

C | REPORT ON OPERATIONS

OUTPUT 1.1—THE COLLECTION

OUTPUT DESCRIPTION

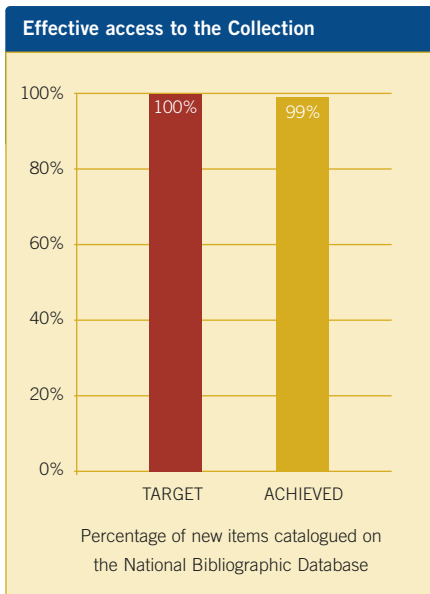
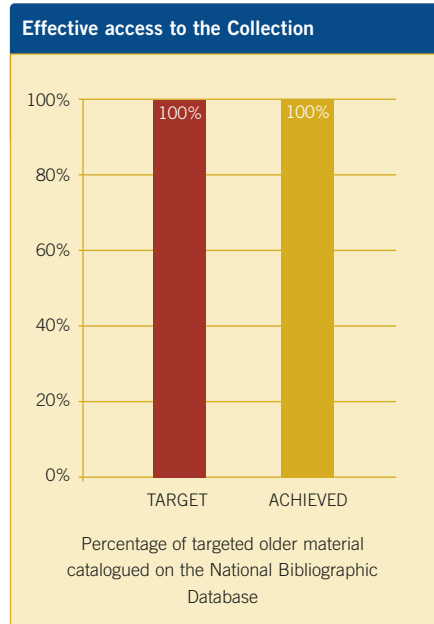
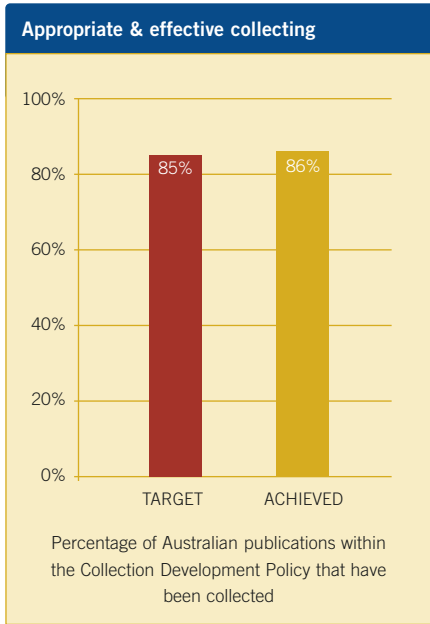
A comprehensive collection of Australian library material, and a selection of non-Australian publications supporting the study of Australia and its place in the world, are collected, organised, preserved and stored by the Library for current and future access.

PERFORMANCE—OUTPUTS

| | MEASURE | TARGET | ACHIEVED |
|----------------------|---|-----------|-----------|
| <i>Effectiveness</i> | <i>Appropriate & effective collecting</i> | | |
| | Percentage of Australian publications within the Collection Development Policy that have been collected | 85% | 86% |
| | <i>Effective access to the Collection</i> | | |
| | Percentage of new items catalogued on the National Bibliographic Database | 100% | 99% |
| | <i>Effective access to the Collection</i> | | |
| | Percentage of targeted older material catalogued on the National Bibliographic Database (equivalent to 81 000 catalogued records) | 100% | 100% |
| <i>Quality</i> | Percentage of the items checked in, catalogued or indexed within standards/timeframes | 95% | 96% |
| | Percentage of the Collection preserved within set standards and specified timeframes | 95% | 95% |
| | Percentage of the Collection maintained within set standards and specified timeframes | 85% | 83% |
| <i>Quantity</i> | Collection items stored and maintained | 5 287 000 | 5 310 483 |
| | Collection items acquired and/or processed | 453 000 | 498 498 |
| <i>Price</i> | Cost per Collection item maintained | \$0.61 | \$0.59 |
| | Cost per Collection item acquired and/or processed | \$43.20 | \$39.45 |



EFFECTIVENESS

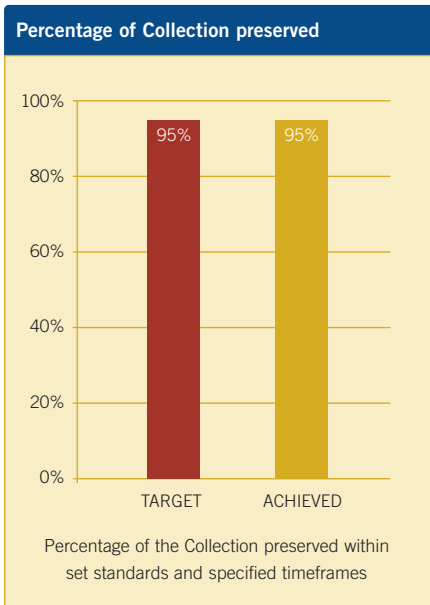
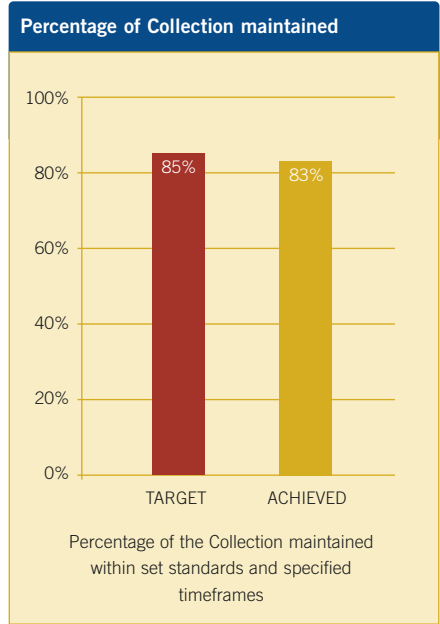
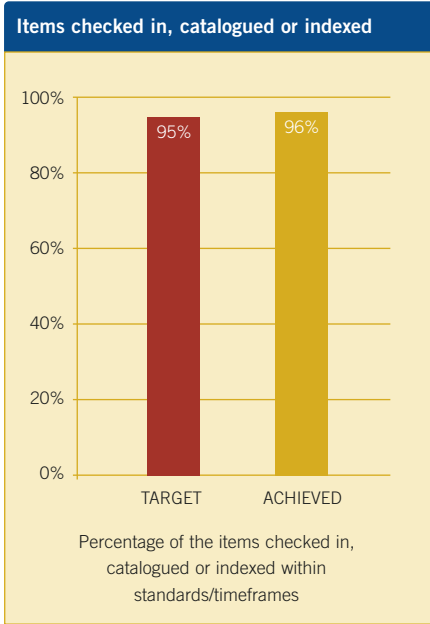


Comments on Performance—Effectiveness

Performance in cataloguing of new Collection items was slightly lower than target, due to minor delays in cataloguing Pictorial Collection items towards the end of the year.



QUALITY



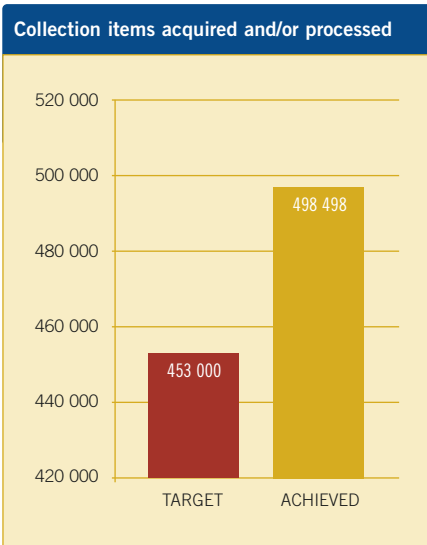
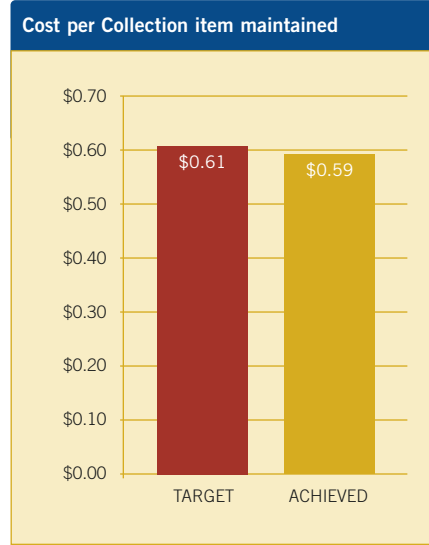
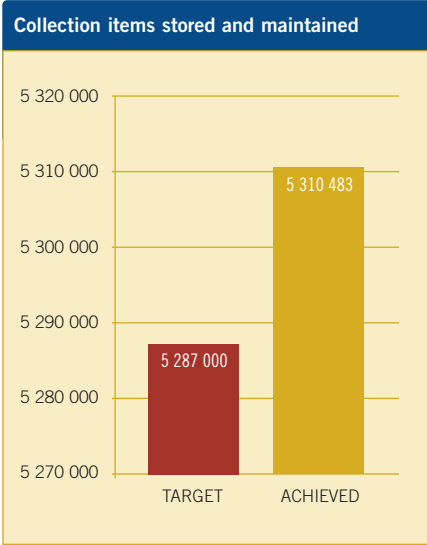
Comments on Performance—Quality

Targets for processing and preservation of Collection items were met.

The Library aims to store all Collection material in suitable environmental conditions; the target of 85 per cent reflects expectations about what could be achieved with existing air conditioning. The target was substantially met, with an average performance of 83 per cent. The Library is planning improvements to its air conditioning system to improve humidity control in some storage areas.

QUANTITY

PRICE



Comments on Performance—Quantity

The Library acquired a number of exceptional collections during the year, including several large Australian photographic collections. The target was exceeded, with 498 498 items acquired and/or processed.



KEY ISSUES/DEVELOPMENTS

Developing the Collection

The four-year Bringing Them Home Oral History Project, one of the outcomes of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from their Families*, concluded at the end of the year. During the project, 310 interviews were held with Indigenous Australians and others. Preparation began on a book based on the interviews, due for publication in late 2002.

As well as legal deposit, purchase, and exchange, Library collections grew through gift and donation. During the year, and as part of its centenary celebrations, the Library launched BookSearch, appealing to the public for a number of items or categories of material missing from its collections. A generous response enabled the Library to fill many gaps.

A large number of older Australian printed books, pamphlets and maps were acquired during the year, including a number of eighteenth and early nineteenth century works from dealers or at auction. Notable acquisitions were a Jean Baptiste Nolin wall map of 1700, showing the conjectured east coast of Australia, and an 1805 watercolour portrait of the explorer Charles Sturt. Other outstanding items and collections received included facsimile volumes of the manuscript papers of Leonardo da Vinci, and the *Farnese Hours*; a collection on theosophy assembled by the late Dr John Cooper; the earliest Greek-language book published in Australia; two significant early celestial atlases; and a collection on Chinese art assembled by the late Bronwyn Thomas.

Providing access to the Collection

The Library made progress in replacing its 10-year-old management system, on which most of the Library acquisition and cataloguing processes are carried out, and which operates as the Online Public Catalogue. A request for expressions of interest was followed by a limited Request for Tender. An evaluation process has resulted in the recommendation of a preferred supplier.

The Library is seeking to have the legal deposit provisions of the *Copyright Act 1968* extended to cover audio-visual publications and electronic resources, and contributed to the preparation of a government discussion paper on the subject.

Arrangements were made for subscription to an electronic journal service, which will give users access to approximately 3200 additional overseas serial titles.

Maintaining the Collection

During the year, the Library finalised development of a national strategy for managing collections held on deteriorating cellulose acetate film, including many microfilm, photographic and sound-recording collections. The strategy was developed in conjunction with State libraries, archives and other collecting institutions. The Library also began identifying and treating its own extensive cellulose acetate holdings.

The Library continued to develop infrastructure and tools to support the long-term maintenance of digital resources, including the National Collection of Australian Online Publications. The Library released a digital preservation policy and action plan setting out its intentions and agenda for maintaining access despite changes in technology over time.

Digital conversion of the Library's large collection of Oral History recordings has progressed steadily over a number of years. Investment in new archiving equipment and procedures this year has significantly increased efficiency.

OUTPUT 1.2—INFORMATION SERVICES

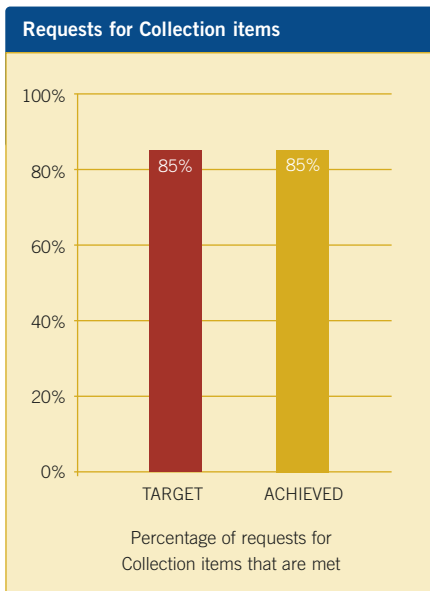
OUTPUT DESCRIPTION

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

PERFORMANCE—OUTPUTS

| | MEASURE | TARGET | ACHIEVED |
|----------------------|--|-----------|-----------|
| | <i>Requests for Collection items met</i> | | |
| <i>Effectiveness</i> | Percentage of requests for Collection items that are met | 85% | 85% |
| <i>Quality</i> | Percentage of users satisfied with the information services provided | 90% | 93% |
| | Percentage of information services delivered within service standards | 90% | 97% |
| <i>Quantity</i> | Number of information service transactions | 1 142 000 | 1 418 987 |
| <i>Price</i> | Cost per information services transaction (without Capital Use Charge) | \$20.03 | \$15.78 |

EFFECTIVENESS



Comments on Performance—Effectiveness

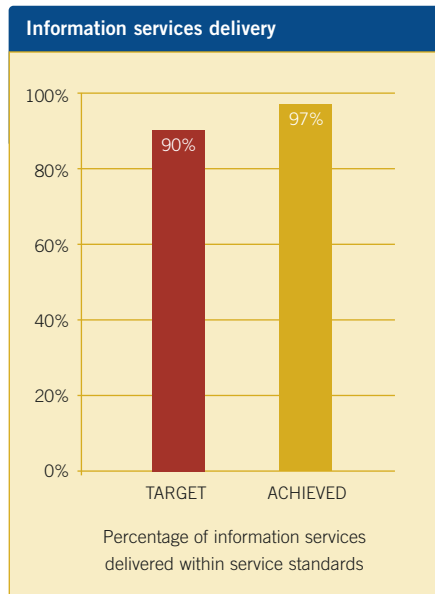
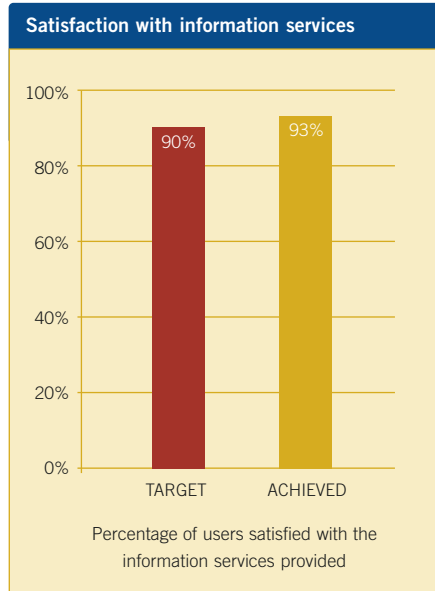
The effectiveness target was met.



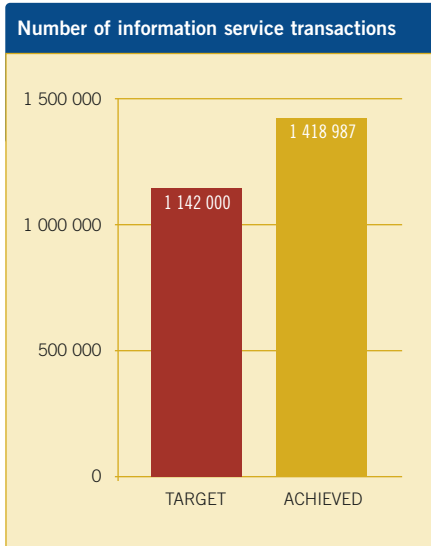
QUALITY

Comments on Performance—Quality

Both quality targets were exceeded.



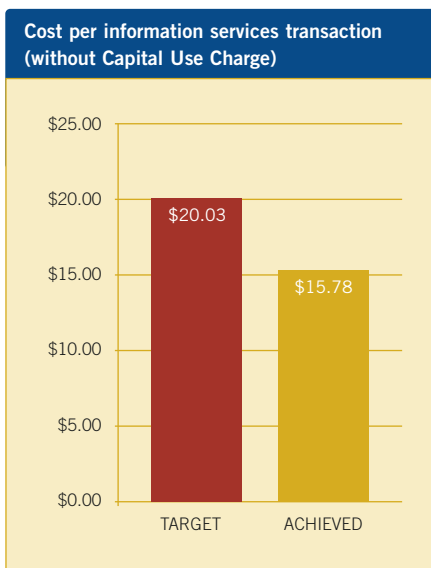
QUANTITY



Comments on Performance—Quantity

A total of 1 418 987 information services transactions took place during the year, 24 per cent above target. This trend is discussed below, under Key Issues/Developments.

PRICE



KEY ISSUES/DEVELOPMENTS

Increase in information services transactions

This year the Library recorded a significant increase in the number of information services transactions. In particular:

- ▶ Onsite usage of hardcopy Collection items increased by 13 per cent from last year, reversing the downward trend experienced over the past few years and reflecting the wide acceptance of the electronic call slip system introduced last year
- ▶ the number of offsite reference enquiries increased by 11 per cent, the result of increased use of the email reference service, and
- ▶ the target for the number of electronic resources used was exceeded by 64 per cent, with 705 000 digital Collection items accessed on the Library's web site

The increase in use of both hardcopy and digital collections is attributed to the significant development of systems to support Library users through both the electronic call slip system and the web site. This increase in use of collections and services is in line with the objectives outlined in *Directions for 2000-2002*, and use is predicted to increase further in future years as technology enables enhanced access to the Library's collections and information services.

Interlibrary lending/Document supply benchmarking

The Library undertook a national benchmarking study on interlibrary loan/document delivery. This study involved 97 Australian libraries in all sectors, including higher education, government, public, special and State libraries. Many Australian libraries have made changes to their document delivery operations based on the study results. Also, an Interlending and Document Delivery Best Practice Course has been developed and is being offered throughout Australia.

Digital reference services

The Library, in association with the Council of Australian State Libraries, is undertaking a pilot project to develop an interactive digital reference service. The service will enable users to co-browse electronic information resources and simultaneously chat online with a reference librarian. The nine participating libraries will staff the service on a time-share basis, taking advantage of national time zones. The service will be made available from the web sites of the National, State and Territory libraries.

The Library continued its active participation in the Collaborative Digital Reference Service pilot coordinated by the Library of Congress. As a result of the pilot, a new subscription-based service has commenced—QuestionPoint—which provides a worldwide reference service.

Improvements to reading rooms

The Library continued a long-term program of improvement to reading room services, with the refurbishment of the Asian Collections Reading Room completed this year.

MusicAustralia

The National Library is leading a collaborative research project to develop a proof-of-concept prototype to deliver digital music objects in a range of formats and from a range of institutions. The MusicAustralia pilot, in which the National Library and ScreenSound Australia are joint partners, is testing the requirements for a production service to deliver digitised sheet music, digital audio-files, 'born digital' music scores, and a range of relevant images and electronic text. Key Australian music stakeholders, including the Australian Music Centre and the Australia Council's New Australian Music Online initiative, are participating in the development.

OUTPUT 1.3—PUBLIC PROGRAMS

OUTPUT DESCRIPTION

Public programs, promoting the Library and interpreting and making its collections and other documentary resources more widely accessible, are delivered nationally and internationally to targeted audiences and the general public.

PERFORMANCE—OUTPUTS

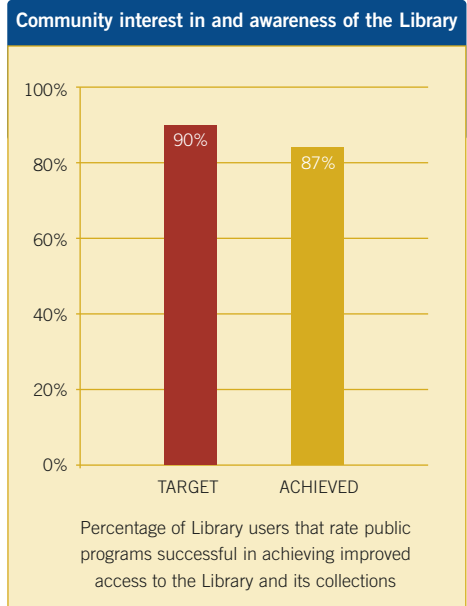
| MEASURE | | TARGET | ACHIEVED |
|----------------------|--|---------|-----------|
| <i>Effectiveness</i> | <i>Community interest in and awareness of the Library</i> | | |
| | Percentage of Library users that rate public programs successful in achieving improved access to the Library and its collections | 90% | 87% |
| <i>Quality</i> | Percentage of visitors to/participants in public programs that are satisfied | 90% | 96% |
| <i>Quantity</i> | Number of visitors to/participants in public programs | 840 000 | 1 409 988 |
| <i>Price</i> | Cost per visitor or participant in public programs | \$9.97 | \$6.52 |



EFFECTIVENESS

Comments on Performance—Effectiveness

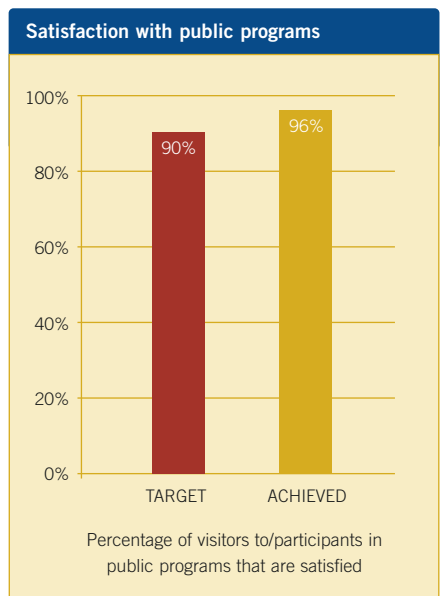
87 per cent of Library users surveyed believed that the Library’s exhibitions and events were effective in improving understanding of the Library and its collections. This was three per cent below the target. Further analysis of survey responses is being undertaken to better understand the impact of the Library’s public programs.



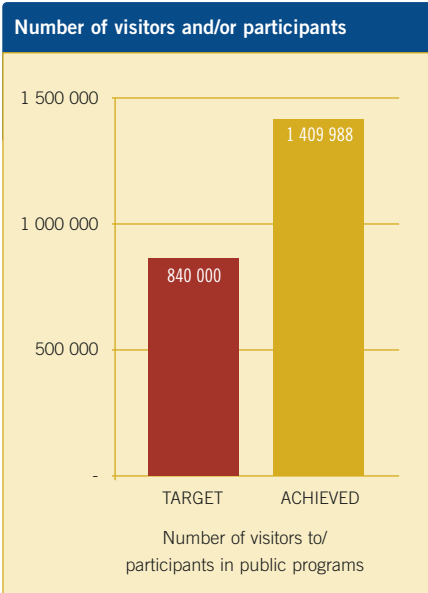
QUALITY

Comments on Performance—Quality

All quality targets for public programs were exceeded. Generally, participants in public programs rated their experience very highly.



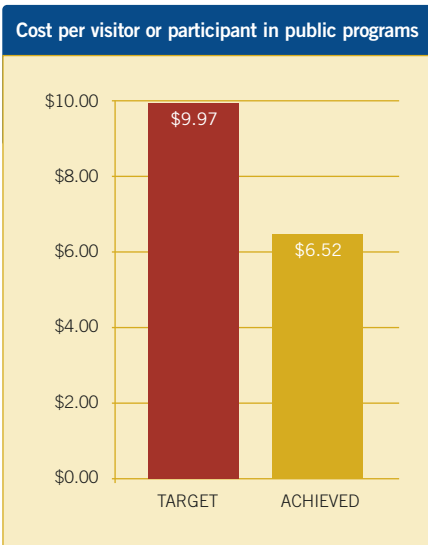
QUANTITY



Comments on Performance—Quantity

While increased participation in public programs was predicted this year, the final result of over 1.4 million was 68 per cent above expectation. This is attributed to the large number of people who attended the Library’s exhibitions, and the high level of usage of the web site for purposes such as viewing online exhibitions.

PRICE



KEY ISSUES/DEVELOPMENTS

Special celebrations

This year has seen the continuation of major celebrations of the Centenary of Federation and the Library's own centenary. Key events included the following.

- ▶ Open Day—the Library celebrated its 100th Anniversary with an Open Day on 23 September, which attracted 6000 people.
- ▶ *Treasures from the World's Great Libraries*—this exhibition included 168 loans from 38 institutions in 24 countries. A record 115 000 visitors attended, with demand so great that the exhibition was, in its final weeks, open for 22 hours each day. A significant amount of broadcast and print media publicity was achieved throughout Australia. The *Treasures* web site won the Australian Publishers Association's award for Best Designed Literary or Publishing Website. For the first time, Library exhibitions visited all States and Territories during the year.

Outreach

In keeping with the objectives of *Directions for 2000–2002*, the Library continued to expand its outreach to Australians wherever they are located. This was achieved by such programs as the following.

- ▶ The Library's Travelling Exhibitions Program included exhibitions in 21 locations in all States and Territories. A total of 251 000 people visited the exhibitions.
- ▶ A highlight of the Library's Events Program this year was *The Secret Self*, a two-day conference on biography and autobiography, which attracted a capacity audience.

- ▶ The Library's Education Program was expanded during the year. School Holiday Programs for 4- to 12-year-olds are now offered in all school vacations. Regular teacher information nights have commenced, to give teachers valuable background information on Library programs. 5000 students toured in 'behind-the-scenes' activities at the Library.
- ▶ Friends of the National Library of Australia membership grew by 17 per cent during the year. The annual Kenneth Myer Lecture, hosted by the Friends, was held in Canberra in August, with a capacity audience addressed by Professor Peter Doherty AC on the topic of 'We Know What We Are But What May We Become?' The lecture was later broadcast on ABC Radio National.
- ▶ National interest in the work of the Library was clearly demonstrated with 60 per cent of visitors to the *Treasures from the World's Great Libraries* exhibition coming from outside the ACT/Queanbeyan region. A further 4 per cent came from overseas. 45 per cent were first-time visitors to the Library. Of those visiting the exhibition from interstate, 77 per cent travelled to Canberra especially to see this exhibition.

Community Heritage Grants

During the year the National Archives of Australia became a partner with the Library and the Department of Communications, Information Technology and the Arts in the Community Heritage Grants program. Funding and training in preservation techniques was given to 45 community organisations to assist with preserving nationally significant documentary heritage material in their care. This represented an increase of 40 per cent on the number of grants awarded in the previous year.

OUTPUT 1.4— AUSTRALIAN LIBRARY NETWORK SERVICES

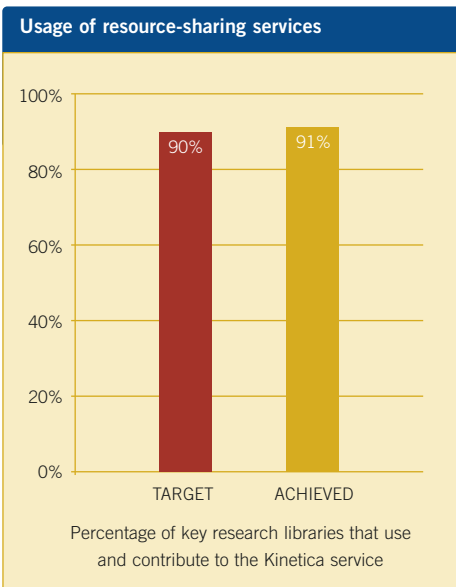
OUTPUT DESCRIPTION

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

PERFORMANCE—OUTPUTS

| | MEASURE | TARGET | ACHIEVED |
|----------------------|--|-----------|-----------|
| | <i>Usage of resource-sharing services</i> | | |
| <i>Effectiveness</i> | Percentage of key research libraries that use and contribute to the Kinetica service | 90% | 91% |
| <i>Quality</i> | Percentage of Kinetica customer libraries that are satisfied with the quality of resource-sharing services | 80% | 81% |
| | Percentage of resource-sharing services that are delivered within set standards and specific timeframes | 98% | 99% |
| <i>Quantity</i> | Number of searches/user sessions on resource-sharing databases | 7 360 000 | 7 065 652 |
| <i>Price</i> | Cost per search on resource-sharing databases | \$1.59 | \$1.54 |

EFFECTIVENESS



Comments on Performance—Effectiveness

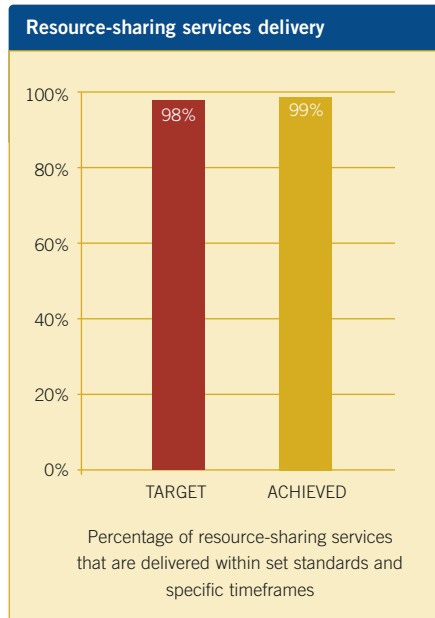
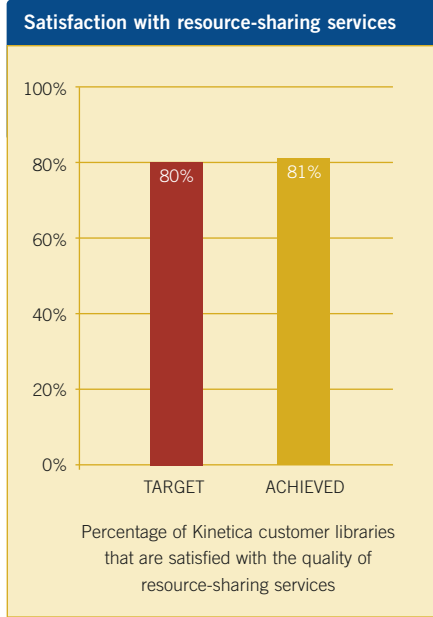
The target for usage of resource-sharing services was exceeded, with 91 per cent of key research libraries using and contributing records to the National Bibliographic Database.



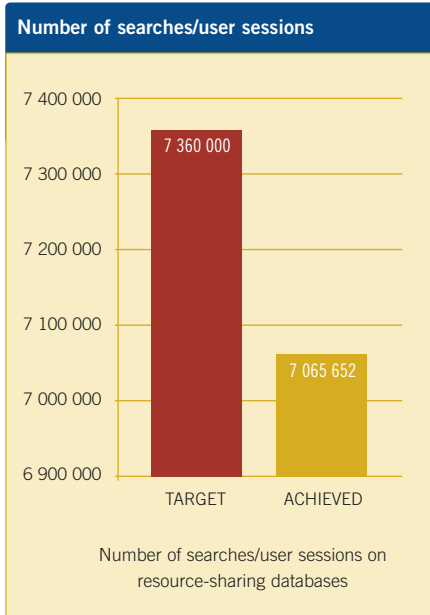
QUALITY

Comments on Performance—Quality

Both quality targets were exceeded.



QUANTITY

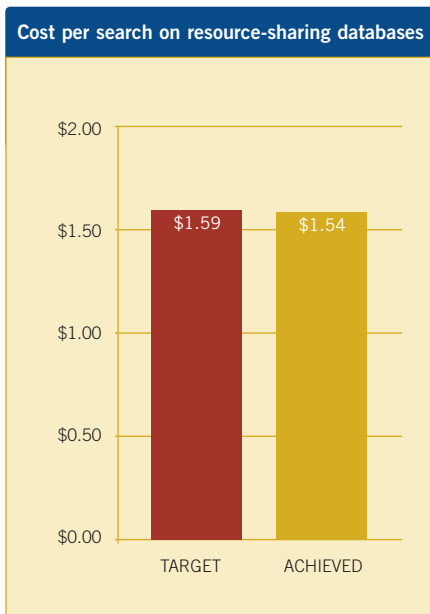


Comments on Performance—Quantity

The number of searches/user sessions recorded on resource-sharing databases was 4 per cent below target. Resource-sharing databases include: Kinetica; the National Chinese, Japanese and Korean Service; the Australian Libraries Gateway; the Australian Interlibrary Resource Sharing Directory; PictureAustralia; and the Oral History Directory. There is an ongoing program to promote the resource-sharing databases in order to achieve the highest possible use of these services.

The number of searches carried out on Kinetica has declined over recent years, as Australian libraries have reduced their level of collecting. However, Kinetica remains a heavily used service with almost 6 million searches undertaken this year.

PRICE



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KEY ISSUES/DEVELOPMENTS

Resource-sharing services

The National Bibliographic Database, offered through the Kinetica service, remains the key bibliographic support service within the Australian library sector. Coverage of the National Bibliographic Database was significantly extended with 1.6 million new Australian library holdings recorded this year, taking the total to 35 million collection items recorded on the database. The growth in the National Bibliographic Database indicates the continuing commitment by Australian libraries to resource sharing.

This year, several initiatives were commenced to improve the quality of the National Bibliographic Database. This activity is aimed at improving the accuracy of data about collection items held in Australian libraries.

The National Bibliographic Database is complemented by the more specialised National Chinese, Japanese and Korean Service which provides information on collections held in Australian libraries in these languages. Recommendations from a 2001 review of this service were implemented this year, with significant performance improvements achieved through the implementation of new software.

Kinetica software

This year a new Kinetica search interface was implemented based on recommendations from a customer advisory group. Benefits include: a simplified search screen; an advanced search function; improved accessibility for sight-impaired users; ability to save queries beyond the current session; and a range of other interface improvements.

An important development was the implementation of a Web input function that enables users to input brief bibliographic records more efficiently than was previously possible. This improved functionality has enabled a larger number of smaller libraries to add new records to the National Bibliographic Database and has quickly become a heavily used function.

PictureAustralia

Participation in the PictureAustralia service, which provides over 600 000 pictorial images on the Web relating to Australia, continued to grow with the addition of image collections from Museum Victoria, the Campbelltown City Library (in collaboration with the Campbelltown and Airds Historical Society), the ACT Heritage Library, the Northern Territory Library and Information Service, and the National Gallery of Australia. These collections enhance the geographic and subject coverage of the service. There are now 18 participating organisations, with several other organisations scheduled to join the service next year.

In addition to the Australian participant organisations, the National Library of New Zealand, and the Scottish Cultural Resources Access Network became overseas contributors of Australian image content.

Use of PictureAustralia grew by 28 per cent this year, with approximately 372 000 user sessions recorded. The service records a wide range of users across Australia and is increasingly being accessed by overseas users seeking images of Australia.

Kinetica customer patterns

The number of Australian libraries using Kinetica remained stable this year. Many smaller libraries expressed interest in forming consortia for the purpose of subscribing to the Kinetica service. The Country Public Libraries Association (NSW) initiated discussions concerning a consortium contract, and TAFE libraries in NSW negotiated site licence contracts this year. It is expected that new consortium arrangements will be organised in future years. These arrangements have the advantage of lowering the cost of participating in the Kinetica service.