Libraries Australia February 2010</a>	3 Mar 2010	77	29.87%	30.43%
<a href="#">Libraries Australia December 2009</a>	10 Dec 2009	78	50%	34.21%

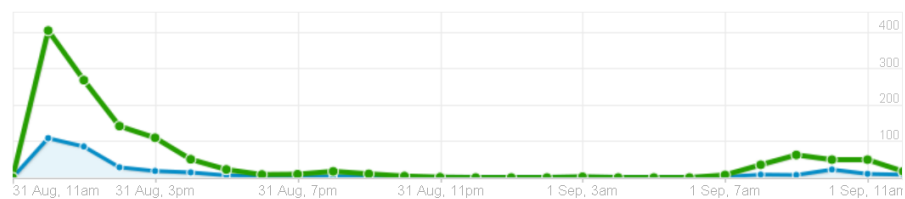
### Libraries Australia August 2010

Sent on 31 Aug 2010 to 1,656 unique subscribers in Libraries Australia

[View campaign](#)

[Export report](#)

● Opens and ● Link Clicks for first day ([see all time](#))



- **552 Unique opens**  
2,207 total opens to date
- **36 Bounced**  
2.17% couldn't be delivered
- **1,068 Not Opened**  
Open rates are [only estimates](#)

- 34.07%** of all recipients [opened so far](#)
- 38.41%** [clicked a link](#) (212 people)
- 0.25%** [unsubscribed](#) (4 people)
- 0** people marked it as spam (0%)
- 3** forwards from 3 [subscribers](#)








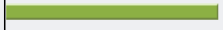



#### Most popular links ([full report](#))

Link	Clicks
<a href="http://www.rdatoolkit.org/">www.rdatoolkit.org/</a>	75
<a href="#">Link to web-based version of this email</a>	68
<a href="http://www.oclc.org/reports/stackup/default.htm">www.oclc.org/reports/stackup/default.htm</a>	47
<a href="http://meanland.com.au/blog/post/the-incalculable-cultural-significance-of-the-library/">meanland.com.au/blog/post/the-incalculable-cultural-significance-of-the-library/</a>	46
<a href="http://www.rdatoolkit.org/pricing">www.rdatoolkit.org/pricing</a>	36

### New statistical snapshots

Two new reports have been developed for all Libraries Australia members. The first is an activity report available to any member on request. Two hundred reports were provided to pay-per-search members during September. Requests can be sent to the Libraries Australia Help Desk.

The second is a summary snapshot of search activity by sector over the last financial year, documents requested and delivered, and holdings on the ANBD in a comparison format for the years 2005 and 2010<sup>2</sup>.

Library	Sector / type	Library type	LADD Member	Holdings Jan-05	Holdings Jun-10	% variance	
ACT Department of Education and Training Library	Government - State	Special	Yes	6,055	8,278	37%	
ACT Department of Justice and Community Safety Library	Government - State	Law	Yes	2,862	2,377	-17%	
ACT Health Library, Canberra Hospital	Government - State	Health	Yes	7,323	8,458	15%	
Airservices Australia: Business Intelligence Services Library	Government - Federal	Special	Yes	0	3		
Alcohol and Other Drugs Council of Australia: ADCA National Resource Centre & Clearinghouse	Government - Federal	Health	Yes	9,940	9,046	-9%	
Assembly & Government Library	Government - State	Parliamentary	Yes	10,398	10,926	5%	
Attorney-General's Department: Lionel Murphy Library	Government - Federal	Law	Yes	19,481	19,129	-2%	
Australian Agency for International Development: AusAID Library	Government - Federal	Special	Yes	16,458	17,311	5%	
Australian Bureau of Statistics: Castles Library (Canberra)	Government - Federal	Special	Yes	44,850	37,908	-15%	
Australian Competition and Consumer Commission	Government - Federal	Special	Yes	9,853	7,001	-29%	
Australian Customs Service: Library and Research Centre, Canberra	Government - Federal	Special	Yes	4,379	5,519	26%	
Australian Department of Health and Ageing: Health Library	Government - Federal	Health	Yes	2,270	5,716	152%	
Australian Department of Treasury: Information Services	Government - Federal	Special	Yes	11,204	9,629	-14%	
Australian Electoral Commission: Library	Government - Federal	Special	Yes	2,108	2,563	22%	
Australian Federal Police: Library	Government - Federal	Special	Yes	6,007	6,713	12%	

[www.nla.gov.au/librariesaustralia/statistics/holdings-special.html#act](http://www.nla.gov.au/librariesaustralia/statistics/holdings-special.html#act)

## Recommendation

The Libraries Australia Advisory Committee to note the report.

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23 September 2010

<sup>2</sup> Recent statistics are available at [nla.gov.au/librariesaustralia/statistics/index.html](http://nla.gov.au/librariesaustralia/statistics/index.html)