

PART 6
GLOSSARY
AND INDEXES



Greg Power (b.1974)

Marble stairs on the northern side of the Library foyer, looking up to the mezzanine, 2009

Today, the marble stairs provide access to the Library's executive offices and the Ferguson Room on the first floor of the building. The mezzanine is also used for occasional displays of collection material. During the year this included a display of the papers of former Australian Prime Minister Andrew Fisher, held on the occasion of the launch by the Prime Minister; the Hon. Kevin Rudd MP, of historian David Day's 2008 biography of Fisher.

GLOSSARY

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

AskNow A virtual reference desk where answers are provided immediately by operators using chat software and searching the internet and library resources
www.asknow.gov.au

Australia Dancing A web portal enabling access to Australian dance resources
www.austriadancing.org

Australian Newspapers A free online service that enables full-text searching of articles from newspapers published in each state and territory from the 1800s to the mid-1950s
newspapers.nla.gov.au/ndp/del/home

Australian Research Online A service that searches simultaneously across the contents of Australian university research repositories, including theses, journal articles, book chapters, music recordings and pictures (formerly called ARROW Discovery Service)
research.nla.gov.au/

Balanced Scorecard A strategic management tool

Cadastral Map A map showing boundaries and ownership of land

Copies Direct A service enabling online ordering and payment for copies of material in various formats (for example, periodical articles, chapters of books, photographs, pictures, maps, manuscripts, music or sound recordings)
www.nla.gov.au/copiesdirect/

Crawler A program used by search engines to 'crawl' the web by following links from page to page. This is how most search engines find the web pages that they place in their index

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

Electronic Resources Australia A purchasing consortium with the aim of providing a means for libraries to purchase major online resources at discounted prices

eResources An online service that locates indexes, full-text eJournals, websites and guides available through the National Library of Australia
www.nla.gov.au/app/eresources/

Flickr A digital photo-sharing website
www.flickr.com

Libraries Australia A service providing information about items held by Australian libraries, used by Australian libraries for automated cataloguing and inter-lending
librariesaustralia.nla.gov.au

Logarithmic Scaling A scale of measurement in which equal distances on the scale represent equal ratios of increase (for example, with logarithmic scale to the base of 10, the numbers 10, 100 and 1000 are shown separately by equal distances on the graph)

Mash Up A web service or software tool that combines two or more tools to create a whole new service

Music Australia A collaborative multimedia database enabling access to Australian music resources
www.musicaustralia.org

Open Source The development method used for many pieces of software where the source is freely available for anyone to work on, modify, learn from or use in other projects

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

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

PANDORA: Australia's Web Archive A web archive established by the Library in 1996. PANDORA stands for 'Preserving and Accessing Networked Documentary Resources of Australia'
pandora.nla.gov.au

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

Picture Australia A single web entry point to digitised heritage image collections
www.pictureaustralia.org

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

Reimagining Libraries A National and State Libraries Australasia initiative that aims to transform the services offered by libraries in the digital age

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

Shortened Forms

APS	Australian Public Service
ARROW	Australian Research Repositories Online to the World
AWA	Australian Workplace Agreement
CDNL	Conference of Directors of National Libraries
EL	Executive level
FOI	Freedom of information
GST	Goods and Services Tax
IFLA	International Federation of Library Associations and Institutions
IT	Information technology
SES	Senior executive service

COMPLIANCE INDEX

The table below shows compliance with the Commonwealth Authorities and Companies (Report of Operations) Orders 2008 issued by the Minister for Finance and Deregulation on 30 June 2008.

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While not required from statutory authorities, the Library has also compiled this report with selected regard to the Requirements for Departmental Annual Reports approved on 17 June 2009 by the Joint Committee of Public Accounts and Audit under Sections 63(2) and 70(2) of the *Public Service Act 1999*.

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