



## PERFORMANCE

### Outputs

Table 3.2 shows measures, targets and achievements in relation to Output 1.1 in 2004–2005.

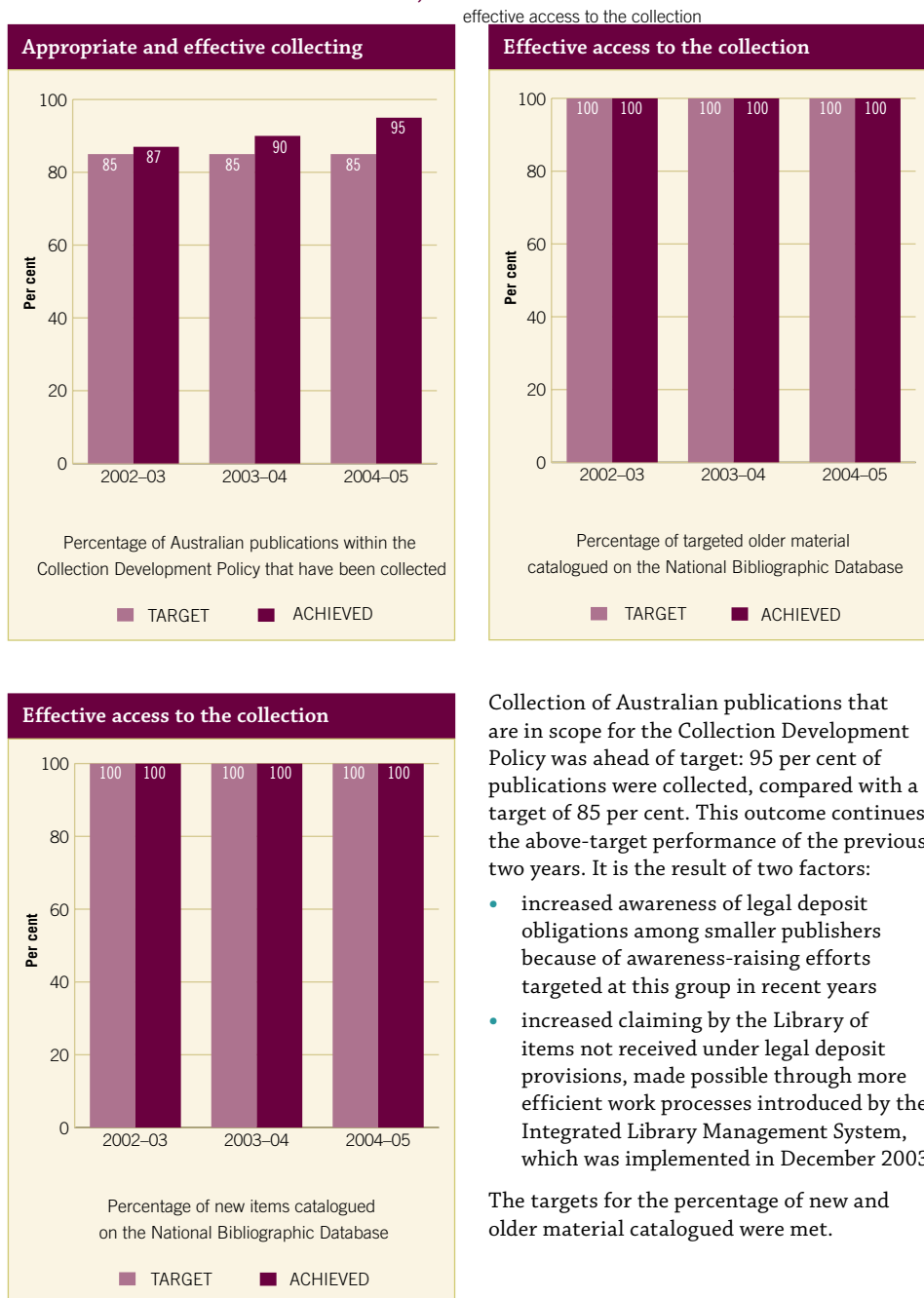
**TABLE 3.2 OUTPUT 1.1: MEASURES, TARGETS AND ACHIEVEMENTS, 2004–2005**

	Measure	Target	Achieved
<i>Effectiveness</i>	<i>Appropriate and effective collecting</i>		
	Percentage of Australian publications in the Collection Development Policy collected	85	95
	<i>Effective access to the collection</i>		
	Percentage of new items catalogued on the National Bibliographic Database	100	100
	Percentage of targeted older material catalogued on the National Bibliographic Database	100	100
<i>Quality</i>	Percentage of items checked in, catalogued or indexed within standards and time frames	95	100
	Percentage of the collection maintained within set standards	85	81
<i>Quantity</i>	Number of collection items stored and maintained	5,720,000	5,734,915
	Number of collection items acquired and/or processed or digitised	381,000	416,908
<i>Price</i>	Cost per collection item maintained (\$)	0.43	0.47
	Cost per collection item acquired and/or processed or digitised (\$)	46.89	40.18

## COMMENTARY: EFFECTIVENESS

Figure 3.1 shows the results for the effectiveness measures from 2002–2003 to 2004–2005.

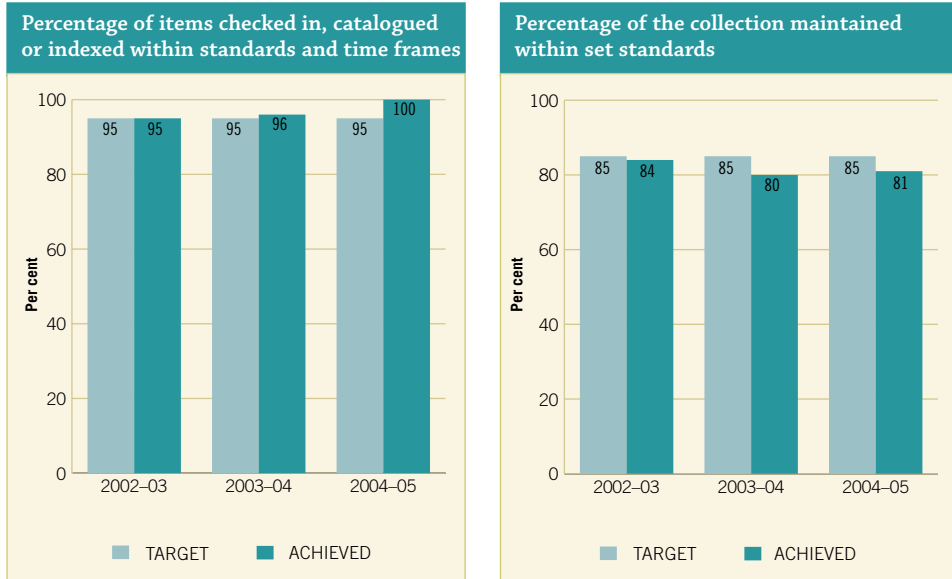
FIGURE 3.1 OUTPUT 1.1: EFFECTIVENESS, 2002–2003 TO 2004–2005



**COMMENTARY: QUALITY**

Figure 3.2 shows the results for the quality measures from 2002–2003 to 2004–2005.

**FIGURE 3.2 OUTPUT 1.1: QUALITY, 2002–2003 TO 2004–2005**



In 2004–2005 the target for the percentage of items checked in, catalogued or indexed within standards and time frames was exceeded and was higher than in the previous two years, mainly because of improved work processes made possible by the new Integrated Library Management System.

The Library aims to store all collection materials in environmental conditions that reflect their significance. The target of 85 per cent of the collection maintained within set standards represents what can be achieved with existing airconditioning systems. The average performance of 81 per cent fell short of this target as a result of long periods of unusually dry weather, which had a detrimental effect on humidity levels. Nevertheless, the outcome was slightly ahead of last year’s performance: the phased program of improvements to humidity control that was implemented in 2003–2004 has improved performance in a number of priority collection storage areas.

**COMMENTARY: QUANTITY**

Figure 3.3 shows the results for the quantity measures from 2002–2003 to 2004–2005.

**FIGURE 3.3 OUTPUT 1.1: QUANTITY, 2002–2003 TO 2004–2005**

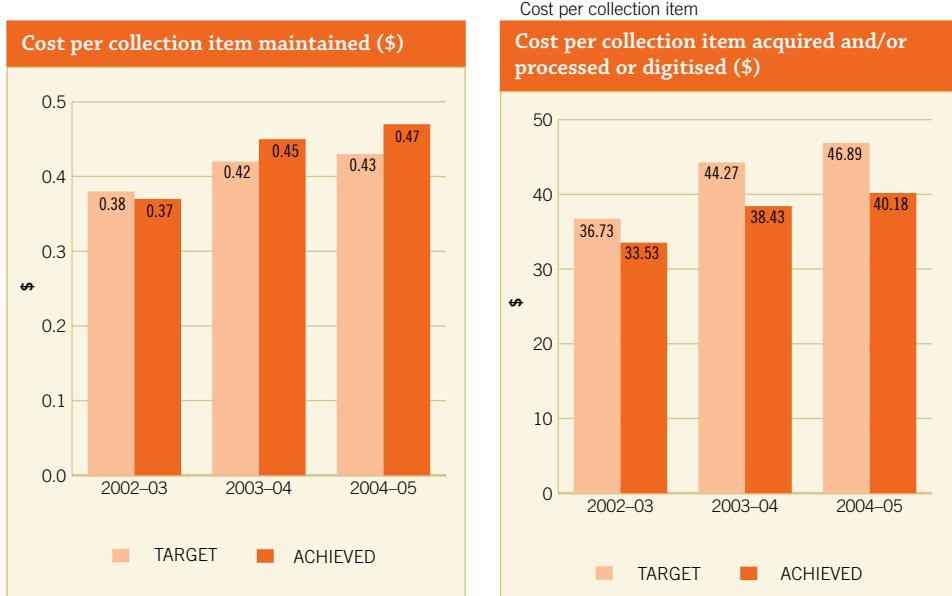
The target for the number of collection items stored and maintained was met.

The target for the number of items acquired and/or processed or digitised was exceeded. This target has been reduced in the last three years in response to the impact of electronic publishing. Many overseas newspapers and serials are no longer acquired in printed form; instead, access to them is provided through electronic full-text databases. The target can, however, also be influenced by the occasional acquisition of large collections of research material. In 2003–2004, for example, the number of collection items acquired was unusually high as a result of the Library’s purchase of a large photographic archive.

**COMMENTARY: PRICE**

Figure 3.4 shows the results for the price measures from 2002–2003 to 2004–2005.

**FIGURE 3.4 OUTPUT 1.1: PRICE, 2002–2003 TO 2004–2005**



**KEY ISSUES AND DEVELOPMENTS**

**Developing the collection**

The Library’s acquisition of printed publications, electronic resources and original materials was strong throughout 2004–2005.

**Australian publications**

Acquisition of items from the Rodney Davidson Collection of early Australian printed works was a highlight of the year. It is worth noting that the Library already held 90 per cent of the works offered at the auction and that several of the works acquired were variant editions of copies already in the Library’s collection. Both these facts demonstrate the considerable strength of the Library’s holdings of early Australian books. In addition, three of the 15 works acquired had no other recorded holdings in Australia, and two of the four variant editions the Library purchased are the only known copies in existence.

Selection of significant Australian websites and online publications for ongoing access through PANDORA, Australia’s web archive, continued throughout the reporting year, bringing the total size of the archive to 8,892 titles and the number of different instances of sites to 17,947. It is estimated that 560 of the sites archived no longer exist in any form on the internet. Among the significant additions to the archive this year are some 300 websites relating to the 2004 Australian federal election campaign, 12 Australian websites documenting the tsunami disaster in Asia, a selection of Australian blogs (a format currently proliferating on the web), and several music sites that are also accessible through the MusicAustralia service.

During 2004–2005 the level of use of PANDORA increased by 22.5 per cent, to 5,390,459 page views, with most use resulting from people using internet search engines.

### Overseas publications

The Library added a number of important full-text electronic resources to its overseas collections during the reporting year. Among these are Early English Books Online, which contains the full text of over 120,000 titles published between 1475 and 1700; Early American Imprints Series 1, which covers American history and literature from 1639 to 1800; and The Gerritsen Collection—Women's History Online (1543–1945), which contains more than 4,700 printed works in 15 languages. Access to full-text journals and newspapers was also expanded with the acquisition of the Factiva database, which provides access to over 8,000 Australian and overseas newspapers.

### Original materials

Collection of Australian original materials continued throughout 2004–2005. The personal papers of a number of notable Australians were acquired, among them diplomat and public servant Sir Arthur Tange, painter Nora Heysen, composer Malcolm Williamson, choreographer Meryl Tankard, novelist Murray Bail, barrister Chester Porter, agricultural scientist E. Gordon Hallsworth, and Brigadier Geoffrey Solomon.

Oral history interviews were conducted with former Governor-General Dr Peter Hollingworth, archaeologist Professor Isabel McBryde, playwright Alan Hopgood, Administrator of the Northern Territory HE Mr Ted Egan, and former Private Secretary to the Queen Sir William Heseltine. The Folklore Collection was strengthened by materials received from New South Wales, Victoria, Queensland and the Australian Capital Territory. Folklore materials are recorded by field collectors such as Rob and Olya Willis, who recorded material from nurses, farmers, former paddle-wheel operators, singer-songwriters, bush workers, and a quilt maker.

Among the new pictures acquired are two watercolours of life on the Victorian goldfields, by renowned artist S.T. Gill; a portrait of Antarctic explorer Sir Ernest Shackleton; an Ethel Carrick Fox oil painting

of Old Parliament House; and cartoons by Arthur Horner, Ward O'Neill and Alan Moir, donated under the Cultural Gifts Program. In addition, the archive of cartoonist Stan Cross, creator of *Wally and the Major*, was acquired; the thousands of cartoons in this archive offer a significant reflection of Australian society from the 1930s to the 1960s. Two pictorial items relating to Captain James Cook were acquired at Christie's in London on 23 September—Cook's coat of arms in watercolours and a miniature portrait on ivory of Sir George Jackson, a friend and patron of Cook, who named Port Jackson in New South Wales after him.



A new terrestrial globe drawn from the best authorities by Rd Cushee containing the latest discoveries 1731 [London: Made and sold by Richard Cushee at the Globe and Sun between St. Dunstons Church & Chancery Lane and Tho. Wright, Instrument-maker to His Majesty at the Orrery and Globe near Salisbury Court, Fleet Street]. Map Collection; nla.map-glob6  
Among the Library's recent acquisitions was this terrestrial globe in mahogany stand with original brass meridian circles and hour rings. It shows the earliest known printed British depiction of the east coast of Australia (Australia is shown as New Holland with the east coast joined to New Guinea).

### Access to the collections

It is estimated that, at the end of 2004–2005, 86.5 per cent of the Library's collections were catalogued in the online public catalogue. Progress with cataloguing specific older materials for online access was steady throughout the year.

Digitisation of selected Australian collection material is a routine activity, with the aim of providing easy, online public access to material that otherwise could be used only by visiting the Library. In total, 14,983 print items (largely pictures and maps) were digitised throughout the year, bringing the number now digitised to 101,507. A significant milestone was achieved in May 2005, with digitisation of the 100,000th collection item—a photograph taken by young Canberra photographer Darren Clark of a farmer feeding cotton seed to sheep at Bourke, New South Wales, during the 2002 drought. Other notable items digitised are photographic collections on a range of subjects, including Australian boxing from 1884 to the 1920s, whaling in the Eden area, women's cricket, political cartoons, and Antarctic expeditions.

By the end of the reporting year significant progress had also been made in converting interviews in the Oral History Collection from analog to digital form; 25 per cent of the collection is now in digital form. Online delivery of unrestricted recordings will become available in late 2005.

### Digital resources

In November 2004 the Library held an international conference called Archiving Web Resources: Issues for Cultural Heritage Institutions. The conference was well attended and provided stimulating discussion of important issues associated with collecting, managing and providing access to web resources. As a result of the conference, the Library reviewed its strategy for collecting and managing online digital resources and has entered into a number of collaborative partnerships to further its collecting and digital preservation objectives. For example, in collaboration with the Internet Archive, in late June 2005 the Library conducted an experimental harvest of the entire Australian domain of the internet. The data will not be made publicly available; instead, it will be used to test and assess the viability of regular 'snapshots' of the Australian internet.



Darren Clark

Feeding cotton seed to sheep, Bourke, New South Wales, 2002

The 100,000th image to be digitised by the National Library of Australia  
colour photograph; image 34 x 50.9 cm

Pictures Collection; nla.pic-vn3409117

## OUTPUT 1.2—INFORMATION SERVICES

### DESCRIPTION

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

Table 3.3 provides details of funds appropriated and spent in support of this output in 2004–2005.

**TABLE 3.3 OUTPUT 1.2: FUNDS APPROPRIATED AND SPENT, 2004–2005**

	Budget (\$'000)	Actual (\$'000)	Variation to Budget (\$'000)
Departmental appropriations	31,004	31,004	–
Revenue from other sources	1,570	1,975	405

### PERFORMANCE

#### Outputs

Table 3.4 shows measures, targets and achievements in relation to Output 1.2 in 2004–2005.

**TABLE 3.4 OUTPUT 1.2: MEASURES, TARGETS AND ACHIEVEMENTS, 2004–2005**

	Measure	Target	Achieved
<i>Effectiveness</i>	Percentage of requests for collection items that are met	90	92
<i>Quality</i>	Percentage of users satisfied with the information services provided	95	87
	Percentage of Service Charter standards met <sup>a</sup>	100	100
<i>Quantity</i>	Number of information services transactions	5,207,000	6,529,077
<i>Price</i>	Cost per information services transaction (\$)	4.87	5.01

a. A new measure.

### COMMENTARY: EFFECTIVENESS

Figure 3.5 shows the results for the effectiveness measure from 2002–2003 to 2004–2005.

**FIGURE 3.5 OUTPUT 1.2: EFFECTIVENESS, 2002–2003 TO 2004–2005**

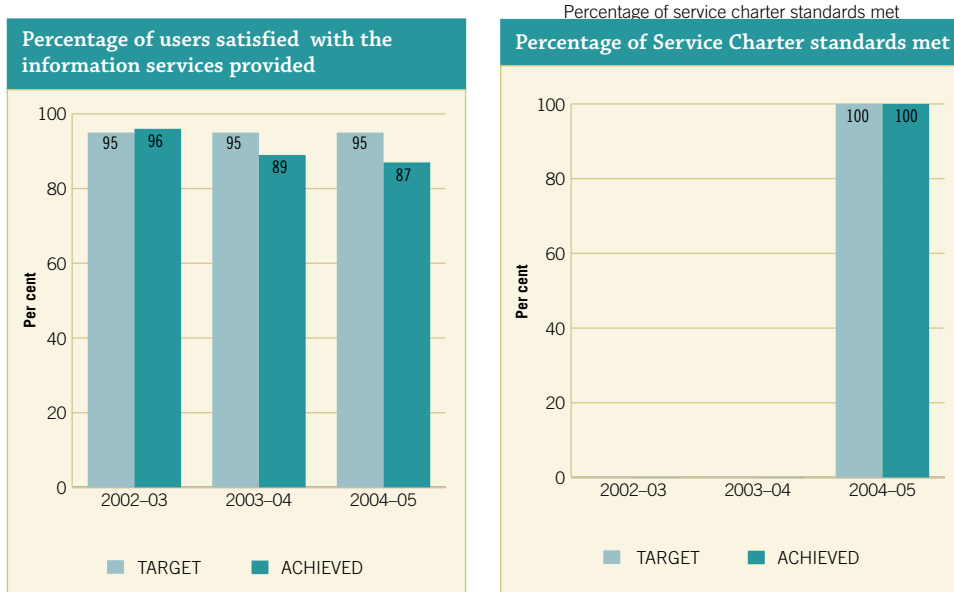


The effectiveness target was exceeded.

## COMMENTARY: QUALITY

Figure 3.6 shows the results for the quality measures from 2002–2003 to 2004–2005.

**FIGURE 3.6 OUTPUT 1.2: QUALITY, 2002–2003 TO 2004–2005**



Note: No comparative data are available for 2002–2003 and 2003–2004; 2004–2005 was the first year of data collection for this measure.

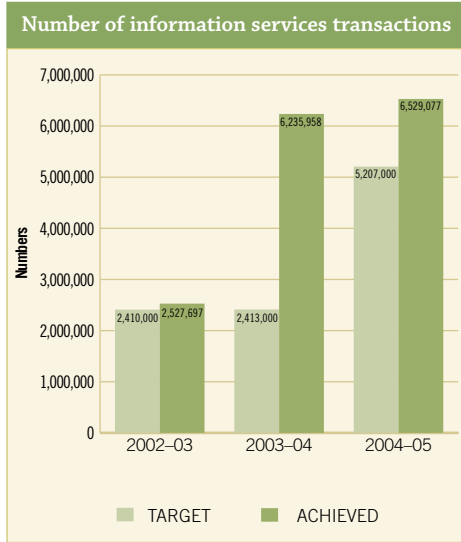
The quality target is derived from a weighted average of customer satisfaction surveys for onsite and offsite information services and collection delivery transactions. Survey results for onsite reference and collection delivery services, requesting libraries' satisfaction with interlibrary loan services, and customers' satisfaction with the Copies Direct service exceeded the target of 95 per cent. A survey of customer satisfaction with the website, conducted for the first time in 2004–2005, found that 79 per cent of users were satisfied.

The Library's Service Charter specifies delivery times for collection items on site, from offsite storage, and through interlibrary loan and document supply services; response times for reference enquiries; and the availability of the Library's website. All Service Charter standards were met or exceeded.

**COMMENTARY: QUANTITY**

Figure 3.7 shows the results for the quantity measure from 2002–2003 to 2004–2005.

**FIGURE 3.7 OUTPUT 1.2: QUANTITY, 2002–2003 TO 2004–2005**



Information services transactions comprise all reference inquiries and use of collections onsite, offsite and online. The target was raised this year but the achievement was still substantially higher than predicted due to the use of electronic collection resources, including the PANDORA archive of Australian websites, digitised copies of heritage collection items such as pictures, rare maps, sheet music and manuscripts and use of full-text services such as newspapers, journals and early printed books.

**COMMENTARY: PRICE**

Figure 3.8 shows the results for the price measure from 2002–2003 to 2004–2005.

**FIGURE 3.8 OUTPUT 1.2: PRICE, 2002–2003 TO 2004–2005**



## KEY ISSUES AND DEVELOPMENTS

### Improvements to reading room services

During 2004–2005 major improvements were made to the Newspaper and Microform Reading Room, which is the second-busiest of the Library's services, registering an annual door count of 77,623 users. Nine-year-old micrographics equipment was replaced with digital microform equipment that is integrated with the Library's public network. This has resulted in improved copying facilities and the capacity to download and email microform images and to read microform while having from an adjacent workstation simultaneous access to the catalogue and to other electronic collection materials such as newspaper indexes and the internet. The reading room was also refurbished, being fitted with contemporary ergonomic furniture and having the layout changed so as to give readers access to natural light and garden views.

Desktop services were upgraded in each of the reading rooms. Email access was made available on all public computers, and 47 licenses were purchased, providing word-processing and spreadsheet software to many PCs in the Main, Petherick, and Newspaper and Microform Reading Rooms. Audio ports were opened, allowing access to sound files; anti-virus software was upgraded; and a wireless network was installed in the Main and Petherick Reading Rooms, allowing laptop users to directly access the Library's website, including the catalogue and licensed electronic collection resources. The eCallslips requesting service was extended to the Asian Collections Reading Room, allowing users to request collection materials from offsite before they come to the Library or from any of the Library's seven reading rooms. The eCallslips will be implemented for other reading rooms next year.

An upgraded security system was introduced, to ensure that collection materials cannot be removed from Library reading rooms.



The Library's Newspaper and Microform Reading Room was refurbished and fitted with digital microform equipment in 2005. It is now possible to download or email microform images, and have simultaneous access to other electronic research resources.

### User satisfaction with web-based services

In April 2005 the Library concluded its first independent survey of user satisfaction with the website. The survey, conducted by Nielsen NetRatings, found that 63 per cent of users were satisfied or very satisfied with the website, and a further 16 per cent were somewhat satisfied. Although the achievement of 79 per cent satisfaction is well below the 95 per cent satisfaction target set by the Library, the result compares favourably with those for other Australian and New Zealand websites Nielsen NetRatings surveyed in 2004–2005. For four comparable sites the number of customers giving the top satisfaction rating ranged from 16 to 26 per cent, whereas 32 per cent of Library website users gave the top rating.

The survey found that the Library's website attracts a broad variety of users, many of them motivated to use the site for work, academic research or study. One-third of survey respondents were first-time users, many of them having been referred to the site by search engines. Nearly a quarter of users were frequent visitors to the site, using it at least once a week. Most users were able to fully complete their task. The website was most commonly used to find library resources in the catalogue, with access to e-journals, indexes and databases, and digitised content being other common reasons for using the site. Although the survey found some room for improvement in usability, especially for first-time users, it found that the site's main strengths were a large proportion of repeat visits, and user willingness to recommend the site, the vast amount of content and resources provided, reliability, and the fact that the site caters for a wide range of users and user needs.

User satisfaction with AskNow—the online interactive chat reference service operated in collaboration with the state and territory libraries—is increasing. The 2004 exit survey results showed that 75 per cent of users considered the service excellent or very good (an increase from 70 per cent in the 2003 survey), with 95 per cent reporting

they would use the service again (up from 91 per cent in 2003). There were 33,420 chat reference sessions conducted on AskNow during 2004–2005. A comparison of AskNow with collaborative chat reference services in New Jersey, Illinois and Ohio shows it to be efficient. With three simultaneous operators, AskNow answers an average of 15 enquiries an hour, while the US services, all with more operators, answer between four and six enquiries an hour.

### Document supply services to users

An additional service—Copies Direct: Loans, which enables readers to request material from other library collections in Australia and around the world—was introduced in 2004–2005. Books, serials, audiovisual and other collection material can be borrowed, for a fee, through this service, complementing the supply of National Library collection material to individuals through other libraries.

Further improvements to interlibrary loan services will be made in 2005–2006 with the implementation of an automated interlibrary loan management system. As well as providing greater efficiencies in processing and managing requests, leading to a significant improvement in delivery time, the system will allow users to track the progress of their copy and loan requests. The automated system will also support Copies Direct and Copies Direct: Loans.

## OUTPUT 1.3—PUBLIC PROGRAMS

### 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.

Table 3.5 provides details of funds appropriated and spent in support of this output in 2004–2005.

**TABLE 3.5 OUTPUT 1.3: FUNDS APPROPRIATED AND SPENT, 2004–2005**

	Budget (\$'000)	Actual (\$'000)	Variation to Budget (\$'000)
Departmental appropriations	5,781	5,781	–
Revenue from other sources	952	1,437	485

### PERFORMANCE

#### Outputs

Table 3.6 shows measures, targets and achievements in relation to Output 1.3 in 2004–2005.

**TABLE 3.6 OUTPUT 1.3: MEASURES, TARGETS AND ACHIEVEMENTS, 2004–2005**

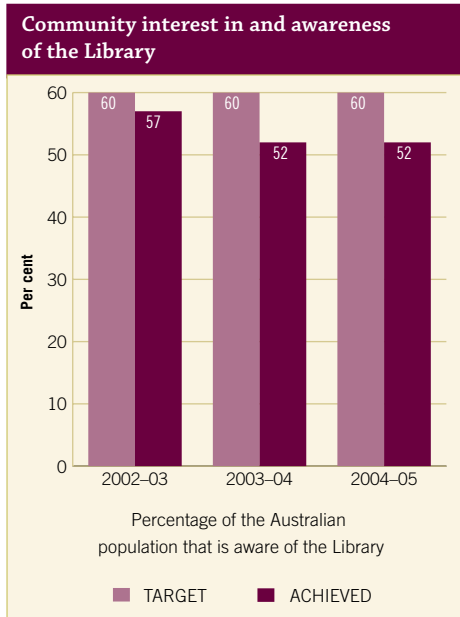
	Measure	Target	Achieved
<i>Effectiveness</i>	<i>Community interest in and awareness of the Library</i>		
	Percentage of the Australian population that is aware of the Library	60	52 <sup>a</sup>
<i>Quality</i>	Percentage of visitors and/or participants in public programs activities that are satisfied	95	98
<i>Quantity</i>	Number of visitors and participants in public programs activities	1,146,000	1,279,836
<i>Price</i>	Cost per visitor to or participant in public programs (\$)	5.85	5.36

a. The last survey was in May 2004.

**COMMENTARY: EFFECTIVENESS**

Figure 3.9 shows the results for the effectiveness measure from 2002–2003 to 2004–2005.

**FIGURE 3.9 OUTPUT 1.3: EFFECTIVENESS, 2002–2003 TO 2004–2005**

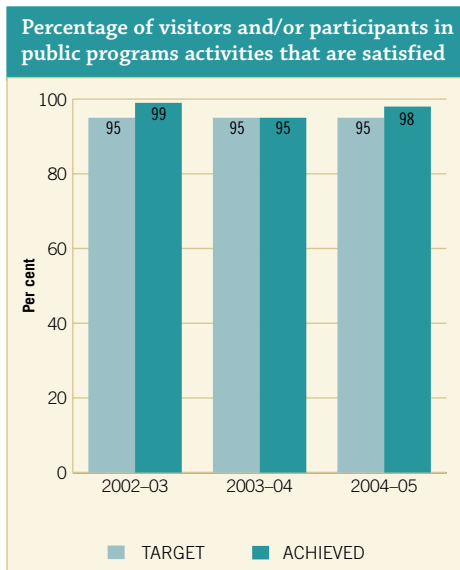


Independently conducted national telephone surveys are carried out every two years, the most recent having been in May 2004. The results showed that 52 per cent of the Australian population is aware of the Library. Of the respondents who reported that they knew a little or knew a lot about the Library, 82 per cent thought that it was fulfilling its role well. This figure was 5 per cent higher than that from the 2002 survey.

**COMMENTARY: QUALITY**

Figure 3.10 shows the results for the quality measure from 2002–2003 to 2004–2005.

**FIGURE 3.10 OUTPUT 1.3: QUALITY, 2002–2003 TO 2004–2005**



All measures of performance quality for the Library’s public programs in 2004–2005 met or exceeded the targets, giving an overall 98 per cent rating. One hundred per cent of host venues for the Library’s travelling exhibitions and 98 per cent of participants in public outreach activities were satisfied. The average level of visitor satisfaction with onsite exhibitions was 95 per cent.

**COMMENTARY: QUANTITY**

Figure 3.11 shows the results for the quantity measure from 2002–2003 to 2004–2005.

**FIGURE 3.11 OUTPUT 1.3: QUANTITY, 2002–2003 TO 2004–2005**

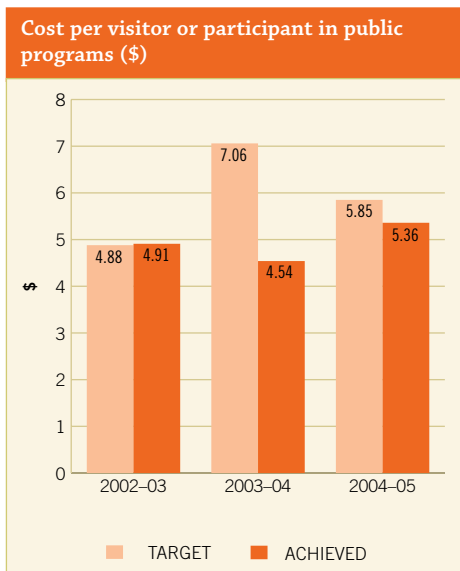


Overall levels of visitor participation in the Library’s public programs exceeded the 2004–2005 target by 12 per cent. The target was, however, lower than that for the preceding year in anticipation of a significantly reduced travelling exhibitions program because exhibition efforts were concentrated on preparations for next year’s major travelling exhibition, *National Treasures from Australia’s Great Libraries*. Community interest in public program websites and electronic publications was consistent with that in 2003–2004, when a significant rise was recorded. Reduced sales of print publications were recorded for 2004–2005 as a result of the delivery of a number of products moving into 2005–2006.

**COMMENTARY: PRICE**

Figure 3.12 shows the results for the price measure from 2002–2003 to 2004–2005.

**FIGURE 3.12 OUTPUT 1.3: PRICE, 2002–2003 TO 2004–2005**



**KEY ISSUES AND DEVELOPMENTS**

**Onsite exhibitions and events**

Four major exhibitions were staged in the Library gallery during the reporting year. *Future Memory: National Library Recent Acquisitions* was followed by *Xanadu: Encounters with China*, depicting a traveller’s view of China from the time of Marco Polo in 1275 AD to the eve of World War 2. *In a New Light: Australian Photography 1930s–2000* displayed works exclusively from the Library’s collection of over 600,000 photographic images and included the works of many of Australia’s great modern photographers, such as Frank Hurley, Harold Cazneaux and Olive Cotton, as well as works by lesser known photographers. *Miles Franklin: A Brilliant Career?*—a State Library of New South Wales travelling exhibition—displayed personal diaries and other papers of Miles Franklin augmented by items from the National Library’s collection.

An important conference, *An Open Book: Research, Imagination and the Pursuit of Knowledge*, attracted past Harold White Fellowship holders and a wide audience of scholars and researchers to discuss the contribution of the Library's research collections to their work and to the pursuit of knowledge. The inaugural Kenneth Binns Lecture, named in honour of Australia's first National Librarian, was presented as the keynote lecture at the conference by Professor Geoffrey Bolton. It was made possible through a generous donation by Kenneth Binns's daughter, Alison Sanchez. In April the International Group of Publishing Libraries Conference, co-hosted by the National Library and the State Library of Victoria, was held in the southern hemisphere for the first time.

In November the Library's refurbished theatre was the Canberra venue for the 2004 Palace Italian Film Festival. This event attracted a large number of first-time visitors to the Library for 10 days of contemporary Italian cinema and presented opportunities for the Library to develop new corporate and international relationships.

### A national audience

The Library endeavours to connect with audiences Australia-wide in various ways, including through its publishing and travelling exhibition programs. During the reporting year the *Follow the Sun* and *The Flower Hunter: Ellis Rowan* exhibitions continued to travel in South Australia, Western Australia and Tasmania. *Bunyips* is still on the road in remote and regional Western Australia, under the management of the State Library of Western Australia.

During 2004 the Library's extensive electronic publishing program included a new online exhibition, *An Ideal City? The 1912 Competition to Design Canberra*. Produced in collaboration with the National Archives of Australia and the National Capital Authority, the exhibition displays for the first time all 46 plans submitted for the competition. *Despatches from Gallipoli*, produced with the C.E.W. Bean Foundation and funded by the Department of the Environment and Heritage under the

Distinctively Australian program, is a website showing the Gallipoli campaign as reported by Australian war correspondents in newspapers and the *Commonwealth Gazette*.

Among the print publishing highlights were *Race Against Time: The Diaries of F.S. Kelly*, which records Frederick Septimus Kelly's outstanding career in music before his death during the final battle of the Somme in 1916; *Intersections: Photography, History and the National Library of Australia*, which includes some 280 images from the Pictures Collection and complemented the Library's recent photography exhibitions; *A Collector's Book of Pulp Fiction Covers*, depicting the glorious years of Australian pulp fiction paperbacks, with their romantic and glamorous covers; and the third volume of *The Diaries of Donald Friend*.

During 2004–2005, 49 items were lent to other cultural institutions, including galleries in Victoria, South Australia, New South Wales and the Australian Capital Territory. Five items were sent to the UK National Maritime Museum in Greenwich for the exhibition *William Hodges 1744–1797: The Art of Exploration*, which also showed at Yale in the United States.

### A visitor survey

In May 2005 the Library conducted an exit survey of visitors in order to better understand who visits the Library, why they come, what they do during their visit, and their level of satisfaction with Library services. The survey revealed that, although traditional uses such as collection research are still very highly valued, researchers and other visitors are aware of and appreciate the broader range of experiences and services, such as the Bookshop, the Cafe, exhibitions and events. Overall, 96 per cent of visitors were satisfied with their visit across all areas of the Library, and 98 per cent were satisfied with public programs.

## OUTPUT 1.4—AUSTRALIAN LIBRARY NETWORK SERVICES

### DESCRIPTION

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

Table 3.7 provides details of funds appropriated and spent in support of this output in 2004–2005.

**TABLE 3.7 OUTPUT 1.4: FUNDS APPROPRIATED AND SPENT, 2004–2005**

	Budget (\$'000)	Actual (\$'000)	Variation to Budget (\$'000)
Departmental appropriations	3,560	3,560	–
Revenue from other sources	4,808	5,137	329

### PERFORMANCE

#### Outputs

Table 3.8 shows measures, targets and achievements in relation to Output 1.4 in 2004–2005.

**TABLE 3.8 OUTPUT 1.4: MEASURES, TARGETS AND ACHIEVEMENTS, IN 2004–2005**

Measure	Target	Achieved
<i>Effectiveness</i>		
<i>Use of resource-sharing services</i>		
Percentage of key research libraries that use the Kinetica service	100	100
Percentage of stakeholders that rate resource-sharing services as successful in achieving improved access to information resources	90	83 <sup>a</sup>
Percentage of Kinetica customer libraries that are retained <sup>b</sup>	95	100
<i>Quality</i>		
Percentage of resource-sharing services that are delivered within set standards and specified time frames	98	98
<i>Quantity</i>		
Number of searches on resource-sharing databases	7,928,000	8,207,388
<i>Price</i>		
Cost per search on resource-sharing databases (\$)	1.06	0.92

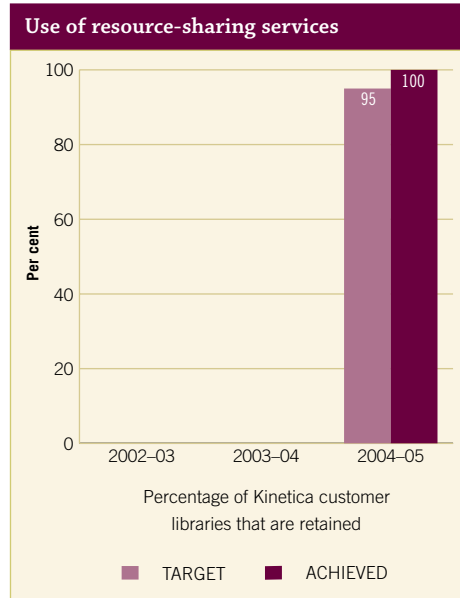
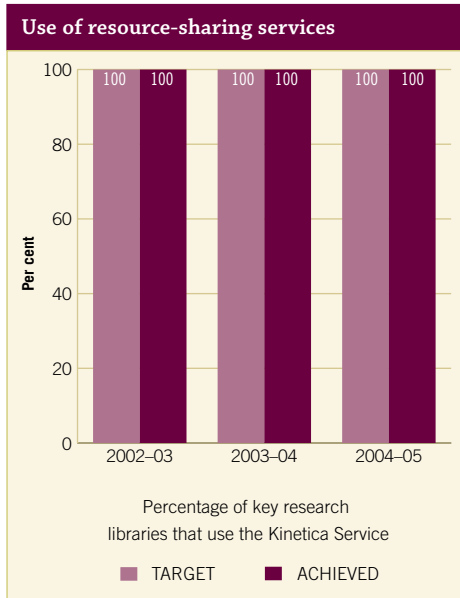
a. The last survey was in June 2002.

b. A new measure.

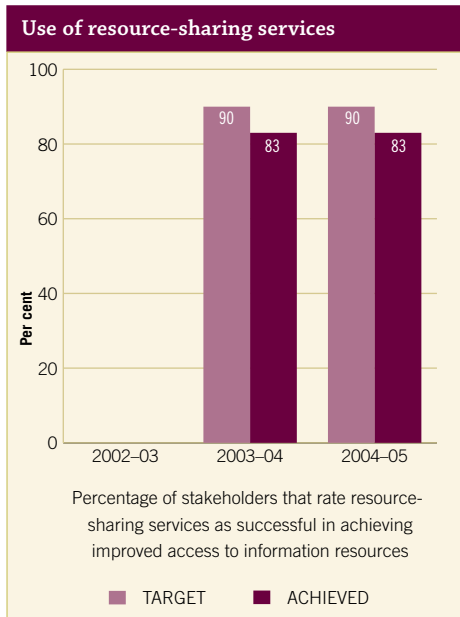
**COMMENTARY: EFFECTIVENESS**

Figure 3.13 shows the results for the effectiveness measures from 2002–2003 to 2004–2005.

**FIGURE 3.13 OUTPUT 1.4: EFFECTIVENESS, 2002–2003 TO 2004–2005**



Note: No comparative data are available for 2002–2003 or 2003–2004; 2004–2005 was the first year of data collection for this measure.



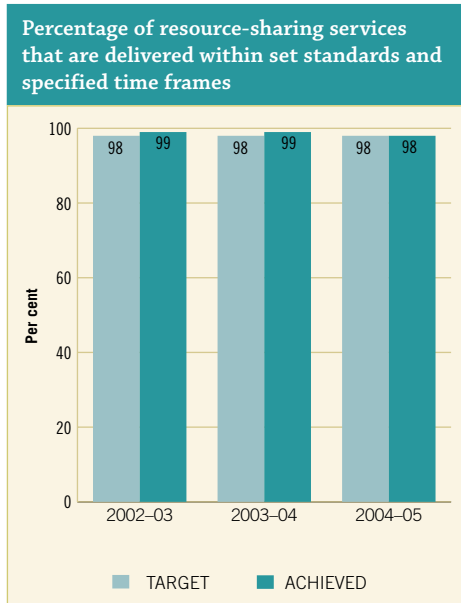
A new measure—the percentage of Kinetica customer libraries that are retained—was implemented during the reporting year. The target was exceeded, reflecting an increase in the number of Australian libraries subscribing to the Kinetica service.

Note: No comparative data available. 2003–2004 was the first year of data collection for this category.

**COMMENTARY: QUALITY**

Figure 3.14 shows the results for the quality measure from 2002–2003 to 2004–2005.

**FIGURE 3.14 OUTPUT 1.4: QUALITY, 2002-2003 TO 2004-2005**

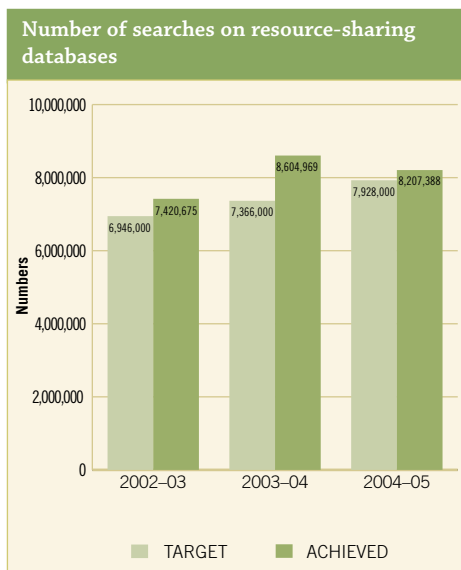


Resource-sharing services met the performance measure: 98 per cent of such services were delivered within standards and time frames.

**COMMENTARY: QUANTITY**

Figure 3.15 shows the results for the quantity measure for 2002–2003 to 2004–2005.

**FIGURE 3.15 OUTPUT 1.4: QUANTITY, 2002-2003 TO 2004-2005**

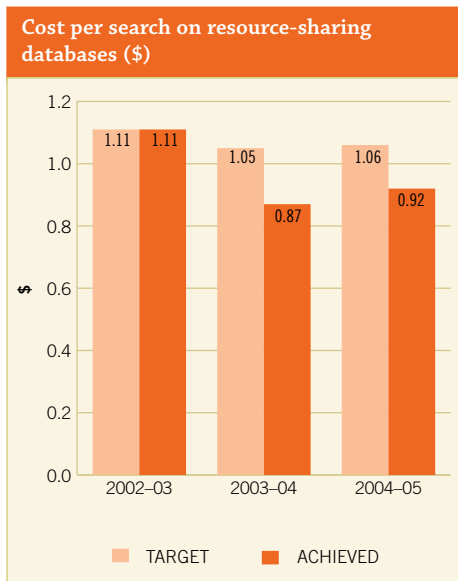


There were 8,207,388 searches and/or user sessions during the reporting year. This figure is 279,388 (4 per cent) above the target but 397,581 (4.8 per cent) below that achieved in 2003–2004. This is primarily the result of a change in the measurement for use of Australia Dancing, which in the past was measured in page views but is now measured in visits. Use decreased for specialised directories such as Map Collections, Oral History Collections and the Register of Australian Archives and Manuscripts.

### COMMENTARY: PRICE

Figure 3.16 shows results for the price measure for 2002–2003 to 2004–2005.

**FIGURE 3.16 OUTPUT 1.4: PRICE, 2002–2003 TO 2004–2005**



## KEY ISSUES AND DEVELOPMENTS

### Libraries Australia

In December 2004 the first stage of the redevelopment of the Kinetica service was completed. This major project will replace the software used for the searching and cataloguing components of Kinetica. Australian libraries have for 24 years used Kinetica to share cataloguing and resources. The redevelopment is designed to improve the service so that Australians can find and get the service resources available from the nation's library collections, document supply services (such as Copies Direct) and bookshops.

Libraries Australia is a simple, easy-to-use web-search service that supports access to the Australian National Bibliographic Database (containing over 39 million holdings from

Australian libraries) and PictureAustralia (with over 1 million images and international library catalogues such as those of the British Library, the US Library of Congress and the national catalogues of Singapore and New Zealand). With a Google-style search page, the service also enables users to request interlibrary loans through their own library and obtain regular reports about new material in their areas of interest. A major development in 2005 was a change in the charging structure for searching current Australian journal article citations, significantly increasing small libraries' access to this database.

The final stage of the Kinetica Redevelopment Project involves replacing the cataloguing system (including the Chinese, Japanese and Korean script catalogue) with software that has been procured from OCLC PICA. A new Customer Management System to support access control will also be implemented. This will be completed in the final quarter of 2005.

A new charging model for the use of Kinetica services comes into effect on 1 July 2005. Under the model, libraries will be charged an annual subscription for unlimited access to the catalogue of Australian library resources, rather than being charged according to the number of searches undertaken. The purpose of this change is to increase the value and use of Kinetica and remove the barrier associated with linking charging to usage, which has particularly restricted opening up the service directly to users of libraries around Australia.

### Improved access to Australian library collections

A priority for action is improving services that allow users to directly obtain material from libraries and other suppliers. In early 2005 the Expert Advisory Group on Document Delivery recommended increased coverage of Australian library collections in the Libraries Australia service, development of a simpler interface for ordering and receiving copies and loans, and creation of a web publishing service to enable smaller libraries to deliver electronic access to copies from their collections. Twenty-five Australian

academic and public libraries are now able to use the National Library's system through an automated connection with their own system based on the International Organization for Standardization's interlibrary lending protocol. Twenty-one libraries joined the Kinetica document delivery service. All these libraries will benefit from being able to share resources efficiently through an automated system and improve their users' access to other library collections.

### PictureAustralia

The PictureAustralia service, which provides easy access to Australian images, grew significantly in 2004–2005, with five new participants and over 37,324 new images added. Particular strengths of the new collections include their coverage of contemporary university life, historic photographs of buildings in New South Wales, and Western Australian ecology. A focus of promotion was fashion: a fashion trail was developed, involving communication with designers and design schools across Australia. An architecture trail highlighted the collections of digitised art and objects related to buildings and their design and environment available through PictureAustralia.

### Access to government publications

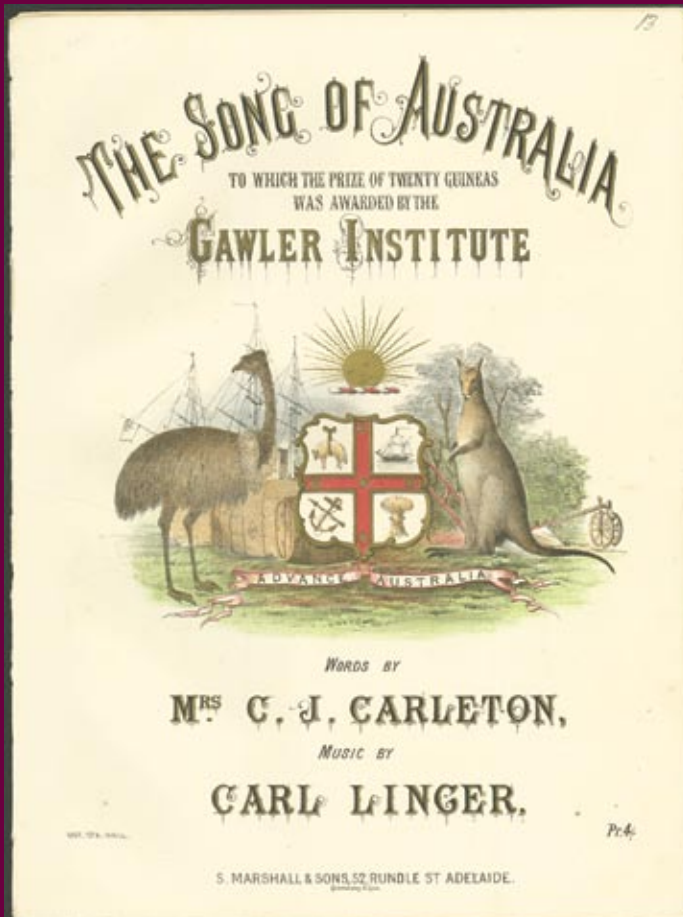
Commonwealth government publications continue to be available primarily on the internet. The Guidelines for Contributing Metadata to the National Library of Australia for Resource Discovery were produced to help creators of Australian electronic resources in the government, academic and commercial sectors share their metadata for inclusion in the National Bibliographic Database and other resource discovery services. Consultation with the Australian Government Information Management Office on changes to metadata guidelines and the creation of new pathways for recording and sharing descriptions of Commonwealth government publications resulted in increased access to the National Bibliographic Database records through the publications.gov.au service.

Providing infrastructure for discovery of Commonwealth government publications and preserving these resources were critical issues discussed at the Digital Amnesia seminar held at the National Library in April 2005. One key issue that emerged at the seminar was that the goal of providing all services and publications online is within reach, but suitable technology and delivery strategies are not universally in place.

### A national site licence

Libraries are increasingly providing access to information through the licensing of electronic resources provided by publishers. Many Australians have little or no access to electronic resources because their libraries cannot afford to subscribe to these services. The National Library is working towards providing affordable, convenient access for all Australian researchers and anyone pursuing independent study. The Council of Australian State Libraries Consortium provides access for national, state and some public library users to a selected set of resources. This year the number of the consortium's titles grew by eight; the majority provide access to full-text Australian newspapers, electronic books and journals.

The Library is working with representatives of all library sectors to increase access to electronic resources by all Australians who wish to use them. The National Licensing Working Group is developing a proposal for a core set of Australian electronic resources for a self-funded national licence, to be provided through libraries to their users.



'THE SONG OF AUSTRALIA'

*Words by C.J. Carleton, music by Carl Linger*

Adelaide: S. Marshall & Sons, [1883]

Music Collection; [nla.gov.au/nla.mus-an6488132](http://nla.gov.au/nla.mus-an6488132)

MusicAustralia can help you trace the history of Australia's national anthem. In 1859, in its quest for a definitive national song, the Gawler Institute awarded first prize to Carl Linger's 'Song of Australia'. A prime example of the flourishing music culture in Adelaide at the time, the song was performed at the South Australian Inter-colonial and Jubilee Exhibition in 1887 and was later a contender in the 1977 nationwide poll for an Australian national anthem. In MusicAustralia you can see and hear the original version of 'Advance Australia Fair' and find other 'Song of Australia' compositions made famous by stars such as Peter Dawson.