

## **TROVE REPORT 2010**

### **Introduction**

Trove is the Library's flagship service for discovering content within Australian collections. It has already become an essential starting point for discovering information about Australia and Australians. Trove offers a single search across more than 100 million items, including books, video and sound files, images, manuscripts, original research and newspaper articles. Many of the items are available for viewing online; and others are found in Australian library collections.

A number of improvements to Trove have been made since April 2010<sup>1</sup>. They include:

- a lists feature, which can be used for both private and public selections;
- sorting of results by date in all zones except Archived websites and Lists;
- the display of shortened library names in the brief results, and a count of the number of libraries a work is held in;
- a community Forum;
- further interface clarity as a result of intensive usability testing;
- RSS feeds for newspaper articles to advise when there are new newspaper titles, new issues, or when an article that was undergoing quality control is now available;
- a link from the Libraries Australia record identifier in the version/edition record to the original bibliographic record in Libraries Australia.

The full list is maintained at <http://trove.nla.gov.au/general/completedlist>.

The process of integrating several more discovery services is underway. These are Australia Dancing, and Australian Research Online. Work to replace the separate Australian Newspapers interface commenced, with implementation due to be completed by the end of 2010.

### **Relationships with existing services**

Although Trove is a new service, it is able to exploit relationships with existing services hosted and maintained by the Resource Sharing and Innovation Division. The first and most obvious relationship is the provision of data from the Australian

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<sup>1</sup> For the first report on the impact of Trove, see [nla.gov.au/librariesaustralia/laac/documents/laac-paper-2010-1-08-trove-progress-report.pdf](http://nla.gov.au/librariesaustralia/laac/documents/laac-paper-2010-1-08-trove-progress-report.pdf).

National Bibliographic Database, Picture Australia, Australian Research Online and Music Australia into the Trove data corpus.

More recently, the information provided by libraries and other collecting institutions to the Australian Libraries Gateway has been utilised in Trove in new ways. They are:

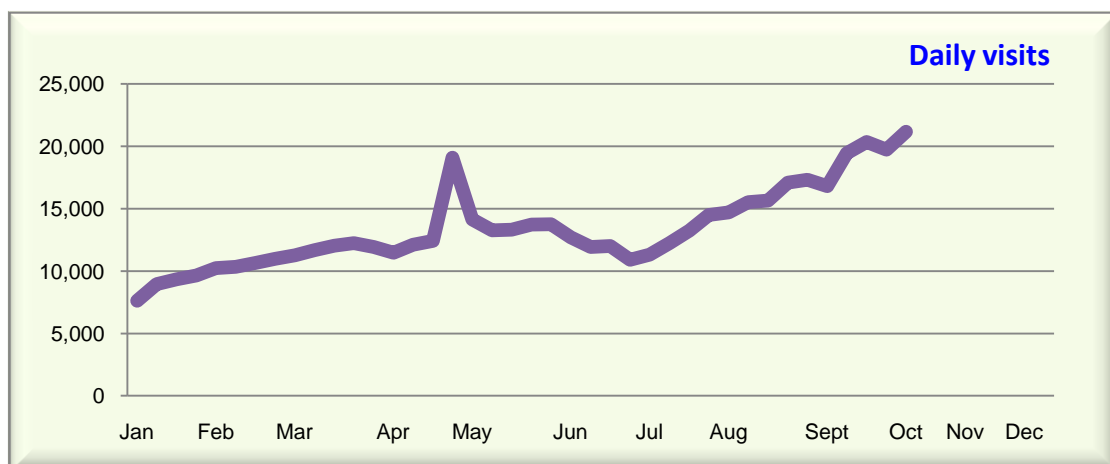
- the provision of short library names in brief results sets;
- for those institutions which are also members of Libraries Australia, the ability to include them in the 'in my libraries' search option; and
- the display of the access conditions pertaining to parent libraries and their branches. One of three conditions is displayed: **Open to the public**, **May not be open to the public (restricted)**, and **Not open to the public**. The condition selected will be applied to all libraries with the same NUC symbol, and the most open status will be selected. This means that if a branch library is more open than its parent, then the access condition of the branch library will be the default.

The information in the Australian Libraries Gateway has never been more critical in assisting the public to navigate to collections.

## Usage

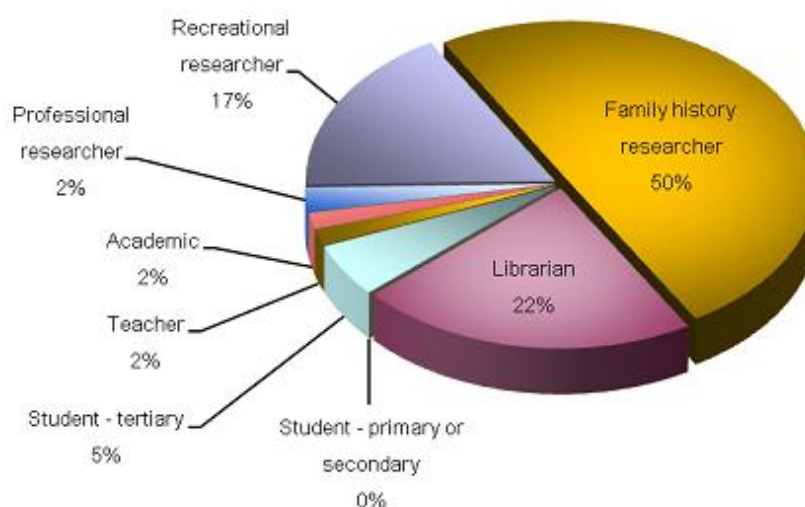
The usage of Trove has been steadily increasing since it was moved out of prototype status on 3 December 2009. The usage has exceeded 21,000 visits per day:

Visitors	Current month	% Growth
Unique visitors by month	350,667	18.62%
Unique visitors -cumulative for 2010	1,927,070	
Highest number of visits per day over period	21,184	4%



Prior to usability testing in August, a brief user survey was also conducted from the home page. Of the people who participated in the survey:

- more than half were 55 or over
- three quarters use Trove from home
- four people said they usually use Trove from a mobile device
- two thirds use Trove at least several times a week (but 10% said it was the first time they had used Trove)
- most people said they accessed Trove through their own bookmark. (A few type in a URL “that is etched into my memory”).



While registration to use the service is optional, more than 14,000 users have done so including those who had already registered for the Australian Newspapers service.

The number and types of enquiries about Trove are summarised below.

Categories	November - August
holdings/purchasing <sup>2</sup>	249
adding 'Buy a copy' sites/web links	32
amend bib records and holdings	87
functionality feedback	84
functionality clarification	201
contributing	34
newspapers	379
deep linking	8
technical problems	23
usernames/login issues <sup>3</sup>	50

<sup>2</sup> Release 1.05 on 13 April improved the holdings display and was expected to reduce queries.






<sup>3</sup> Release 2.01 of Trove (8 June) was expected to address this issue.

marketing	19
reference questions	116
requests for EndNote	6
offering related services	1
selling an item	3
valuing items	11
contacting other members <sup>4</sup>	7
reusing Trove content	19
	1,329

Trove business analyst from the IT development team, Joanna Meakins, also responded to 111 enquiries about Trove received through the temporary feedback link until May 2010, which was used to inform further development.

### Statistics always available

It is possible for anyone to view user interaction activity from the Trove Home Page, including:

-  the most recent searches and viewed works
-  the most prolific newspaper text correctors, month by month
-  the most recent works merged or split
-  a tag cloud showing the tags added in the most recent hour, day, week or month, and
-  the most recent comments added to records.

This was recently augmented by the total number of records in the service, and the number of items in each zone. A task requested by the NSLA Reimagining Libraries project 2, Open Borders, to add source institution to the comments report online is being considered as a precursor to sharing annotations with interested services.

Timestamp	User	Item	Comment
2010-08-17 03:58	Anonymous	<a href="#">The internet journal of interventional medicine (Version)</a>	it is very futuristic promising journal in the field with very fruitful editorial board Rating: 5 stars
2010-08-17 03:56	Anonymous	<a href="#">The internet journal of interventional medicine (Version)</a>	Rating: 5 stars
2010-08-17 03:56	Anonymous	<a href="#">The internet journal of interventional medicine (Version)</a>	The Internet Journal of Interventional Medicine (IJINT) is a Specialty Section of Internet Scientific Publications LLC in medicine  That aims to become the one of the outstanding e-journals for the presentation and discussion of issues related to the field of interventional medicine, specifically clinical advances, basic science updates, and the impact of new biomedical engineering breakthrough on clinical research in the future of the field. The scope of topics to be considered for publication will include all aspects of endovascular a...

<http://trove.nla.gov.au/recentComments?lastDays=31>

<sup>4</sup> The establishment of the user forum is expected to address this issue.

Any institution contributing to Trove is also able to view its own referral statistics by following the option to view statistics on the About page, selecting 'external links', and searching on domain names.<sup>5</sup>

## Feedback

24 May:

"While trying out the National Library of Australia's useful new "Trove" search service, I discovered perhaps the most valuable thing I've ever found on the web: A book collating all the Acts--Apostolic Letters, allocutions and so on--from which the errors condemned in Bl. Pius IX.'s Syllabus of Errors were excerpted. It is available here:

<http://www.archive.org/details/actassdnpiippix00piusgoog>"

<http://cardinalpole.blogspot.com/2010/05/important-find-sources-for-syllabus-of.html>

5 July:

"Despite Google's often-expressed wish to digitise everything, sometimes you still need to return to the printed word. If you're trying to track down an elusive work, Trove's Australia-wide library catalogue might just be the answer.

Chances are your local library already makes its catalogue available online, so that will be your first port of call (in which case Library Elf might be a useful complementary app). However, if you need to cast your search further afield, then Trove, powered by the National Library Of Australia, will let you search for books across pretty much every Australian library, and links you to the catalogue listings for those individual libraries. You can search Trove without signing up for an account, but doing so lets you specify your own list of preferred libraries."

[www.lifehacker.com.au/2010/07/trove-lets-you-locate-books-in-any-australian-library/](http://www.lifehacker.com.au/2010/07/trove-lets-you-locate-books-in-any-australian-library/)

30 August, from THATcamp:

"THATcamp Canberra is now finished, I've learnt so much in the past two days that it would take three days to write a coherent report. No time for that at present, so for now I'll just list in a random way the things I got from ThatCamp...

##. the opportunities of variabilities of crowdsourcing, and how important a good work flow design is for users. Best example i can think of is the NLA's australia newspaper project <http://trove.nla.gov.au/newspaper...>"

<http://blogs.unsw.edu.au/daao/blog/2010/08/thatcamp-canberra/>.

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<sup>5</sup> The current shortcut is

[trove.nla.gov.au/system/stats?env=prod&redirectGroupingType=host#links](http://trove.nla.gov.au/system/stats?env=prod&redirectGroupingType=host#links).

1 September:









A blog presenting local news taken from newspaper archives, recording the minutiae of everyday life in a bygone age, for which all content is sourced from the Australian Newspapers service.

<http://thelatestoldnews.wordpress.com/>.

## Resources

The Trove management team has prepared several pieces of marketing information such as articles, a flyer and a PowerPoint presentation template for reuse at <http://trove.nla.gov.au/general/marketing>. [A Communications and Marketing Plan, which will also be made publicly available, is being developed by the National and State Libraries Australasia (NSLA) Reimagining Libraries Marketing Working Group.]

Articles and presentations online include:

-  *Trove: Innovation in Access to Information in Australia*, Rose Holley, in *Ariadne* Issue 64, [www.ariadne.ac.uk/issue64/#main-articles](http://www.ariadne.ac.uk/issue64/#main-articles)
-  *"Utilising Trove in your organisation"*, Debbie Campbell  
[www.nla.gov.au/openpublish/index.php/nlasp/article/view/1664](http://www.nla.gov.au/openpublish/index.php/nlasp/article/view/1664)
-  *"Trove – explore like never before"*  
A slideshare presentation of Trove available from  
[www.slideshare.net/natlibraryofaustralia/trove-4820355](http://www.slideshare.net/natlibraryofaustralia/trove-4820355)
-  *Treasure Trove of Information*, Rose Holley, in *Public Service News*, Issue 232,  
[www.psnews.com.au/BooksFeaturespsn2323.html](http://www.psnews.com.au/BooksFeaturespsn2323.html)
-  *Find and Get with Trove*, Rose Holley  
<http://refdesk.mosmanlibraryblogs.com/article/128/find-and-get-with-trove>
-  *Digital volunteers do amazing things*, Rose Holley  
<http://refdesk.mosmanlibraryblogs.com/article/126/digital-volunteers-do-amazing-things>
-  *Trove – more than a treasure? How finding information just got easier*, Rose Holley  
2 September 2010  
[http://conferences.alia.org.au/access2010/pdf/Paper\\_Thu\\_1410\\_Rose\\_Holley.pdf](http://conferences.alia.org.au/access2010/pdf/Paper_Thu_1410_Rose_Holley.pdf).
-  *The search engine for all things Aussie*, ABC radio interview 7 September 2010  
[http://blogs.abc.net.au/canberra/2010/09/the-search-engine-for-all-things-aussie.html?site=canberra&program=canberra\\_mornings](http://blogs.abc.net.au/canberra/2010/09/the-search-engine-for-all-things-aussie.html?site=canberra&program=canberra_mornings).

The Trove team is also preparing screencasts for use by staff at institutions other than the National Library and by members of the general public. The team was inspired

by an early effort at <http://csusap.csu.edu.au/~afahey05/findingpatterns.html>. The screencasts created in-house will be made available through the Trove website.

## Products



While the Trove T-shirt is only available via the National Library's online shop<sup>6</sup>, other items such as the mouse mat are being trialled. Eco notebooks and pens have been distributed at appropriate conferences and seminars.

## Impact

The interest in Trove has inspired individual libraries to share information about the service within their own communities:

**Coffs Harbour City Library & Information Service**  
[www.coffsharbour.nsw.gov.au/citylibrary](http://www.coffsharbour.nsw.gov.au/citylibrary)

**Family History Talk by Sharon Brennan**  
**5.30pm Tuesday 3rd August**  
**@ Coffs Harbour Library**

For Family History Week, the Library presents ...

**Sharon Brennan**, a published author on genealogy, who will talk about ways you can build your family history and bring it to life. Come along and learn about:

- Creating your own ancestral map
- Delving into the treasures of "Trove" ... the National Library of Australia's new search interface/portal
- Using your own family name "tags" to organise your research on relatives in digitised newspapers
- Using "Picture Australia" to set the scene on the family street!

<sup>6</sup> <http://shop.nla.gov.au/index.php?cPath=348>, Item 11.

The Australian digitised historic newspapers content is changing research practices in its own right. Examples are:

- first occurrences of words, [www.oup.com.au/dictionaries/wotm/neenish\\_tart](http://www.oup.com.au/dictionaries/wotm/neenish_tart);
- confirming the history of printed sheet music, subject of a thesis by Graeme Skinner at the University of Sydney;
- significant events as they occurred, [www.crikey.com.au/2010/08/12/daily-proposition-read-a-newspaper-from-a-bygone-era/](http://www.crikey.com.au/2010/08/12/daily-proposition-read-a-newspaper-from-a-bygone-era/).

### **Acknowledgements**

The Trove management team would like to express its gratitude for the extraordinary commitment of the Libraries Australia Help Desk team and the IT development team in developing and supporting the service during its early days.

### **Recommendation**

The Libraries Australia Advisory Committee to note the report.

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