

## **Changes to the Libraries Australia User Agreement 2011**

### **Introduction**

Each year, the Libraries Australia User Agreements are reviewed to ensure their currency, particularly for new members. The scope of the changes is generally modest.

This year, several changes have been proposed to clarify the obligations and benefits of membership. The changes do not affect the intent of previously signed versions of the User Agreement. They have been applied to all three versions of the Agreement – for libraries, for commercial providers, and for individuals (note that the wording quoted below cites clause numbers for the libraries' version).

As part of this review, Product pricing information has also been updated. Refer to Appendix A of this paper for further discussion.

### **Additions to the User Agreement**

1. At Clause 3.5, a new sentence to highlight the nature of the cooperative:

“Libraries Australia Services are sustained through national cooperation and rely on the practice of reciprocity in all dealings between member libraries, including the User. As such, members should ensure that they will not engage in activities that diminish the value of Libraries Australia. In particular, the User must not:”

(The remainder of the wording in this paragraph is unchanged.)

2. At Clause 8.1 in Attachment A, a reminder of the option to be a member of WorldCat:

#### **“8. Membership of WorldCat**

8.1 Through membership of the Libraries Australia, as evidenced by this Agreement, the User is entitled:

- (a) to membership of WorldCat, provided the User contributes bibliographic and/or holdings records to WorldCat;
- (b) as a member, to nominate themselves or others, and vote for, a national representative on the OCLC Asia Pacific Regional Council.

Further information regarding OCLC governance arrangements is summarised at [www.nla.gov.au/librariesaustralia/oclc.html](http://www.nla.gov.au/librariesaustralia/oclc.html).

3. At Clause 4.3.4 in Attachment B, a new charge for Product orders from consortia:

“4.3.4 Product charges for consortia

When a consortium of libraries requests a Products file, a set-up charge of \$AUD200 will apply. Record charges for files containing more than 2,000 will be set at \$AUD0.66 per record, and the concessional rate in clause 4.3.2 will also apply.”

### **Changes to the User Agreement**

1. In Attachment A, clause 2.1, the reduction of telephone support to the hours of 9am-5pm AEST, mainly due to the increase in queries via the online contact form.
2. Most Product pricing in Attachment B of the User Agreement has been updated.
3. The most significant change to charging is at Attachment B, clause 4.2: “A request to provide a one-off Product within a 48-hour turnaround time will attract an additional charge of \$550.”

### **Deletions from the User Agreement**

1. Due to the merger of the Australian Research Online, Picture Australia and Music Australia services into Trove, references to these services have been removed;
2. Due to the inclusion of APAIS and AMI metadata in Trove, references to APAIS searching charges have been removed.

### **Recommendation**

The Libraries Australia Advisory Committee to endorse the changes.

Contact: Debbie Campbell  
Director Collaborative Services  
[dcampbel@nla.gov.au](mailto:dcampbel@nla.gov.au)

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## Appendix A

Since 2007, the Libraries Australia team has been reviewing and renewing subscription models for all Libraries Australia services. However, the charges for Libraries Australia Products have not changed since the service went live in 2005/06<sup>1</sup>.

### Issues

During the last three years, the use of the Products suite has declined significantly. In 2010, the suite was promoted in the Libraries Australia newsletter and with a bespoke advertisement in *InCite* magazine, with no discernible impact.

### Overview

The total revenue raised from the Products suite has been:

2007/08	2008/09	2009/2010	2010/11 (to date)
\$28,397	\$31,311*	\$19,996	\$14,000**

Table 1: total and projected revenue in recent years

\*includes special requests for collection analysis projects at the University of New South Wales

\*\* projected end of year budget is \$25,000-\$30,000.

The total number of records provided in 2009/10 was 49,323,455; down from 69,549,086, although the latter was primarily due to the large number of records extracted for collection analysis purposes. The following table shows the total number of products produced during the last three financial years.

Job type	Number of runs (2007/08)	Number of runs (2008/09)	Number of runs (2009/10)
<i>Charged for</i>			
Extractions for vendors	90	76	69
Regular subscription files	122	146	113
More than 2,000 records / file	75	65	11
<i>Not charged for</i>			
Maintenance	455	356	366
Acquisitions	546	564	489
Less than 2,000 records / file	634	387	362
<b>Total</b>	<b>1,922</b>	<b>1,594</b>	<b>1,410</b>

Table 2: total product runs

### Notes

1. Acquisition files are produced for the NSLA libraries (currently excluding South Australia and Tasmania). Each requires a sophisticated query against

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<sup>1</sup> Charges are posted at [www.nla.gov.au/librariesaustralia/charges.html#additonalcharges](http://www.nla.gov.au/librariesaustralia/charges.html#additonalcharges).

the NBD to meet complex acquisition policies. They are run quarterly and are provided free of charge.

2. Almost all maintenance runs are for internal purposes only, and are not eligible for revenue raising. Some of the files support our international collaboration with NACO (the Name Authority Cooperative) and the VIAF (Virtual International Authority File) project, both US-based.
3. Member libraries are charged for orders resulting in files greater than 2,000 records. The total number of Products supplied externally in recent years was as follows:

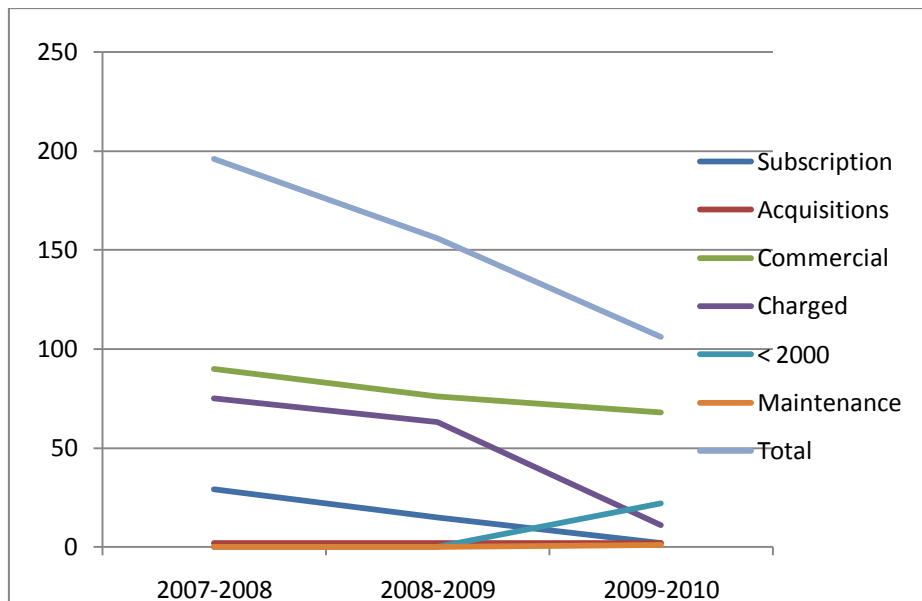


Fig 1: Billed product runs

4. Regular subscription files contain 'e-collection' sets or authority record files. They are billed annually but provided quarterly.
5. Extractions for vendors attract a different per record charge<sup>2</sup>.
6. The Libraries Australia team will continue to provide one-off quotes for special requests which take into account the amount of support given by staff.

#### *Further considerations*

Human intervention is required to configure regular product jobs and run one-off enquiries. Infrequent large file extractions impact on search database performance and are therefore scheduled outside business hours.

<sup>2</sup> Charges for vendors which vary from standard member charges are published in the Libraries Australia Commercial User Agreement, at <http://www.nla.gov.au/librariesaustralia/rego/documents/user-agreement-corporate.pdf> (2009).

Only 29 Libraries Australia members regularly request products. In 2009/10, only 11 files containing more than 2,000 records were supplied; while 298 files contained less than 1,000 records. (The remainder contained between 1,000 and 2,000 records).

It is not proposed to increase the cost of providing LADD Location data at this time. An investigation to determine whether more files, such as Title Lists, could be made self-serve in a method similar to Recent Australian Publications (RAP) and Recent Australian Government Publications (GovRAP) will be scheduled within the Libraries Australia Search platform replacement project.