





## Glossary

**Accrual budget** A comprehensive budget incorporating assets, liabilities, expenses and revenues, as well as cash receipts and expenditures

**AskNow** [www.asknow.gov.au](http://www.asknow.gov.au)  
A collaborative service developed by the Council of Australian State Libraries, AskNow is a virtual reference desk where answers are provided immediately by operators using chat software and searching the internet and library resources

**Australia Dancing**  
[www.australiadancing.org](http://www.australiadancing.org) A web portal enabling access to Australian dance resources

**Australian web domain** A collective term for Australian websites

**Balanced Scorecard** A strategic management tool

**Blog** Short for weblog, a journal (or newsletter) that is frequently updated and intended for general public consumption

**Effectiveness** The extent to which actual outcomes are achieved against the outcomes planned via relevant outputs or administered expenses

**Finance One** A financial management system

**Flickr** [www.flickr.com](http://www.flickr.com) A digital photo-sharing website and web services suite

**Libraries Australia**  
[librariesaustralia.nla.gov.au](http://librariesaustralia.nla.gov.au) A service providing information about items held by Australian libraries, used by Australian libraries for automated cataloguing and interlending. Formerly known as Kinetica

**Logarithmic scaling** A scale of measurement in which an increase of one unit represents a logarithmic increase in the quantity measured

**MusicAustralia**  
[www.musicaustralia.org](http://www.musicaustralia.org) A collaborative multimedia database enabling access to Australian music resources

**Outcomes** The results, impacts or consequences of actions by the Commonwealth on the Australian community

**Outputs** The goods and services produced by agencies on behalf of government for external organisations or individuals

**PANDORA: Australia's Web Archive**, <http://pandora.nla.gov.au> Established by the National Library in 1996. PANDORA stands for 'Preserving and Accessing Networked Documentary Resources of Australia'

**Performance** The proficiency of an agency or authority in acquiring resources economically and using those resources efficiently and effectively in achieving planned outcomes

**Performance targets** Quantifiable performance levels or changes in level to be attained by a specific date

**PictureAustralia**  
[www.pictureaustralia.org](http://www.pictureaustralia.org) Single web entry point to digitised heritage image collections

**Quality** Relates to the characteristics by which customers or stakeholders judge an organisation, product or service

**Reference service** Services provided by the Library that assist library users to understand and navigate the information environment to pursue independent self-directed research

**Wiki** A website or similar online resource that allows users to add and edit content collectively

## Shortened Forms

**ANBD** Australian National Bibliographic Database

**APS** Australian Public Service

**APSR** Australian Partnership for Sustainable Repositories

**ARROW** Australian Research Repositories Online to the World

**CAC Act** *Commonwealth Authorities and Companies Act 1997*

**GST** Goods and Services Tax

**IT** Information Technology

**NAIDOC** National Aboriginal Islander Day Observance Committee

**SES** Senior Executive Service

## Compliance Index

The table below shows compliance with the Commonwealth Authorities and Companies (Report of Operations) Orders 2005 issued by the Minister for Finance and Administration on 30 June 2005.

While not required from statutory authorities, the Library has also compiled

this report with selected regard to Requirements for Departmental Annual Reports approved by the Joint Committee of Public Accounts and Audit under Subsections 63(2) and 70(2) of the *Public Service Act 1999* (Cwlth) June 2007.

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