

# REPORT ON OPERATIONS

1

## THE COLLECTION

### OUTPUT GROUP DESCRIPTION

A comprehensive collection of Australian library material and a selection of non-Australian publications supporting the study of Australia and its place in the world are collected, organised and preserved by the Library for current and future access.

**OUTPUT 1.1** Collection development and description

**OUTPUT 1.2** Collection maintenance

## COLLECTION DEVELOPMENT AND DESCRIPTION

### OUTPUT DESCRIPTION

Australians have access, through the National Library of Australia, to a comprehensive collection of Australian library materials and to international documentary resources.

### PERFORMANCE—OUTPUTS

#### PERFORMANCE TARGETS

##### Quantity

*A total of 453 800 collection items acquired and/or processed, broken down as follows:*

- 79 600 new collection items acquired
- 282 000 serial issues checked in
- 92 200 collection items catalogued and journal articles indexed on national bibliographic databases

A successful year in acquiring and processing library materials saw higher levels of activity in collecting and describing than in preceding years, with all targets exceeded.

##### Quality

- 95 per cent of collection items, equivalent to 431 110 items, were checked in, catalogued or indexed within set standards and within specified timeframes

The target was exceeded, with 98 per cent of items checked in, catalogued or indexed within set standards and specified timeframes.

##### Price

- \$43.90 per new collection item acquired and/or processed

The unit price per collection item acquired and processed was \$39.54.

### PERFORMANCE—OUTCOME

#### EFFECTIVENESS INDICATORS

- 85 per cent of current Australian and overseas publications that fall within the Library's Collection Development Policy have been collected by the Library
- 85 per cent of the Library's Collection has been catalogued online

The collecting target for Australian published material was met, with 88 per cent of eligible Australian publications deposited by publishers. Items not received were claimed from publishers to ensure all relevant items are included in the Collection. The target for overseas collecting was met.

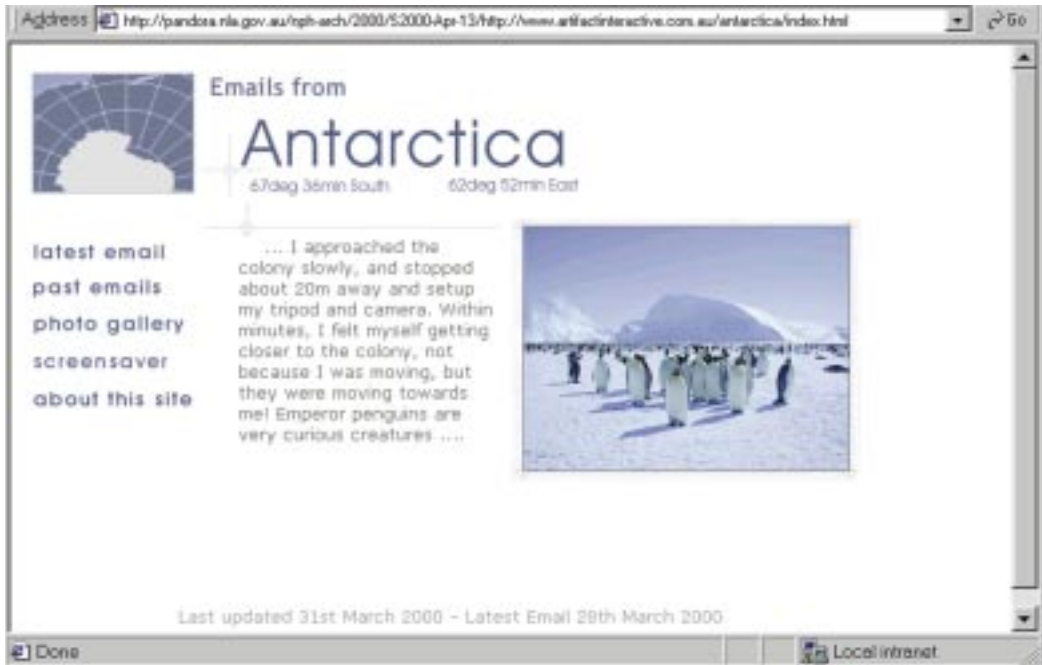
The Library provides online access to 100 per cent of its current acquisitions and has a program to convert older card catalogue records to online access with the result that 81 per cent of the Library's Collection is now online. The Library will continue to give high priority to cataloguing the complete collection online.

### KEY ISSUES

#### BUILDING THE COLLECTIONS

Trends in Australian publishing indicate a rapid move towards online publishing in both the government and private publishing sectors. To meet this development the PANDORA archive of online publishing negotiated agreements with an increasing number of publishers to allow archiving of their publications.

The Bringing Them Home Oral History Project, a key outcome of the National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families, made significant progress during the year. One hundred and sixty-two interviews were held



This site is one of many contained within the PANDORA Archive. PANDORA stands for Preserving and Accessing Networked Documentary Resources of Australia and the Archive has grown rapidly since its beginning in May 1997. Many of the sites archived in PANDORA are no longer available on the live Internet. The web site address for the PANDORA Archive is <http://pandora.nla.gov.au/index.html>

The illustrated site at <http://pandora.nla.gov.au/nph-arch/2000/S2000-Apr-13/http://www.artifactinteractive.com.au/antarctica/index.html> contains emails and photographs sent by Kym Newbery, a scientist with the Australian Antarctic Division, who was based at Mawson Station from October 1999 to March 2001. The emails document his experiences of life and scientific work at Mawson Station.

with Indigenous Australians and a range of others affected by or involved in the separation of children from their families.

#### COLLECTION MANAGEMENT

Online publications risk disappearing or becoming inaccessible. To assist creators and publishers of online publications manage this problem, the Library issued two sets of guidelines: *Safeguarding Australia's Web Resources: Guidelines for Creators and Publishers* and *Managing Web Resources for Persistent Access*.

Recognising the need for a general thesaurus of descriptors for metadata creation by government agencies and others, the Library made the APAIS thesaurus of descriptors for periodical indexing available on its web site.

To facilitate management of and access to Australian published music, a new service, the International Standard Music Numbering Agency was announced. It will become operational before the end of 2001.

## OUTPUT DESCRIPTION

Australian library materials and highly significant non-Australian publications are maintained to ensure they are available for current and future use. Other materials are maintained in a useable condition for as long as practicable.

airconditioning systems. Difficulties in humidity control in some areas led to 77 per cent achievement on average: this figure reflects fluctuating weather conditions that affect the interior humidity in some months. This issue is being addressed through the Environmental Management Plan, referred to under Key Issues.

The target for treating significant collection items was exceeded. A total of 1135 highly significant collection items were treated.

## PERFORMANCE—OUTPUTS

### PERFORMANCE TARGETS

#### Quantity

- 22 026 square metres of collection stored and maintained

The Library stored and maintained 21 728 square metres of collections, slightly less than the targeted figure.

#### Quality

- 90 per cent of collection maintained in accordance with environmental and security standards
- 80 per cent, equivalent to 500, of highly significant collection items identified as requiring treatment, received treatment

The Library met its security standards for all 21 728 square metres of collections stored. The Library also aims to store all collections in suitable environmental conditions; the target figure of 90 per cent reflects expectations about what could be achieved with existing

#### Price

- \$141.15 per square metre of collection stored and maintained

The unit price per square metre of collection stored and maintained was \$137.11.

## PERFORMANCE—OUTCOME

### EFFECTIVENESS INDICATOR

- 90 per cent of collections maintained in accordance with environmental and security standards

As noted above, the Library met its security standards for 100 per cent of its collections and its environmental standards for 77 per cent of its collections.

## KEY ISSUES

### COLLECTION PRESERVATION AND MAINTENANCE

To improve performance against storage standards, the Library is developing an Environmental Management Plan, based on international standards and practices and the Library's own needs. The plan should deliver improvements in storage conditions for key collections over a number of years.

### DIGITAL PRESERVATION

The issue of digital preservation remains a key challenge for the Library. Developments this year include:

- Ongoing growth in the size and complexity of the Library's collections of digital information resources. The Library produced a policy statement on how it intends to meet its digital preservation commitments.
- Collaboration with international partners to define and improve digital archiving and preservation practices.
- Amending Library policy on creating preservation copies of pictorial material in favour of digital copies rather than traditional photographic reproductions.

### COORDINATION OF PRESERVATION ACTIVITIES

Among a range of ongoing coordination activities relating to collection preservation, the Library made significant progress in the following areas:

- Developing national strategies to address the deterioration of microfilm, photographic film and sound recording collections on cellulose acetate film, in conjunction with State libraries, archives and other collecting institutions.
- Coordinating the National Plan for Australian Newspapers (NPLAN) on behalf of the State and Territory libraries. The plan, which has been in operation since the early 1990s, has been successful in identifying, maintaining and copying Australian newspapers.

2

## INFORMATION SERVICES

### OUTPUT GROUP DESCRIPTION

Information and cultural services, providing access to the Library's collections and other documentary resources, are delivered nationally and internationally.

OUTPUT **2.1** Reference services

OUTPUT **2.2** Collection delivery

OUTPUT **2.3** Public programs

## OUTPUT 2.1

## REFERENCE SERVICES

## OUTPUT DESCRIPTION

Professional advice, assistance and facilities are provided that meet the information and document needs of the Library's users.

## PERFORMANCE—OUTPUTS

## PERFORMANCE TARGETS

*Quantity*

- 106 200 users provided with reference services

The target was exceeded with 111 240 users provided with reference services.

*Quality*

- 90 per cent of primary users satisfied with reference services and facilities
- 98 per cent of reference enquiries answered within the service standards

The annual survey revealed that 92 per cent of users were satisfied with reference services.

Of the reference enquiries received 91 per cent were completed within 5 days and 100 per cent within 28 days, as required by the Service Charter.

*Price*

- \$81.98 per user provided with reference service

The unit price per user provided with reference service was \$78.69.

## KEY ISSUES

**PETHERICK READING ROOM REFURBISHMENT**

In recent years there has been increasing demand for use of the Petherick Reading Room, a special facility supporting advanced researchers. This year the Library responded by extending the space available in this Reading Room and providing additional specialised facilities.

**DIGITAL REFERENCE SERVICES**

Developments in information technology are continuing to challenge libraries to meet the information needs of users electronically. The Library is collaborating with other libraries, both nationally and internationally, in the provision of digital reference services. As a participating member, the Library received and responded to requests through the Collaborative Digital Reference Service project coordinated by the Library of Congress. This service is testing the provision of reference services anytime, anywhere.

This year the Library developed Ozlife—a web-based index to Australian biographies and book reviews in major Australian newspapers. The ACT Public Library Service is collaborating with the National Library in offering this service.

## OUTPUT 2.2

## COLLECTION DELIVERY

## OUTPUT DESCRIPTION

Australian library materials and other documentary resources are delivered to on-site and remote users through the Library's reading rooms, through interlibrary loan and document delivery and through the reproduction of items from the Library's collections.

## PERFORMANCE—OUTPUTS

## PERFORMANCE TARGETS

*Quantity*

- 390 200 collection items delivered to Library users, in response to requests
- 300 000 users accessed digitised collection items on the Library's web site

390 722 items were delivered from the collection in response to requests. A further 152 531 users accessed networked CD-ROMs and electronic publications available from computers in reading rooms.

562 345 users accessed digitised collection items via the Library's web site, exceeding the target by 87 per cent.

*Quality*

- 90 per cent of requestors satisfied with the Library's document delivery services, on-site, through interlibrary loans, and through the web site
- 90 per cent of required collection items delivered within service standards

A client survey of retrieval services from the Library's print collections showed 93 per cent satisfaction with the Library's document delivery services.

On-site retrieval performance was assessed against service standards throughout the year. On average, 93 per cent of material stored on-site and 100 per cent of material stored off-site was delivered within service standards.

91 per cent of interlibrary loans and copies were dispatched within the four-day standard specified in the Service Charter.

*Price*

- \$17.07 (without Capital Use Charge) per collection item delivered to Library users

The unit price per collection item delivered to Library users was \$10.36 (without Capital Use Charge).

## PERFORMANCE—OUTCOME

## EFFECTIVENESS INDICATOR

- 90 per cent of requests for collection items through the Library's Main Reading Room, and 79 per cent of requests for collection items through interlibrary loan, are met
- 300 000 users accessed digitised collections on the Library's web site

93 per cent of collection items delivered through the Main Reading Room were met.

83 per cent of requests were met through interlibrary loan.

As noted above a total of 562 345 users accessed digitised collection items via the Library's web site, exceeding the target by 87 per cent.

## KEY ISSUES

### PERFORMANCE IMPROVEMENT

The implementation of e-CallSlips represents a major improvement in delivery of material from the Library's printed collections. Print material can be requested or reserved electronically on-site and off-site 24-hours a day. Requests are sorted electronically, printed in the appropriate stack and tracked while in use.

To assist with more efficient retrieval and tracking of collection items, a project was commenced to barcode additional parts of the printed collection.

### PATTERNS OF USE

On-site use of the Library's printed collection declined by 10 per cent on last year's results. This pattern was again offset by the continuing increase in the use of electronic resources.

The Library is experiencing difficulty in obtaining consistent and reliable data on usage of electronic resources from commercial providers and the Library's log file analysis software. The Library is working to improve the accuracy of usage data.

Requests for interlibrary loans and copies were 12 per cent below target. This was substantially due to a decline in the use of the National Film and Video Lending Service.



This invitation can be seen on the National Library's Federation Gateway web site at [www.nla.gov.au/guides/federation/about.html](http://www.nla.gov.au/guides/federation/about.html). The web site has been created to assist in the location of a wide variety of materials like books, web sites, pictures and manuscripts relating to the Federation of Australia.

[An invitation to meet Their Royal Highnesses the Duke and Duchess of Cornwall and York in celebration of the opening of the first Parliament of the Commonwealth of Australia].  
[Melbourne : s.n., 1901]  
chromolithograph; sheet 23 x 29 cm.  
Pictorial Collection

## OUTPUT 2.3

## PUBLIC PROGRAMS

## OUTPUT DESCRIPTION

The Library and its collections and services are promoted, interpreted and made accessible to a range of targeted audiences, including visitors to the Library and the general public.

## PERFORMANCE—OUTPUTS

## PERFORMANCE TARGETS

*Quantity*

- 90 000 visitors to exhibitions
- 24 000 participants in public outreach activities
- 80 new publications and merchandise items published

Attendances at all public programs activities increased this year. A total of 345 300 people attended exhibitions during the year, more than three times the target figure. Of these 91 300 attended four major exhibitions in Canberra and 254 000 visited four external exhibitions at eight venues. A key factor in attracting larger audiences to exhibitions was the high level of positive media coverage.

Targets for attendances at Library events were exceeded with 37 279 participants in events.

The Library also exceeded its target for publications and merchandise items due to greater than anticipated demand for corporate products. In total 136 new publications and merchandise items were produced.

*Quality*

- 95 per cent of visitors to on-site exhibitions and participants in public outreach activities are satisfied

- 90 per cent of host venues for the Library's travelling exhibitions, and 95 per cent of retailers for publications are satisfied with products and services
- 90 per cent of reviews of current Library trade publications reflect good standards of research and production

93 per cent of visitors to on-site exhibitions and participants in public outreach activities were satisfied. All other satisfaction surveys undertaken show that all quality targets were exceeded with 100 per cent satisfaction recorded.

*Price*

- \$26.01 per visitor to exhibitions
- \$46 437.50 per new publication/merchandise item
- \$76.88 per participant in public outreach activities

The unit price per user visitor to exhibitions was \$7.70.

The unit price per new publication/merchandise item was \$30 044.12.

The unit price per participant in public outreach activities was \$41.66.

## PERFORMANCE—OUTCOME

## EFFECTIVENESS INDICATOR

- *Increased usage of collections, information services and public programs*

Usage was up for all public programs activities from the previous year. Exhibitions attendances increased by 56.2 per cent; attendances at public events increased by 38.7 per cent; and publications increased by 41.6 per cent.

## KEY ISSUES

### CENTENARY OF FEDERATION

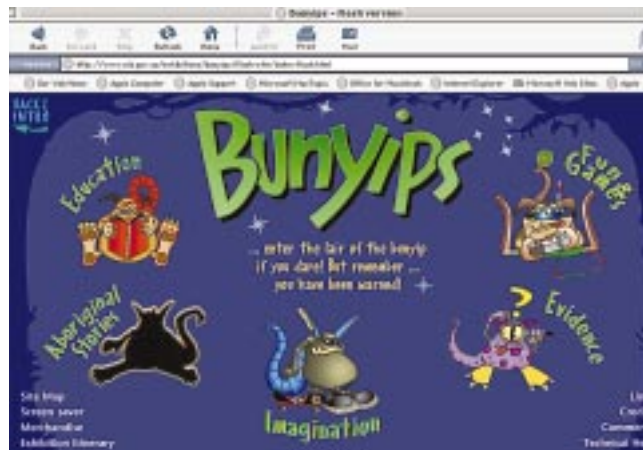
The Centenary of Federation and the Library's own centenary have been celebrated in a wide range of public program activities this year, including publications, exhibitions, and events. In addition to those activities outlined in this report, the Library made substantial progress on a major exhibition to be held later in 2001. *The Treasures from the World's Great Libraries* exhibition will bring together for the first time over 140 of the most iconic and important treasures held in libraries in more than 20 countries.

### EDUCATION PROGRAMS

This year the Library expanded its education program with the development of a range of new tours for students of all ages. This program aims to introduce the role and services of the Library to young people and to build future support for the Library. Initial response has been enthusiastic and bookings numbers have increased significantly.

### SIMULTANEOUS PUBLISHING

The need has been recognised for developing infrastructure and training to enable a more streamlined approach to the growing organisational need for simultaneous online and print publishing. The issue will be addressed in the coming year.



The *Bunyips* travelling exhibition features 22 large, colourful panels, enabling children and adults alike to discover the history, folklore, art and literature inspired by Australia's famous bunyip.

The homepage of this exciting, animated, interactive exhibition is at [www.nla.gov.au/exhibitions/bunyips/](http://www.nla.gov.au/exhibitions/bunyips/). This exhibition is supported by Visions of Australia, the Commonwealth's national touring exhibitions grant program.

3

## AUSTRALIAN LIBRARY NETWORK SERVICES

### OUTPUT GROUP DESCRIPTION

Collaborative projects and services, leading to improved national access to documentary resources, are delivered to the Australian library community.

OUTPUT **3.1** Resource sharing services

OUTPUT **3.2** Collaborative library projects

## OUTPUT 3.1

## RESOURCE SHARING SERVICES

## OUTPUT DESCRIPTION

Provision to the library community of services which support the sharing of resources and which facilitate access to the information resources of Australian libraries.

## PERFORMANCE—OUTPUTS

## PERFORMANCE TARGETS

*Quantity*

- 7 million searches on resource sharing databases
- 250 000 document requests through Kinetica; of these 80 per cent paid electronically

6.49 million searches were recorded. This reflects the following trends which reduce the need for online searches: the rapid increase in batch reporting of holdings and catalogue data; and reduced levels of acquisition in Kinetica customer libraries due to economic factors, including the Australian dollar exchange rate.

229 380 document requests were met through Kinetica. 77.2 per cent were paid electronically.

*Quality*

- 100 per cent of resource sharing services delivered within defined service levels
- 80 per cent of Kinetica customer libraries are satisfied with the quality of resource sharing services
- 100 per cent of offline data contributions added to resource sharing databases within 5 working days of receipt
- 98 per cent of requests to resource sharing helpdesks answered within service standards

Kinetica resource sharing services were delivered within contracted service levels on average for 93.7 per cent of the operational hours of the service.

The target for Kinetica customer library satisfaction was exceeded with 86 per cent user satisfaction recorded in a survey.

95 percent of offline data contributions added to resource sharing databases within five working days.

93.7 per cent of requests to resource sharing help desks were answered within the service standards.

*Price*

- \$1.46 per search on online databases

The unit price per search on online databases was \$1.68.

## PERFORMANCE—OUTCOME

## EFFECTIVENESS INDICATOR

- 90 per cent of key research libraries contribute data to the Kinetica service
- 100 per cent of key research libraries use the Kinetica service
- 90 per cent of key research libraries use the Kinetica Document Delivery Service

All targets were met.

## KEY ISSUES

## NATIONAL BIBLIOGRAPHIC DATABASE

There was a substantial increase in the number of records added to the National Bibliographic Database by Kinetica customers. In total, 3 226 218 records were added, an increase



Since it was launched in September 2000, the PictureAustralia site, the first service of its kind in the world, has achieved one million hits each month. It features over 500 000 images of some of Australia's most significant people, places and events dating from the late eighteenth century to the present day. This image by Canberra cartoonist Geoff Pryor was published in the front page of the *Canberra Times* of 22 February 1998, with an article on the Constitutional Convention. The image can be found on the PictureAustralia web site [www.pictureaustralia.org](http://www.pictureaustralia.org) by searching for 'Constitutional Convention'.

GEOFF PRYOR (b.1944)  
*A nation's destiny* 1998  
 painting: gouache on bainbridge board; 50 x 36 cm  
 Pictorial Collection

of 216.5 per cent on the previous year. The increase is due in part to improvements to the service, which allows libraries to add their records to Kinetica in batches on a regular basis. The renewed commitment to resource sharing by Australian libraries will have benefits across the library sector in Australia.

#### NATIONAL CHINESE, JAPANESE AND KOREAN SERVICE (CJK)

A review of the CJK Service was conducted to assess the level of customer satisfaction, to review the business and technical environment in which the service operates, and to identify improvements for the service. The major outcomes of the review were:

- the Library will work towards the incorporation of the CJK database into the National Bibliographic Database in order to provide a single data source for catalogue information in both romanised and vernacular scripts
- a range of efficiencies and improved services will be implemented in response to customer requirements.

#### CUSTOMER PATTERNS

There has been an increase in participation in Kinetica from the public library and TAFE sectors, due mainly to the use of consortia to obtain access to Kinetica for groups of libraries. The 40 members of the Metropolitan Public Libraries Association (New South Wales) and the four libraries of the Southern Queensland Institute of TAFE negotiated consortia contracts this financial year.

## OUTPUT 3.2

COLLABORATIVE LIBRARY  
PROJECTS

## OUTPUT DESCRIPTION

Delivery of improvements to the Australian library and information network through collaborative policy, standards and information access projects.

## PERFORMANCE—OUTPUTS

## PERFORMANCE TARGETS

*Quantity*

- 14 key national infrastructure projects undertaken/forums convened

The main focus of this year's projects and forums was the identification of key areas in which the Library can contribute to the further development of a national information infrastructure that ensures that all Australians have equity of access to documentary information resources. Fourteen projects were undertaken or forums convened during the year.

Some of the key projects include:

- the launch and subsequent further development of PictureAustralia
- conducting a major benchmarking study of interlibrary loan performance in Australia
- provision of support for national bodies such as the Australian Libraries Collections Task Force
- development of library infrastructure in the Asia Pacific region through the provision of training in collection management and preservation work, as well as the purchase of books for some libraries.

*Quality*

- 90 per cent of key stakeholders are satisfied with the Library's collaborative projects and forums for the year

Two stakeholder satisfaction reviews were undertaken with the target of 90 per cent satisfaction achieved in each.

*Price*

- \$108 786 per national infrastructure project/forum

The average cost per national infrastructure project/forum was \$112 071.43.

## PERFORMANCE—OUTCOME

## EFFECTIVENESS INDICATOR

- 90 per cent of key stakeholders rate the Library's collaborative projects and forums as successful in improving access to information resources

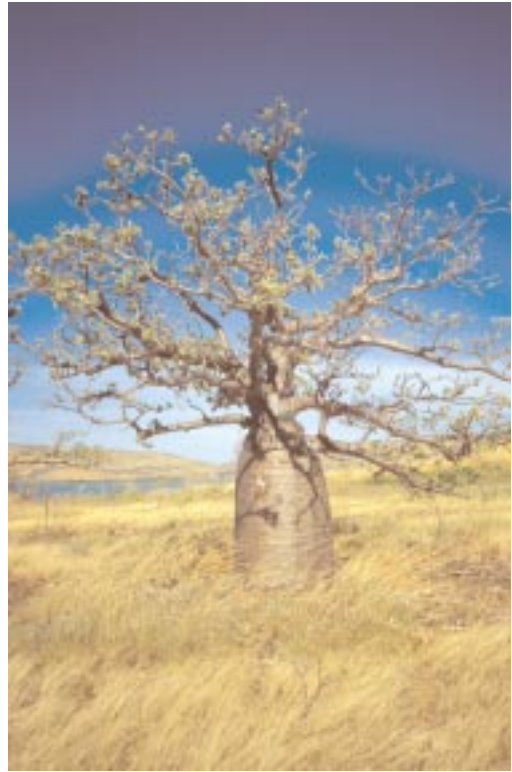
As noted above, 90 per cent stakeholder satisfaction was achieved, as measured through stakeholder satisfaction reviews.

## KEY ISSUES

### ACCESS TO DOCUMENTARY INFORMATION RESOURCES AT A NATIONAL LEVEL

The Library, in collaboration with key stakeholders such as the Australian Libraries Collections Task Force and the Council of Australian State Libraries, has continued to work towards its goal of facilitating access for all Australians to information resources. In particular, the following advances were made:

- Access at a national level to key electronic information resources has been provided through the development of a purchasing consortium managed by the Library and covering all State and some public libraries.
- A major program to make digital images of many of the Library's unique Australian materials available via its web site was commenced to meet the increasing expectation that information is available online. Several projects have been undertaken to determine the best way to deliver this information to users. As part of the developmental work, digital images of the papers of Australia's first Prime Minister, Edmund Barton, and the diary of the explorer, William John Wills, have been successfully made.



PictureAustralia provides one gateway to images from its own collection, those of the inaugural partners—the Australian War Memorial, the State Library of New South Wales, the State Library of Tasmania, the State Library of Victoria, the National Archives of Australia and the Fryer Library of the University of Queensland—and a steadily increasing number of other institutions. The web site is located at [www.pictureaustralia.org](http://www.pictureaustralia.org).

M. BROUWER  
*Mitchell Plateau and surrounding areas 1997*  
 Australian Heritage Commission Collection