

Riches do not consist in the
possession of treasures, but
in the use made of them.

Napoleon

From the exhibition *Treasures Gallery 2010: A Preview*,
22 April–19 July 2009

PART 3
REPORT OF
OPERATIONS



Craig Mackenzie (b.1969)

National Library of Australia Main Reading Room, 2009

Located on the ground floor of the Library building, the Main Reading Room provides access to the Library's general collection of published material. Services available include study areas with facilities for laptops and other portable devices, computers and a selection of books, journals and daily newspapers. This year, demand for study tables in the Main Reading Room has been high—with all available seating taken on a number of occasions.

Performance reporting in this chapter is based on the Library's outcome and output structure set out in the Portfolio Budget Statements 2008–2009 and the Additional Estimates Statements 2008–2009. The Library has one outcome and three outputs.

OUTCOME I

Australians have access to a national collection of library material to enhance learning, knowledge creation, enjoyment and understanding of Australian life and society

OUTPUTS

The Library reports on its operations in terms of three outputs:

- Output 1.1—The collection
- Output 1.2—Information services
- Output 1.3—Collaborative services.

OUTPUT 1.1 THE COLLECTION

A developing, organised and preserved National Library of Australia collection

DESCRIPTION

To ensure a comprehensive record of Australian history and endeavour, and a selected record of the world's knowledge, are collected, cared for and accessible, Australian library materials and a selection of non-Australian publications are collected, catalogued and preserved by the Library for current and future access. The Australian Collection includes print publications such as books, serials, maps and music scores, which are collected comprehensively, and online publications and unpublished material such as manuscripts, pictures and oral histories, which are collected selectively. A considerable collection of general overseas and rare book materials, as well as world-class Asian and Pacific collections, augment the Australian Collection. Selected materials from the collections are digitised to provide immediate online access. Preservation programs are in place for the print and digital collections to protect them to ensure long-term access.

Table 3.1 provides details of funds appropriated and spent in support of this output in 2008–2009.

Table 3.1 Output 1.1: funds appropriated and spent, 2008–2009

| | Budget (\$'000) | Actual (\$'000) | Variation to budget (\$'000) |
|-----------------------------|--------------------|--------------------|------------------------------------|
| Departmental appropriations | \$35 536 | \$35 536 | – |
| Revenue from other sources | \$5 371 | \$7 873 | 2 502 |

PERFORMANCE

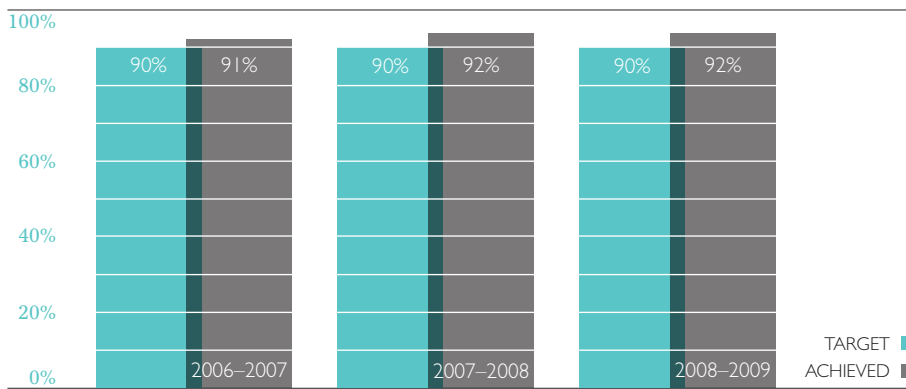
Table 3.2 shows measures, targets and achievements in relation to Output 1.1 in 2008–2009.

Table 3.2 Output 1.1: measures, targets and achievements, 2008–2009

| | Measure | Target | Achieved |
|----------|--|-----------|-----------|
| Quality | Percentage of identified legal deposit items within the Library’s Collection Development Policy that have been collected | 90% | 92% |
| | Percentage of new collection items that have been checked in, catalogued or indexed within set standards and timeframes | 95% | 95% |
| | Percentage of time storage standards met for the Library’s high-priority collections | 95% | 95% |
| Quantity | Number of collection items stored and maintained | 6 067 000 | 6 088 282 |
| | Percentage of collection items identified or captured | 95% | 100% |
| | Number of collection items catalogued or indexed | 96 000 | 98 160 |
| Price | Cost of Output 1.1 | \$40.907m | \$40.249m |

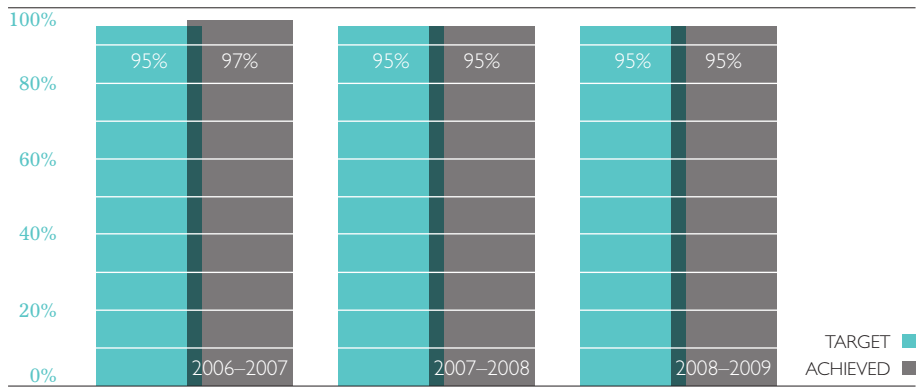
Quality

Figure 3.1 Percentage of identified legal deposit items within the Library’s Collection Development Policy that have been collected



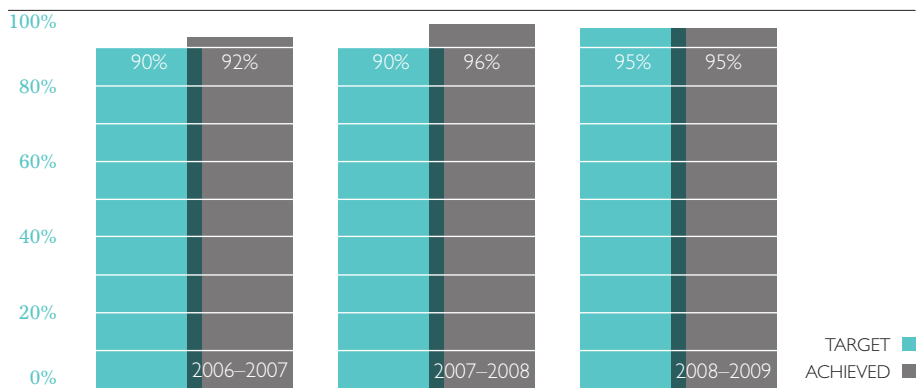
The target for this and previous years was exceeded. This was due to the success of projects to identify and acquire publications that had not been deposited under legal deposit provisions.

Figure 3.2 Percentage of new collection items that have been checked in, catalogued or indexed within set standards and timeframes



The target was met.

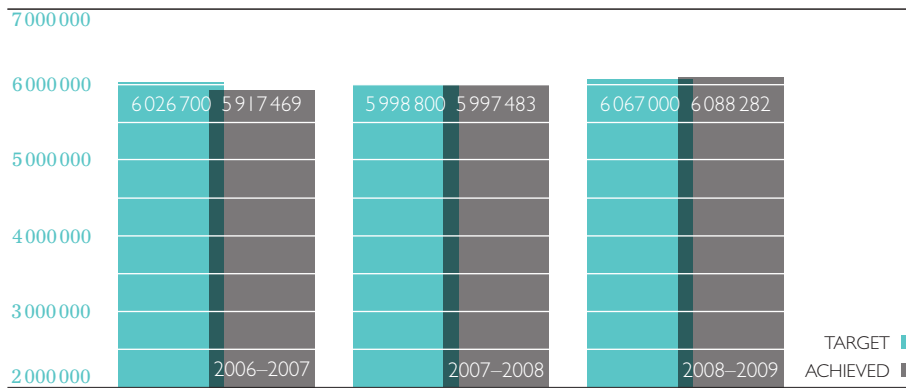
Figure 3.3 Percentage of time storage standards met for the Library's high-priority collections



The target was met. The target for 2008–2009 was increased to reflect ongoing improvements in collection storage for the Library's high-priority collections and, while the result was slightly below last year, the low humidity levels during the Canberra winter months continue to impact on the full year outcome.

Quantity

Figure 3.4 Number of collection items stored and maintained



The target was exceeded.

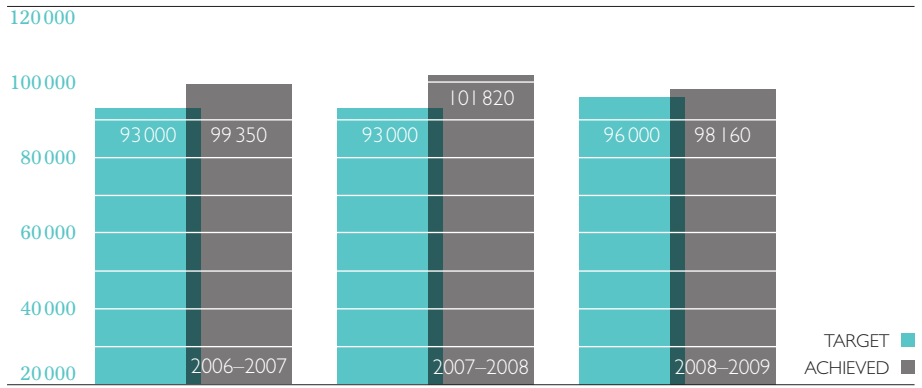
Figure 3.5 Percentage of collection items identified or captured



Note: This was a new performance measure in 2007-2008.

The target was exceeded. This was due to the acquisition of some large collections including the Marcie Muir collection of Australian children’s books and the Peter Dombrovskis archive of transparencies.

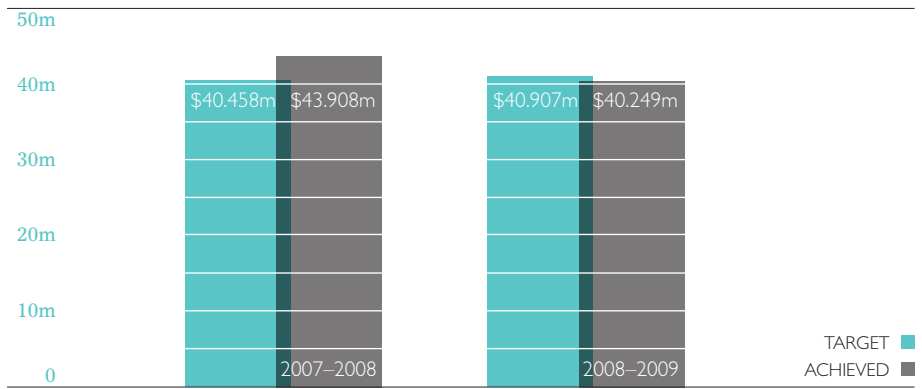
Figure 3.6 Number of collection items catalogued or indexed



The target was exceeded.

Price

Figure 3.7 Cost of Output 1.1



Note: This was a new performance measure in 2007–2008.

KEY ISSUES AND DEVELOPMENTS

The Library has operated an office from the Australian Embassy in Jakarta since 1971 in order to acquire Indonesian publications for the Library's collection. It also acquires publications for other libraries through a purchasing program. In response to ongoing budget pressures and rising costs associated with managing the office, the Library took the decision to suspend the purchasing program from 1 July 2009.

Work continued during the year on providing online catalogue access to the Library's collections. A total of 75 539 collection items were catalogued, increasing online catalogue access to 89.2 per cent of the collections. Significant projects included Victorian cadastral maps, the P.G. Taylor collection of nautical and aeronautical charts, the Kristian Fredrikson collection of costume designs for the performing arts, and the popular music collection of Geoff Harvey, the Musical Director at Channel Nine television from 1962 to 1998.

In 2008 the Library launched a new catalogue based on open source software called VuFind. This year the Library's catalogue was enhanced to include full-text searching across its manuscript collection finding aids and titles that have been digitised by external services such as the Open Library, Hathi Trust and Project Gutenberg. Users can now easily locate new items added to the Library's collection, link to the online bookshop via thumbnail images, and listen to oral history audio recordings.

The Library's fourth harvest of the Australian web domain—the largest so far—was carried out during the year. From a continuous crawl conducted between July and September, 1 billion unique files (or around 35 terabytes of data) were collected from more than 3 million host domains.

A major review of the Library's web archiving activities confirmed the value of the general approach that has been pursued since 1996, but recommended some significant shifts, including an expanded repertoire of tools and approaches, increased collecting in some areas such as online Australian newspapers, and greater coherence between web collections and other collections in the Library.

A number of information tools that support digital library management were developed, including an online register of information on digital carriers and their processing requirements, called Mediapedia; the Digitisation of Heritage Materials training package, which was presented to a number of regional partner organisations in South-East Asia; and the ICADS (IFLA-CDNL Alliance for Digital Strategies) website, which contains information about leading-edge digital library initiatives at a number of national libraries. All of these are available through the Library's website.

During 2008–2009 an in-depth review of requirements for preserving ongoing access to the Library's rapidly growing digital collections was initiated. The review involves evaluation and planning at the levels of preservation intentions, workflows, strategies and infrastructure.

Many important collections were digitised throughout the year, including several rare books and manuscript items that will be displayed in the new Treasures Gallery to be opened in 2011. A total of 146 037 collection items have now been digitised and are searchable through the

Library's catalogue. Some highlights for the year include Volume 1 of the three-volume *Journal of Alexander Weynton*, created between 1841 and 1860, which document his many sea voyages, nine of which were between England and Australia; Kenneth Slessor's notebooks, including his first 1930s drafts of *Five Bells*, one of Australia's best-known poems; 529 photographs of Sir Charles Maurice Yonge's 1928–1929 Great Barrier Reef expedition; a collection of drawings and watercolours of costume designs for the performing arts by Kristian Fredrikson; British Admiralty charts of Australian waters between 1814 and 1891; *The English and Australian Cookery Book: Cookery for the Many ... by an Australian Aristologist*, 1864; *Birds of New Holland with Their Natural History Collected, Engraved and Faithfully Painted After Nature* by John William Lewin, 1808; and *New South Wales Pocket Almanack and Colonial Remembrancer: For the Year of Our Lord and Saviour*, 1806.

A panel of providers of digital scanning and optical character recognition services was established to support ongoing digitisation of newspapers for access through the Australian Newspapers service. The panel will also provide digitisation services for other formats of material.

The Australian Newspaper Plan is a collaborative program involving the national, state and territory libraries that aims to preserve and provide access to all Australian newspapers. During 2008–2009 it conducted a Search and Rescue campaign to raise awareness of the role of the plan and to seek titles known to be missing from member library collections. Some titles found by the public include the *Spring Creek Advertiser and Rodney Standard* (1868–1869), the *Kanowna Democrat* (1896), and the *Norwesters* (May 1926).

OUTPUT 1.2 INFORMATION SERVICES

Information services providing access to the National Library of Australia collection

DESCRIPTION

Information services—meeting the needs of Library users for rapid and easy access to its collections and other resources—are delivered nationally and internationally. These services may be delivered onsite through the Library's reading rooms; electronically through websites, including collaborative websites such as Picture Australia and Australia Dancing; or offsite via services such as AskNow, a collaborative national online reference service, inter-library loans and Copies Direct, which supplies copies of library collection materials. A range of public programs, including events, exhibitions, education and publishing activities, promote and interpret the collections to make them more widely accessible.

Table 3.3 provides details of funds appropriated and spent in support of this output in 2008–2009.

Table 3.3 Output 1.2: funds appropriated and spent, 2008–2009

| | Budget (\$'000) | Actual (\$'000) | Variation to budget (\$'000) |
|-----------------------------|--------------------|--------------------|------------------------------------|
| Departmental appropriations | \$20 794 | \$20 794 | – |
| Revenue from other sources | \$3 291 | \$5 682 | \$2 391 |

PERFORMANCE

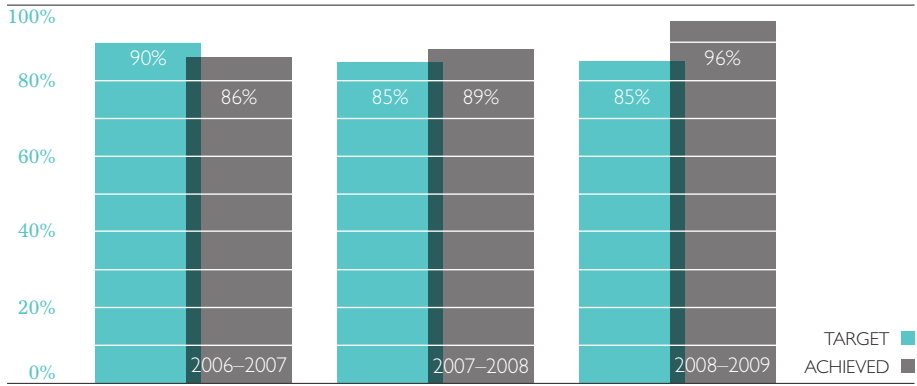
Table 3.4 shows measures, targets and achievements in relation to Output 1.2 in 2008–2009.

Table 3.4 Output 1.2: measures, targets and achievements, 2008–2009

| | Measure | Target | Achieved |
|----------|---|-----------|-----------|
| Quality | Percentage of users satisfied with information services | 85% | 96% |
| | Percentage of Service Charter standards met | 100% | 100% |
| Quantity | Number of physical collection items delivered to users | 256 000 | 295 511 |
| | Percentage increase in number of page views on the Library's websites | 7% | 63% |
| | Number of users and visitors to the Library | 480 000 | 557 551 |
| Price | Cost of Output 1.2 | \$24.085m | \$23.599m |

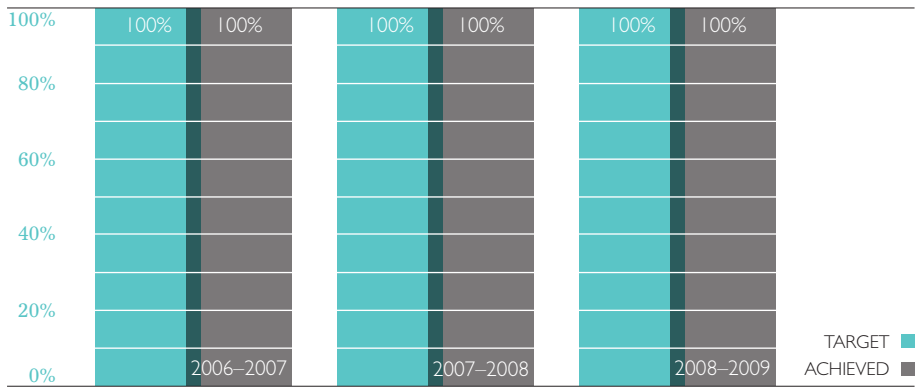
Quality

Figure 3.8 Percentage of users satisfied with information services



The target was exceeded. The 2008–2009 figure reflects the average of three onsite surveys of visitors to exhibitions held at the Library between July 2008 and February 2009. It also includes two reference surveys, the last of which was undertaken in 2008.

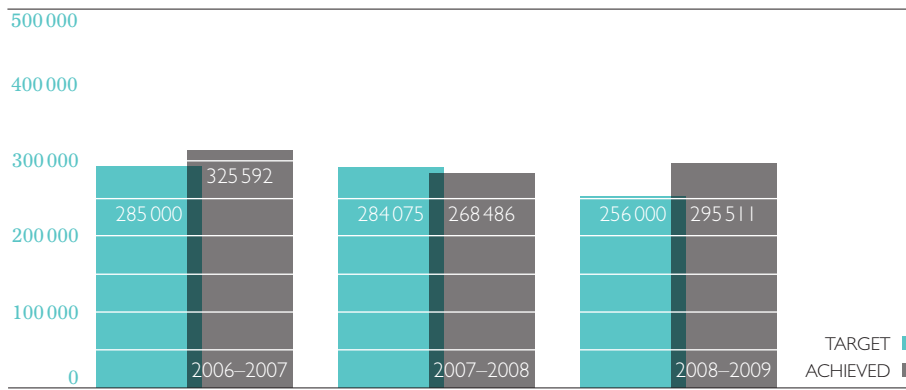
Figure 3.9 Percentage of Service Charter standards met



The target was met. The Library's Service Charter specifies delivery times for collection items, response times for reference inquiries and the availability of the Library's website (for further details, see the Service Charter section on pages 31–3).

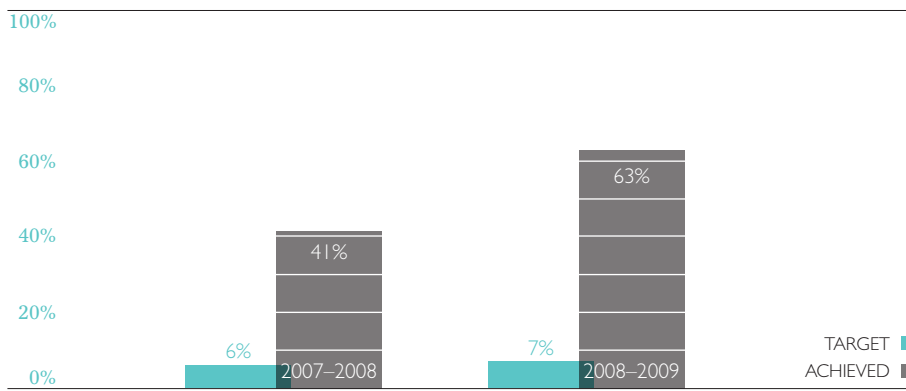
Quantity

Figure 3.10 Number of physical collection items delivered to users



The target was significantly exceeded. This reflects the increased onsite use of physical collection items and significant increases in offsite use through Copies Direct and the Inter-library Loan Service.

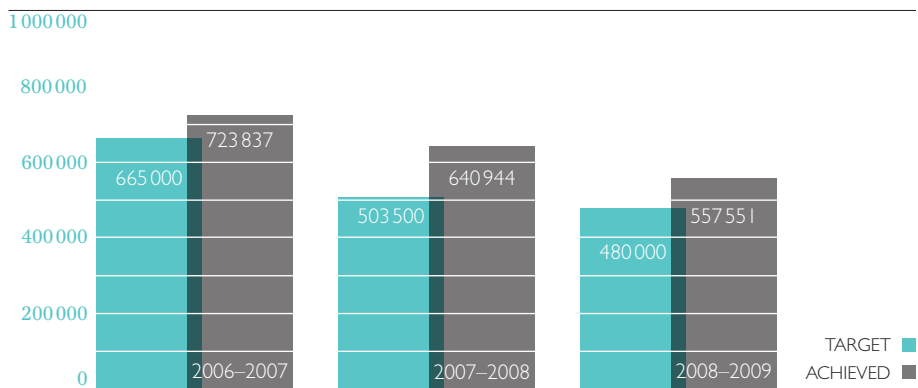
Figure 3.11 Percentage increase in number of page views on the Library’s websites



Note: This was a new performance measure in 2007-2008.

The target was significantly exceeded. This reflects the increased use of the website by individuals as well as a range of automated activity such as indexing by search engines, robots and crawlers.

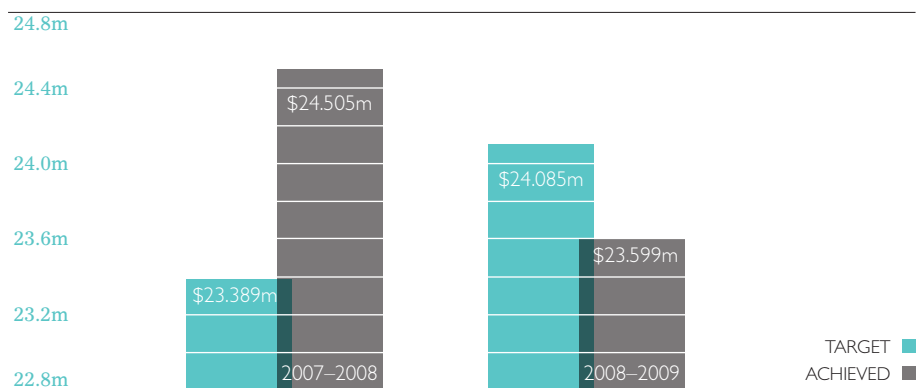
Figure 3.12 Number of users and visitors to the Library



The target was exceeded. This performance measure includes visitors to the Library and Library programs delivered offsite. This year's target was reduced from that of the previous year due to the expected closure of the Library's exhibition gallery for redevelopment and the temporary suspension of the Travelling Exhibitions Program. However, the commencement of the gallery redevelopment was delayed and two additional exhibitions were held during the year: *Brutal, Tender, Human, Animal: Roger Ballen Photography* and *Treasures Gallery 2010: A Preview*, resulting in a greater than anticipated number of visitors to the Library.

Price

Figure 3.13 Cost of Output 1.2



Note: This was a new performance measure in 2007–2008.

KEY ISSUES AND DEVELOPMENTS

In August 2008 the Library redeveloped its user registration system, allowing people to register as users online from anywhere in Australia. The new approach also allows registered users offsite access to electronic resources such as journals, indexes and databases, as licence conditions permit. A total of 26 000 new users were registered in 2008–2009.

The increased visibility of the Library's catalogue records in search engines such as Google and the visibility of the Ask a Librarian inquiry service on the Library's website resulted in 29 000 reference inquiries being received from people throughout Australia and overseas. Despite this increase of 27 per cent, Library staff were able to respond to 91 per cent of reference inquiries within one week. The Library's new reference management system, implemented early in the year, proved a useful tool for efficient tracking of reference inquiries.

Door counters in the Main and Newspapers and Microforms reading rooms recorded 690 108 entries—a 4 per cent increase on the previous year. On several occasions the Main Reading Room was completely full with users having to be re-directed to other reading rooms.

Use of the collection also increased significantly, with a 7.5 per cent increase in collection items delivered to the Library's reading rooms, a 15.4 per cent increase in requests supplied through the Inter-library Loan Service, and an 86.5 per cent increase in copies of collection items supplied directly to individuals through Copies Direct. Increase in offsite collection usage may be attributed to wider exposure of the Library's catalogue records through the OCLC WorldCat database, interoperability improvements between inter-library loan management systems and greater visibility of Copies Direct on the online catalogue.

The visibility and ease of use of the Library's collections led to an increase in orders for copies of collection material, including for new exhibitions at the National Portrait Gallery and the Museum of Australian Democracy at Old Parliament House, and in the SBS Television series *First Australians*.

The Library continued to engage with the community through its events, education, exhibition and publications programs. Work on the Treasures Gallery continued to be a major focus. In May 2009 Melbourne-based firm Cunningham Martyn Design was awarded the tender to design and superintend the building of the new Treasures and Exhibition galleries, scheduled to open in early 2011.

Publications and merchandise are distributed nationally through more than 1100 retail outlets and online through the Library's website. In February 2009 the Library launched a new online shop, which has greatly enhanced online customer service and contributed to an increase in online sales revenue of 46 per cent. During 2008–2009 the Library negotiated new arrangements with an external distributor, which has improved the distribution of Library merchandise to the general retail sector.

The Friends of the National Library of Australia continued to play a central role in the cultural life of the organisation, hosting a number of public events that showcased the collection and aspects of the Library's work. This year, membership of the Friends of the National Library of Australia increased by 7 per cent to 1979, reflecting the Library's increasing engagement with the community.

OUTPUT 1.3 COLLABORATIVE SERVICES

Collaborative services supporting access to library and other collections

DESCRIPTION

The Library collaborates with other Australian libraries and collecting institutions, sharing the goal of providing users with simple and easy access to Australian collections and to the world's knowledge. To this end, the Library hosts a set of services—Libraries Australia, Electronic Resources Australia, Picture Australia, Australian Research Online, Music Australia and Australia Dancing—in which many Australian libraries and cultural institutions participate.

Table 3.5 provides details of funds appropriated and spent in support of this output in 2008–2009.

Table 3.5 Output 1.3: funds appropriated and spent, 2008–2009

| | Budget (\$'000) | Actual (\$'000) | Variation to budget (\$'000) |
|-----------------------------|--------------------|--------------------|------------------------------------|
| Departmental appropriations | \$1 350 | \$1 350 | – |
| Revenue from other sources | \$4 969 | \$4 628 | \$–341 |

PERFORMANCE

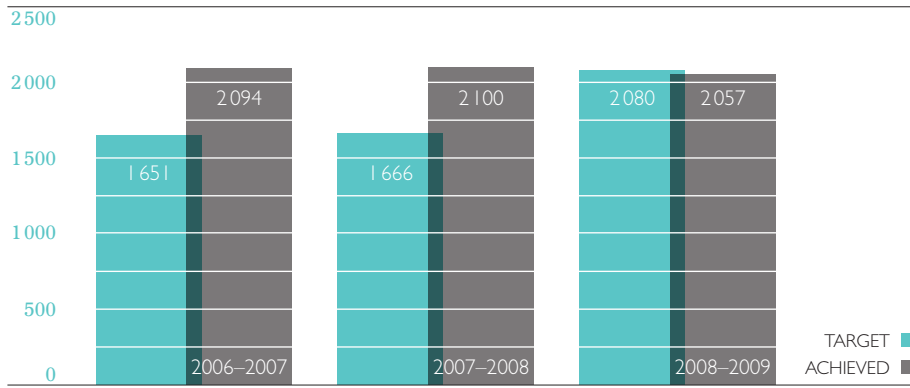
Table 3.6 shows measures, targets and achievements in relation to Output 1.3 in 2008–2009.

Table 3.6 Output 1.3: measures, targets and achievements, 2008–2009

| | Measure | Target | Achieved |
|----------|--|-----------|-----------|
| Quality | Number of agencies subscribing and contributing to Libraries Australia retained; and annual targets for the number of contributors to other federated e-services met or exceeded | 2 080 | 2 057 |
| | Percentage of collaborative services standards and timeframes met | 98% | 100% |
| Quantity | Number of records/items contributed by participating institutions | 2 396 000 | 3 498 740 |
| Price | Cost of Output 1.3 | \$6.319m | \$6.208m |

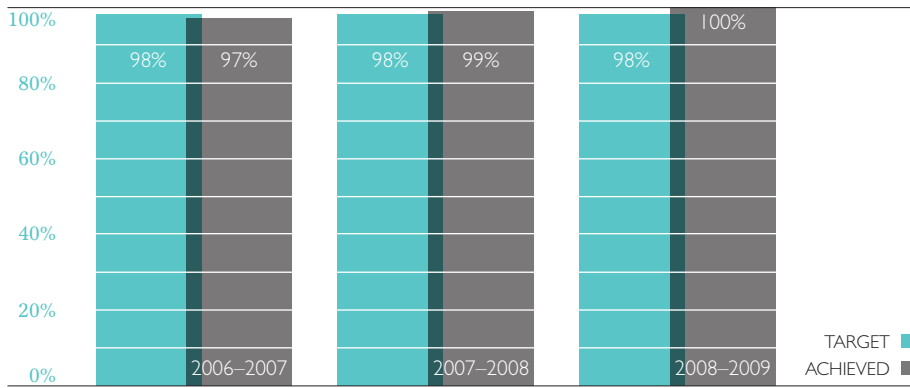
Quality

Figure 3.14 Number of agencies subscribing and contributing to Libraries Australia retained; and annual targets for the number of contributors to other federated e-services met or exceeded



The target was not met. Several factors combined to slightly reduce the number of Libraries Australia member libraries including the closure of some small libraries, and local council amalgamations which resulted in the merging of some public libraries.

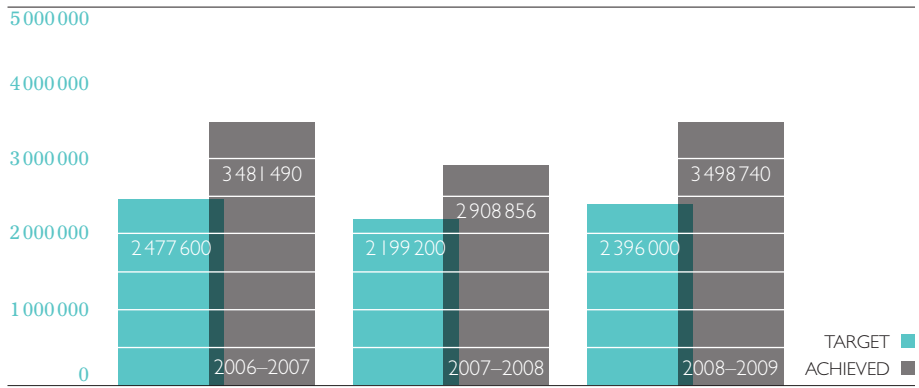
Figure 3.15 Percentage of collaborative services standards and timeframes met



The target was exceeded.

Quantity

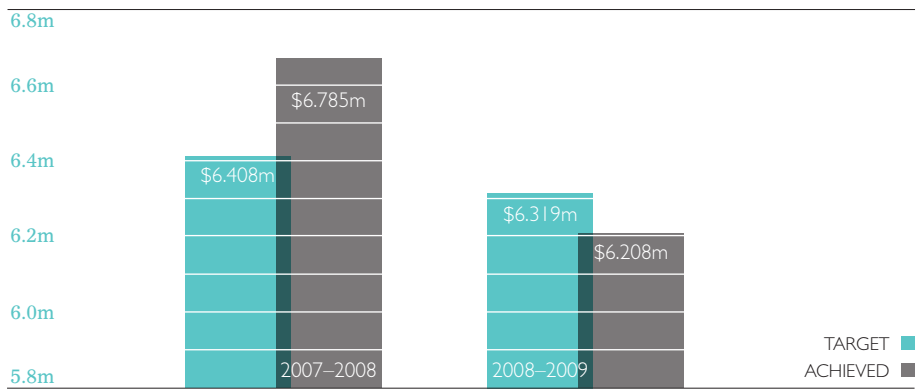
Figure 3.16 Number of records/items contributed by participating institutions



The target was exceeded.

Price

Figure 3.17 Cost of Output 1.3



Note: This was a new performance measure in 2007–2008.

KEY ISSUES AND DEVELOPMENTS

In 2008–2009 Electronic Resources Australia significantly improved the Australian community's access to electronic journals and databases. The Electronic Resources Australia product panel was expanded from nine to 25 products in the areas of Australian news and business, general reference, health, humanities and social sciences, and science and technology. The Australian library community's response to the initiative continued to be very strong, with more than 1 100 libraries now purchasing electronic resources through the consortium.

The Libraries Australia service implemented key enhancements to improve the operations of Australian libraries. These included real-time synchronisation of the Australian National Bibliographic Database with the world's largest catalogue, the OCLC WorldCat, to ensure that library holdings are up to date globally. In addition to assisting Australian libraries' workflows, this resulted in an increase in requests from overseas agencies for print items in Australian collections. Throughout the year, Libraries Australia trialled innovative technologies to strengthen contact among colleagues and support the operational workflows of member libraries. The technologies were chosen to supplement existing methods of contact, such as help desk services. They also included a Facebook presence for searching Libraries Australia and a social networking service. During the year, Libraries Australia added two new sources to search simultaneously: the catalogues of the National Film and Sound Archive, and the Powerhouse Museum.

The Library undertook a survey to determine gaps in the coverage of the Australian National Bibliographic Database, which holds details of the collections of more than 800 libraries and cultural agencies. The survey also collected information on potential actions to rectify those gaps, and generated a commitment from key libraries to increase the amount of information contributed about Australia's unique collections. In response, the Libraries Australia office devised a detailed action plan for expanding contributions to all of the Library's discovery services.

Picture Australia continued to seek new ways to deliver value to its audiences. Through its arrangement with the Flickr service, the ability to 'mash up' public domain images into new works was launched. The value of Picture Australia was demonstrated in a YouTube video, where Catherine Martin from Bazmark explained how she used the service to source appropriate images of work, dress and furnishings for the costume and set design in the film *Australia*.

The service added collections from four new participants in 2008–2009: the City of Canterbury Library (NSW), Randwick City Library (NSW), Warringah Library Service (NSW) and the National Museum of Australia (ACT). The number of contemporary images sourced from Flickr into Picture Australia, including photographs of the aftermath of the Victorian bushfires in February 2009, increased to 12 700. This brings the total contribution to more than 1.7 million images.

To make its role clearer, the former ARROW Discovery Service was renamed Australian Research Online during 2008–2009. The service now gathers data relating to research publications from almost all Australian universities, and is also receiving contributions from government research agencies including the Defence Science and Technology Organisation's Scientific Publications Online service, the Queensland Department of Primary Industries and Fisheries eResearch Archive, and the South Australian Government's SA Health Publications. This freely available service repays the significant investment in publicly funded research by making almost 300 000 research outcomes easier to find.



Max Dupain (1911–1992)

Display Cases in the Foyer of the National Library of Australia 1968

black and white photograph; 37.3 × 50.0 cm

Pictures Collection, nla.pic-vn4317941-s5