

# NATIONAL

LIBRARY OF AUSTRALIA 37TH ANNUAL REPORT

1996–1997

Submitted to the Minister for Communications and the Arts  
in accordance with section 27(1) of the *National Library Act 1960*

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## MISSION OF THE NATIONAL LIBRARY OF AUSTRALIA

The mission of the National Library is to be the world's leading documentary resource for learning about and understanding Australia and Australians, linking closely with other sources of information throughout the nation. In partnership with other institutions, the Library aims to lead and facilitate developments to achieve a highly effective national network of libraries.

## CORPORATE OBJECTIVES

- To collect and preserve Australian documentary materials of national significance, and ensure those materials are known to and used by greater numbers of people.
- To promote community understanding of the Library as a national cultural and information services institution, and of its collections and national services.
- To maximise the ability of Australians, through the national system of libraries, to obtain the materials and information they need for their own and the nation's development.

## INTRODUCTION

This report on the operations of the National Library of Australia is provided to the Minister by the National Library's Council in accordance with section 27(1) of the *National Library Act 1960*.

The report commences with a review of the year by the Director-General. A corporate overview gives brief information about the Library Council and the Library's program structure, and outlines significant management developments during the year. In accordance with parliamentary requirements, information is presented on social justice and equity issues, and internal and external scrutiny. The remainder of the report presents program performance reports, focusing on significant achievements during the year. Further detailed information is supplied in statistical tables and appendices, together with the Library's 1996–97 financial statements.

## DIRECTOR-GENERAL'S REVIEW OF THE YEAR



Since its establishment in 1901 as the then Commonwealth Parliamentary Library, the National Library has always exercised a national leadership role. Empowered now by the *National Library Act 1960* to 'co-operate in library matters ... with authorities or persons, whether in Australia or elsewhere', the Library undertook important national tasks on behalf of the Australian library community. In earlier years these encompassed such activities as the compilation of the national bibliography, producing the periodical index *Australian Public Affairs Information Service* and providing copy cataloguing data to the nation's libraries, first on catalogue cards and eventually as

computerised records. The Library's establishment of the Australian Bibliographic Network (ABN) in 1981 was a ground-breaking cooperative computer network which shaped the development of resource sharing among Australian libraries and gave the library community a new model for accomplishing national tasks. The need for national leadership on such issues has been increasingly evident in the 1990s, as the globalisation of information and communications poses new challenges and opportunities for the Australian library community.

Last year's report described the National Document and Information Service (NDIS) project, a joint project with the National Library of New Zealand to replace and extend the existing ABN service. The software for NDIS was to be designed and developed in Australia by the two national libraries and their prime contractor to provide a sophisticated and integrated range of networked services. Unfortunately the project encountered serious difficulties during the year, and the two national libraries withdrew from it in December 1996. Legal negotiations to terminate the contract were still under way at the end of June 1997 and prevent any more open discussion of the reasons for the libraries' withdrawal.

Although the Library did not realise its ambitions in building the NDIS project, finding a replacement for the ABN system remained our chief priority for the remainder of the year. Recognising the many changes and new products available in the information technology marketplace since WORLD 1 was conceived, the Library decided to tender for existing software to meet its medium-term needs. The Networked Services Project commenced in January 1997, and by the end of June was examining tenders, with a decision expected by the end of 1997.

Many of the Library's activities during the year focused on information technology issues, as the Library exploits new developments in this dynamic field to improve access to our collections and services. We are finding that every new initiative results in a strong and positive response from a large 'invisible' user community who do not visit the Library

building but have a need for the Library's services. Continued development of the Library's World Wide Web information server, for example, has resulted in significant and increasing levels of remote use of this service. An average of 15 000 Library files are transmitted each day, double the previous year's usage. (A 'file', for the purposes of the Internet, can mean an image, one page of a document, or a 20-page document.) Digitised images of the Library's Pictorial Collection were made available for the first time over the Internet from the Images 1 database, allowing direct remote access to this rich collection. It is estimated that 1500 uses are made of the database each day. Easy remote access via the Internet to the Library's catalogue, now containing nearly 2.3 million records, has made our collections more accessible and easier to use.

Meanwhile, through the PANDORA (Preserving and Accessing Networked Documentary Resources of Australia) project, the Library has continued to work on the technical issues of preservation and access to Australian electronic publications, and to collaborate internationally on the development of Internet data standards. The new electronic environment poses a series of complex technical and policy issues for Australian libraries, and the Library intends to take a leadership role in addressing these issues.

One observable trend in our national and international activities is the growing number of projects in which the Library collaborates with other bodies, be they cultural, academic or government bodies. I believe this illustrates not only the complexity of the issues with which we deal but also a growing synergy in the relationships the Library is developing with these external groups.

The Library has not neglected its traditional collecting role, and continued to add to both its Australian and overseas print collections. The overseas collecting rationalisation described in last year's report, and carried out over the previous years, is now largely complete, and while the Library received criticism during the year from a small number of primarily Canberra-based users, we have stabilised our print collecting at a sustainable level for the foreseeable future. It should be remembered that book price rises and the fluctuation of the Australian dollar also have an impact upon Australian libraries' acquisitions budgets. While this year's purchases of 16 640 overseas-published monographs represent a fall of just under 40 per cent in the number of titles acquired compared to five years ago, the overall decrease in the Library's expenditure on overseas monographs for the same period is just 14.1 per cent.

The Library continued to monitor the effectiveness and use of its services, leading to a number of changes. During the year, the Library's Film and Video Lending Service was outsourced to Cinemedia of Melbourne, following a continued decline in the use of the service. The Library undertook extensive user consultations before deciding on the move, and believes that the future of the film lending service is secure under the new arrangements. The Library also transferred the operations of the Australian International Standard Book Numbering Agency to D.W. Thorpe Bibliographic Services Pty Ltd, the Melbourne-based library supplier and publisher.

The Library's exhibition and publishing programs are an important way of illustrating the richness of our collections, and reaching sections of the community which do not have ready access to the Library's services, including people living in regional Australia. Our travelling exhibitions went to centres in South Australia, the Northern Territory and Queensland. At the end of the year, the Library ended its administration of the National Portrait Gallery. A very successful series of exhibitions has been held over the previous three years. The Library's publishing program showed its usual variety and diversity,

with several titles receiving quality awards from the publishing industry. It was with reluctance that the Library ceased publication of its journal *Voices*, in the face of a continuing decline in subscriptions, and the increasing cost of its production.

The current climate of government restraint and cuts in Commonwealth budgets saw the Library's staff numbers decline by 10 per cent during the year, chiefly through attrition and voluntary redundancy. It is a tribute to the remaining staff that the Library maintained its high standard of service throughout the year and commenced many new initiatives. The Deputy Director-General, Mr Eric Wainwright, tendered his resignation from the Library in June, having accepted an appointment as Pro-Vice-Chancellor (Academic Services) in the James Cook University of North Queensland.

Warren Horton  
Director-General



Members of the National Library Council, 1996–97

*back row, from left:* Senator John Tierney, Mr Graham Freudenberg,  
Professor Mairéad Browne, Hon. Barry Jones

*front row, from left:* Mr Warren Horton, Dr Ann Ghisalberti, Ms Geraldine Paton,  
Mr Rodney Cavalier, Ms Julia King

*(inset) from left:* Mr Neville Stevens, Hon. Sir Anthony Mason

## CORPORATE OVERVIEW

The Library is a statutory authority, established by the *National Library Act 1960*, in the Communications and the Arts portfolio. It is governed by a 12-member council.

### THE COUNCIL OF THE NATIONAL LIBRARY OF AUSTRALIA

The Council of the National Library of Australia operates in accordance with the requirements of the *National Library Act 1960*. Meeting six times a year, the Council is responsible for the general policies and directions of the Library.

The Council consists of the Director-General and 11 non-executive members. Nine members are appointed by the Governor-General of Australia for terms of three years: 'being persons who, in the opinion of the Governor-General, by their knowledge and experience can advance the full development of the Library' (*National Library Act 1960*, s. 10(1)(c)). Two members are appointed by the Australian Parliament: a Senator, elected by the Senate, and a Member of the House of Representatives, elected by the House.

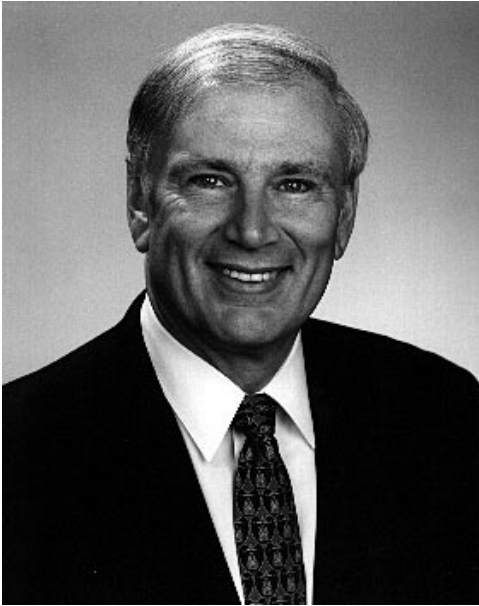
Sir Anthony Mason AC is Chairman of the Council. A full list of Council members is attached as Appendix 2, together with details of the terms of reference and membership of the Council's subcommittees.

Several Council members completed their terms in this reporting year. Professor Stuart Macintyre, Deputy Chairman, stepped down on 1 December 1996 after nine years of service to the Council. Professor Macintyre's contribution to Australian library affairs was recognised later in the year when he was awarded the Redmond Barry Award by the Australian Library and Information Association (ALIA) in May 1997. The Council elected Ms Geraldine Paton to take over as the Deputy Chairman.

Dr Ann Ghisalberti ended her term on 1 December 1996, and Ms Julia King ended her term on 28 March 1997. At the end of the financial year no new appointments had been announced to fill these three vacancies. Mr John Langmore MP resigned from the Council on 6 December, and was replaced by the Honourable Barry Jones MP.

The Council's work during the year focused on the strategic issues facing the Library: the termination of the NDIS project, and the establishment of the new Networked Services Project; the debate surrounding overseas collecting; the future of the Film and Video Collection; and operation of the National Portrait Gallery. At the same time, the Council oversaw new initiatives in the use of information technology to increase access to the Library's collections, such as the Images 1 pictorial database, and advances in digitisation techniques.

The National Portrait Gallery Advisory Committee provided advice to the Council on policy matters concerning the National Portrait Gallery. The Council was particularly pleased to see the continuing interest in the Portrait Gallery's exhibitions and education program, including its first travelling exhibition. At the time of writing, the business of the Committee was suspended pending a decision by the government on the future operation of the National Portrait Gallery.



Senator the Hon. Richard Alston  
Minister for Communications and the Arts

The Honourable Barry Jones MP assumed chairmanship of the Fellowship Scheme Advisory Committee which recommends to the Council the award of the Harold White Fellowships. Fellowships are awarded to individuals to undertake research based on the Library's collections for periods of three to six months. The 1997 fellowships will be awarded in the second half of 1997.

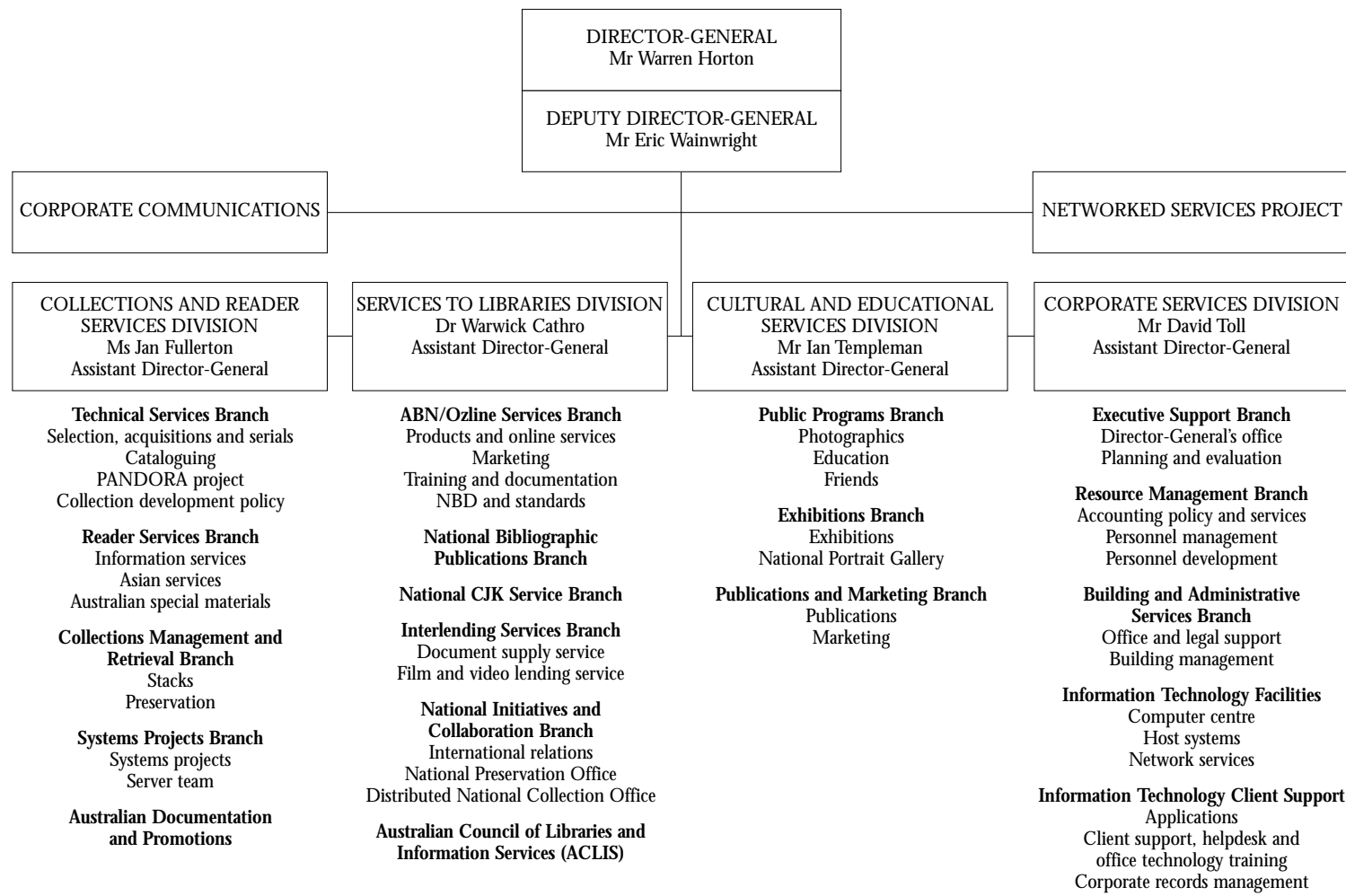
The Council Audit Committee met three times during the year.

The Council acknowledges the contributions made to the Library by generous individuals and corporate donors including those who made gifts of material under the Taxation Incentives for the Arts Scheme.

## STRUCTURE OF THE LIBRARY

The Library has four divisions:

- The **Collections and Reader Services Division** facilitates access to Australia's documentary heritage wherever it is held. This division collects, organises, preserves and promotes the use of the Library's collections.
- The **Services to Libraries Division** facilitates nationwide access to documents held by libraries and other information providers by supporting the library network system.
- The **Cultural and Educational Services Division** promotes the appreciation and use of Library collections and services throughout the community.
- The **Corporate Services Division** provides corporate support services to the operational areas of the Library.



## SIGNIFICANT MANAGEMENT INITIATIVES

During the year under review the Library began to develop a Customer Service Charter which will define service expectations and improve accountability to customers of the Library.

Library management undertook a range of continuous improvement initiatives throughout the Library to reflect the need for greater efficiency and improved customer service. The Library began planning a series of formal evaluations of key operational areas in keeping with government requirements.

The Library completed important upgrades to the air-conditioning and lift systems, which were required as part of an asbestos removal program which began in 1995–96.

The Library participated in an Interagency Working Party on Valuation of Heritage Collections which reported in December 1996. The main outcome of the report was a model that all Commonwealth agencies holding heritage collections will use to value the collections for inclusion in financial statements. Valuation of the Library's collections began in March 1997.

The Library's basic program structure remained unchanged throughout the year, while two new branches were created. The Library strengthened its public affairs function through the creation of a Corporate Communications Branch within the Corporate Services Division. The stronger emphasis placed on corporate communications reflected the need to communicate more effectively the Library's objectives and activities to a wide range of stakeholders and users, particularly at a time of reduced organisational funding and ongoing reform of the public sector.

A second new branch, the National Initiatives and Collaboration Branch, within the Services to Libraries program, was formed by the amalgamation of the National Preservation Office, the Distributed National Collection Office, and the International Relations Unit. The new branch will focus on developing national collaborative strategies for operating in a networked electronic environment.

## SOCIAL JUSTICE AND EQUITY

The Library aims to provide all Australians with equitable access to its collections and services in a manner appropriate to their individual needs. The Library has a broad range of activities, from the provision of bibliographic data to its travelling exhibitions program, all of which are directed at fulfilling the library and information needs of Australians.

The Library continued to work on a range of activities concerned with the provision of services to Aboriginal and Torres Strait Islander peoples, and with the collecting of materials that document indigenous Australia. These initiatives are described in the main body of the report.

To improve conditions for users with disabilities, the Library made several building changes to facilitate access to the Library building, and created additional parking spaces for visitors with disabilities. The Library completed a Disability Action Plan which examines strategies for making the Library's services available to people with particular access needs.

## INTERNAL AND EXTERNAL SCRUTINY

### **Australian National Audit Office reports**

During 1996–97, the Library was selected for inclusion in the following three Australian National Audit Office (ANAO) audits:

- Financial Control and Administration Audit of Asset Management (Audit Report No. 27). Recommendations in this report identified a number of ‘better practices’ being followed by the Library, and provided some valuable feedback on further improvements that could be achieved. The Library has implemented the ANAO recommendations from this report.
- Financial Control and Administration Audit of Internet Security. Report yet to be presented.
- Efficiency Audit of Telecommunications Services. Report yet to be presented.

### **Internal audit**

Internal audits completed and considered by the Library’s Audit Committee include:

- Nomad Human Resource Management System
- Windows NT Environment
- Data Communications
- Devolution of Corporate Services
- Educational Services Seminar Program
- Physical Security

The Library made submissions to the following Committees of Inquiry:

- Senate Environment, Recreation, Communications and the Arts References Committee (Heritage Access Inquiry)
- Review of Higher Education Financing and Policy (West Review)

Library officers appeared before the following Committee of Inquiry:

- Senate Finance and Public Administration Reference Committee (Government Information Management)

### **Legal actions**

No significant legal actions were taken against the Library.

### **Privacy**

No complaints to, or reports or determinations by, the Privacy Commissioner about Library activities were made during 1996–97.

### **Commonwealth Ombudsman**

No complaints to, or reports or determinations by, the Commonwealth Ombudsman were made about Library activities during 1996–97.

Freedom of Information requests are detailed in Appendix 6.

## NATIONAL LEADERSHIP AND COORDINATION

### *Objectives*

- *To provide leadership to the Australian system of libraries and information services and work with other institutions in the national interest.*
- *To foster the development of effective and equitable Australian library and information services.*

As the Director-General noted in his review of the year, the emerging electronic networked environment has profoundly affected the Library's national leadership role. This is nowhere better seen than in the wide range of national activities undertaken during the year concerning access to information in electronic format.

The Library has been active on several fronts. Firstly, on the broad policy level, we collaborated with a range of external bodies to promote a national approach to improving the infrastructure of access to networked information of all kinds. Secondly, in the context of Australian electronic publishing, the Library addressed a series of significant policy issues for libraries arising from the electronic environment, such as legal deposit; access conditions, including copyright; and preservation.

Building on these developments, the Library collaborated internationally on issues such as resource discovery, development of standards (for example, metadata standards) and the organisation of Internet resources.

### THE INFRASTRUCTURE OF ACCESS TO INFORMATION

The Library regards *access* to library resources for all Australians as a key strategic direction, fulfilling our objective to foster the development of effective and equitable library services. At the same time, we recognise the range of pressures requiring all Australian libraries to operate with increased efficiency, and, as a consequence, the value of effective cooperation between libraries in collection development, document supply and preservation. The Library believes that one of the keys to realising this objective is the development of appropriate policies in support of an efficient national network-based library infrastructure linking together different library sectors such as State, university, government and special libraries.

The Library initiated a range of collaborative projects dealing with national collecting issues. These included discussions with the Council of Australian University Librarians (CAUL) and the Royal Australian Chemical Institute, to develop better access to chemistry information in print and electronic form. Also with CAUL, the Library took part in a research project to examine integrated document access in an electronic environment (funded by the Department of Employment, Education, Training and Youth Affairs), and a joint project to define the extent of overseas print monograph collecting by Australian research libraries. The Library obtained funding from several organisations to undertake a survey of the academic and business community's need for information

about Korea. The Library also continued to provide advice and assistance to the South Asia: Renovating the National Collection project funded by the Australian Research Council and La Trobe University.

These projects illustrate the scope of the distributed national collection concept, which the Library continues to support. The Library's May 1997 submission to the Review of Higher Education Financing and Policy (West Review) analysed the place of the distributed national collection concept in a cooperative national library and information infrastructure, expressing the view that such an infrastructure is a key foundation of the higher education system.

In addition to these activities, the Library was involved in government information policy through its representation on several important working groups and policy-making bodies:

- the Deputy Director-General chaired the Information Management Steering Committee of the Commonwealth Government Information Services Policy Board, which reported in May to the Chief Government Information Officer on the principles, strategies and responsibilities for the distribution of and access to government information;
- the Library collaborated with the Office of Government Information Technology on determining the best mechanisms for improved and integrated access to government information via the Internet;
- the Deputy Director-General was a member of the new Information Policy Advisory Council, established in late 1996 by the Minister for Communications and the Arts, to report on online infrastructure and services development in rural and regional Australia;
- the Library is leading a working group to advise the Online Government Council (a Commonwealth-State body) on the effective delivery of government information and business services via the Internet, covering Commonwealth, State and local governments;
- Library staff were involved in a reference group of the Australian Law Reform Commission review of the *Archives Act 1983*.

The Library is increasingly involved in externally funded collaborative projects, bidding for funding with institutional partners. Late in the year the Library was advised that it had been successful in obtaining funding to develop a Libraries Sectoral Network as part of the Australia's Cultural Network project.

The Library also received funding in June from the Australian Vice-Chancellors' Committee's Standing Committee on Information Research, to work on projects in partnership with several other institutions on new standards for catalogue access and the further development of metadata standards.

## ELECTRONIC INFORMATION: CHALLENGE AND OPPORTUNITY

In addition to addressing the broader infrastructure aspects of access to information from all sources, the Library addressed several important policy issues arising from the electronic environment which affect our national responsibility to collect Australian materials. While it is apparent that this emerging form will never completely displace traditional paper-based publishing technologies, it raises significant and associated issues which need to be addressed: legal deposit; access conditions, including copyright and fair dealing; and preservation.

To initiate debate on these points the Library issued a major position paper in October, *National Strategy for the Provision of Access to Australian Electronic Publications*. The position paper made 15 recommendations for a national-level approach to the issues of access, deposit, copyright and description as they pertain to the new electronic environment, and invited comments from the Australian library and information community. There was a very positive response and support for a national approach to these issues.

In addition to seeking national collaboration on policy issues, the Library continued its work on addressing the practical and technical issues for libraries in dealing with publications in electronic format. The PANDORA (Preserving and Accessing Networked Documentary Resources of Australia) project was established to determine the feasibility of storing and preserving Australian electronic publications which never appear in print form, and which at present fall outside legal deposit provisions. The Library has established contact with the creators of selected electronic publications and is investigating the technical requirements for storage and preservation of these materials. In recognition of the importance of the project as a model for future development, the Australian Vice-Chancellors' Committee's Electronic Working Group provided funding of \$100 000 in April for the PANDORA project.

The emergence of distributed network structures via the Internet has also brought with it the opportunity to improve access to Australia's print-based documentary resources, especially unique special collections of archives and manuscripts. During the year the Library collaborated with a range of other collecting institutions to develop an electronic *Register of Australian Archives and Manuscripts*. When complete, this database will provide enhanced access at the national level to several thousand collections of personal papers and organisational records held in a wide range of Australian institutional repositories. The register replaces the printed *Guide to Manuscripts relating to Australia* which the Library published between 1965 and 1995. In its new electronic form, the register will be simpler and less costly to produce, and is expected over time to carry entries for a much greater body of material. The register is mounted on the Library's information server and is accessible to remote users through the Internet.

In another project of this nature, the Library assumed responsibility for and completed the compilation of the *Directory of Oral History Collections*, a collaborative project, managed by a committee representing a number of Australian collecting institutions, to provide access to oral history collections throughout the country. The directory itself will be published in print form and will ultimately be available as a database on the National Library server. It is expected that the directory will provide details of the oral history collections of around 450 Australian institutions.

## COPYRIGHT

Noting the importance of copyright issues in the electronic environment, the Library continued to support initiatives of the Australian Council of Libraries and Information Services (ACLIS) to uphold the rights of library users to have reasonable access to information, including information in electronic form. The Library made comments on the Simpson *Report on Copyright Collecting Societies* and on the International Publishers Association's *Libraries, Copyright and the Electronic Environment*, and responded to the issues papers produced by the Copyright Law Review Committee as they became available.

To assist the Library's own staff in dealing with the complexities of the *Copyright Act 1968* in the new electronic environment, we issued the publication *National Library of Australia Copyright Guidelines*, which sets out in a clear and simple style the internal policy and procedures Library staff should follow to comply with the Act as it currently stands.

## INTERNATIONAL STANDARDS INITIATIVES

The Library has traditionally taken a strong role in the development of international bibliographic standards (for example, cataloguing rules for printed materials). We are now taking a leading role in the international discussion of metadata standards—that is, a system to describe and index electronic documents on the Internet. In March, the Library hosted the Fourth International Dublin Core Workshop on metadata, in partnership with the Ohio Center for Library Cooperation and the Distributed Systems Technology Centre. The meeting was an important step in reaching international agreement on the shape and content of the metadata elements which will form the international standard for Internet indexing. In order to introduce these issues to the Australian library community, the Library also held, in association with the Dublin Core Workshop, the first Australian metadata seminar, in which a large audience covering the library, museum, archives and government information and commercial sectors heard a range of international speakers illustrate the importance of metadata and its application.

## COLLABORATION IN PRESERVATION

The Library again administered the popular Community Heritage Grants program, which provides funding to community organisations Australia-wide for the preservation of documentary material of national significance. The Department of Communications and the Arts contributed \$50 000 to the program. Twenty-eight applicants (out of 198) were successful in obtaining grants in 1996: these were announced in September 1996, and awarded at a ceremony in November, with part sponsorship from Ansett Australia. Applications for the 1997 Community Heritage Grants program were invited in May 1997.

This community-oriented approach to preservation issues complements the Library's work in developing national strategies for the preservation of Australian works in electronic form. As noted above, a growing amount of electronic publishing will never appear in print form, and must be captured and preserved in its digital form as a legitimate part of the nation's recorded culture. In support of this initiative, and taking a national approach to the problem, the Library chaired a working group on Preserving Access to Digital Information (PADI), with members from a range of Commonwealth

organisations and sectors. In January, the Library launched a Web site providing guidance for preserving access to information in digital form, or 'digital objects'. Further development of the site has resulted in it being widely acknowledged as an authoritative resource.

Notwithstanding our keen interest in exploring the potential of digital technology for preservation reformatting, the Library remains committed to preservation microfilming as the major storage medium for fragile print collections. The Library published the proceedings of the National Preservation Office's 1995 conference, *Multimedia Preservation: Capturing the Rainbow*.

## COLLABORATION WITH OTHER NATIONAL BODIES

As the national issues with which the Library deals cross the spectrum of cultural and educational concerns, so also have the Library's relationships with external bodies broadened. The Library is engaged with an increasing range of professional, academic and government groups.

The Library continued to host and provide financial support to ACLIS, a peak body representing Australian libraries. The Library also made a financial contribution to the ACLIS/ALIA/NLA Strategic Review of Library Coordination and Representation, which was conducted during the year to review the structures of ALIA and ACLIS and present options for the most effective organisational structure for the sector. The review recommended that a single peak body represent the library industry, based on the ALIA infrastructure. As a result, the Library's financial support for ACLIS will cease at the end of the 1997-98 year.

Other organisations and groups with whom the Library liaised and worked during the year, some of whom have already been mentioned above, include:

- Australian Vice-Chancellors' Committee
- Academies
- Council of Australian University Librarians
- Council of Australian State Libraries
- Cultural Ministers Council working groups and committees
- Australian Research Council
- Australian Archives
- Commonwealth Scientific and Industrial Research Organisation (CSIRO)
- National Museum of Australia
- National Film and Sound Archive

## SERVICES TO LIBRARIES

### *Objective*

- *To facilitate nationwide access to documents held by libraries and other information providers.*

### THE NETWORKED SERVICES PROJECT

The Director-General described earlier how the Library came to withdraw from the National Document and Information Service (NDIS) project in December 1996. Although coming under many pressures at this time, the Library was strongly aware of the need for prompt action to find a solution to networked national document access.

The Library announced in January that it would go to tender for commercially available software which would enable it to offer a range of networked services to meet customer expectations over the medium term. The Networked Services Project, as it came to be called, was given a high priority in Library planning and resource allocation for the rest of the year.

In February, the Library issued an information paper for the benefit of prospective suppliers of hardware, software and services. This information paper set out in some detail the Library's objectives, and the capabilities being sought. It stressed the Library's intent to base its future networked services developments as far as possible on products and services available in the marketplace, and to minimise custom development.

The Library decided in March to stage the procurement process, beginning with a system to replace the core functions of the Australian Bibliographic Network (ABN). A Request for Tender was issued on 24 March, and from late May the Library commenced detailed evaluation of tender responses. An Expert Practitioners Group, with its membership drawn from a wide range of users of the present ABN service, was formed to provide advice during the evaluation. At the same time, the Library put in train a high-level review of its overall systems architecture to ensure an enterprise-wide approach to document and data management. The results of this review will form the base for the next stages of procurement of the other networked services capabilities, such as database hosting, digital object serving, metadata serving, and electronic rights management.

In May, the Library commenced a joint procurement process with the Australian Vice-Chancellors' Committee's Standing Committee on Information Resources for systems to manage interlibrary loan and document delivery processes in university libraries and the National Library.

### AUSTRALIAN BIBLIOGRAPHIC NETWORK AND OZLINE

With the termination of the NDIS project, there was a strong imperative for the Library to maintain customer support for its existing services—ABN and Ozline—which NDIS was meant to replace and extend.

During the year, membership of ABN remained steady at about 1400 libraries (notwithstanding a number of library amalgamations), while online enquiries and

cataloguing grew modestly. Online use of the interlibrary loan service and the UnCover document delivery service continued at similar levels to last year.

While the Library is giving priority to replacing the ABN and Ozline systems, it implemented several service improvements. The *Australian Interlibrary Resource Sharing Directory*, which is a basic tool for interlibrary lending and document supply, was made available online for the first time in December as a free Ozline database with monthly updates. Later in the year it was mounted on the Library's information server. Using the World Wide Web, the directory data will be linked to information on Australian libraries and access to their catalogues.

The supply of ABN's most popular product, machine-readable catalogue (MARC) records, continued to experience a trend away from the weekly delivery of tapes and diskettes, to delivery via the Internet. The daily Internet delivery service was upgraded to support up to five daily deliveries. Use of the Ozline service continued at relatively modest levels. Ozline entered the business information subject field with the acquisition of the EDGE database, which covers technical, business and management issues in several major industries.

#### NATIONAL BIBLIOGRAPHIC DATABASE

The National Bibliographic Database (NBD) experienced stronger growth than expected, passing the milestone of 25 million library holdings. Highlights of the new collections loaded included 700 000 records from the University of Queensland and 27 000 records from Victorian public libraries.

As well as recording the holdings of Australian libraries, the NBD is enriched by the acquisition of cataloguing records from other national bibliographic agencies. Nearly 16 000 records covering the period 1991 to 1995 were loaded from the National Library of Vietnam, and an exchange agreement was negotiated with the National Library of Indonesia. These exchange agreements provide valuable data for the identification and cataloguing of publications. The records loaded from the National Library of Vietnam are tangible evidence of the value of the Library's ongoing assistance programs to Vietnam in the area of automated cataloguing. Meanwhile, cataloguing data from all major overseas countries is now loaded to the NBD via the Internet, resulting in a much improved turnaround time.

The Library recognises that the future development of the NBD could be affected by a trend in Australian libraries towards the outsourcing of the cataloguing function to commercial firms or library book suppliers. In order to encourage the continued sharing of cataloguing and holdings data, with its economic benefit to all concerned, the Library commenced trials in which major commercial library suppliers add holdings to the NBD on behalf of their customers.

The Library made encouraging progress on a project to replace American subject heading terminology on the NBD with Australian usage. After consultation with the library profession, the project is merging the two major Australian subject lists developed by the Australian Library and Information Association and by the Australian Bibliographic Network respectively. The new Australian subject terms are being progressively implemented on the NBD.

#### NATIONAL CHINESE, JAPANESE AND KOREAN SERVICE

In June 1996, the Library implemented the National Chinese, Japanese and Korean (CJK) Service, a database of over half a million records for books and journals in Chinese, Japanese

and Korean scripts. The database includes the Library's own catalogue data, Library of Congress records, and bibliographic and holdings data from other Australian libraries. The National CJK Service began as a cooperative venture between the Library and seven Australian university libraries to provide a shared cataloguing and location facility for Australian libraries dealing with materials in Chinese, Japanese and Korean scripts. In September 1996, the Library introduced a parallel database using the Pinyin romanisation scheme for Chinese data. The Pinyin database is a unique world resource and is attracting considerable international interest.

During the year, the National CJK Service expanded its membership to 18 participating libraries. A World Wide Web interface was introduced in June 1997, and an extended search facility (incorporating the international standard 'Z39.50') is planned to follow. These two improvements will significantly expand access to the service.

The database will also be expanded in the coming year, with the planned addition of over 200 000 Japanese National Diet Library records. The National Library of Korea has also indicated that it is interested in making its data available.

#### INTERLENDING SERVICES

The Library's Document Supply Service is the main avenue for access to the Library's print collections for all off-site clients of the Library. Over 90 000 loans and photocopies were supplied this year, a decrease of 12 per cent on the previous period. The decrease is the continuation of a trend, which we attribute to a range of factors: the increasing availability of alternative sources of supply, such as online commercial databases and CD-ROMs; the Library's reduced collecting of mainstream overseas-published journals; and the increased specificity of requesting by Australian libraries, due to better quality information available nationally on library holdings.

In response to this trend, the Library introduced the SUPPLY 1 service in May 1996. SUPPLY 1 is a service intended to supplement our own print collections by obtaining articles from libraries, commercial document suppliers and publishers from around the world. SUPPLY 1 has shown a slow but steady growth since its introduction.

The Library informed the Commonwealth Parliament of its intention to charge for the special service provided to Parliament by document supply. The charging has not yet commenced.

The Library took part in an international initiative to achieve fast and reliable electronic document delivery over the Internet. The Joint Electronic Document Delivery Software (JEDDS) project aims to enhance the Ariel software already used by many libraries to scan and transmit images of printed material across the Internet. Stage 1 was successfully completed with our partners in the project: the Australian Vice-Chancellors' Committee, the National Library of New Zealand, the Joint Information Systems Committee (for the United Kingdom's university sector) and the Research Libraries Group in the United States. As a result of participating in the development, the Library secured the rights to market the product in Australia and (following the National Library of New Zealand's withdrawal from the project) in New Zealand.

During April and May, the Library held information seminars in Sydney, Newcastle, Melbourne, Brisbane and Canberra to promote the Document Supply Service, SUPPLY 1, and the ABN interlibrary loan subsystem. The seminars were well attended, with a total of 650 participants, and were a valuable opportunity to strengthen contact with our user base.

## COLLECTIONS AND SERVICES TO THE COMMUNITY

### *Objectives*

- *To collect, organise, promote and utilise documentary materials which are of national significance in providing an understanding of Australia and Australians.*
- *To provide efficient, timely information services from the Library's collections and, through referral to other national and international services, to meet the needs of Australians engaged in the formulation and transmission of knowledge, particularly in research, policy development, authorship and creative endeavour.*

This section of the Library's annual report describes activities relating to our collections: the development, management and promotion of our Australian and overseas collections and the wide range of services delivered from those collections. The year provided many challenges to the staff acquiring, cataloguing and managing collections, and providing services from those collections, at a time of budget reductions but continuing growth in print and electronic Australian publishing. The Library is making increasing use of technology to operate more efficiently and to fulfil our objective of providing efficient, timely information services.

### AUSTRALIAN COLLECTING

The Library acquired a range of Australian materials in the year under review, both in published form and in special formats, such as manuscripts, documentary pictures and photographs, and oral history. Print materials were acquired largely through legal deposit requirements under the *Copyright Act 1968* for current publications, and purchase of older publications not previously obtained. National Library staff actively contacted Commonwealth Government agencies over their legal deposit obligations, and made visits to government offices and agencies in capital cities and regional centres. We worked to improve the collecting of materials published by a wide range of Aboriginal and Torres Strait Islander organisations which, for a range of reasons, are not readily acquired under legal deposit arrangements.

The Library developed policy and procedures for the identification, selection and cataloguing of Australian online publications, work that was later developed into the policy paper on electronic access, described in the chapter 'National leadership and coordination'. Australian electronic materials form a rapidly growing part of our Australian collections.

In the Australian special materials areas, routine collecting continued with many successes as the Library worked to fulfil its obligations to acquire materials that record and document aspects of Australian life and achievement. We initiated a number of special collecting projects to fill gaps in the collections. These include the Law in Australian Society project aimed at collecting photographs and papers of lawyers of national standing, as well as interviewing them for the Oral History program; the Australians of the Year oral history project; and the scientists and children's writers manuscript project. Staff completed a project to photograph aspects of Canberra life, as well as one to record aspects of Australian life such as leisure, education, transport and religion.

Notable acquisitions for the year include:

- the papers of Lady Casey (wife of R.G. Casey), a noted writer and biographer;
- papers of the scientists A.J. (Jock) Marshall, Isobel Bennett and Timothy Murrell;
- papers of the lawyer Ian Temby QC;
- papers of the writers Alan Seymour, Russell Braddon and Helen Garner;
- papers of the politician, diplomat and aviator Sir Thomas White;
- manuscripts of Christine Macpherson relating to the original composition of the song 'Waltzing Matilda'.

Pictorial acquisitions included a fine collection of vintage prints by the Australian photographer Olive Cotton; a number of portraits, including the singer Florence Austral and the painters Judy Cassab (a self-portrait), Douglas Dundas and Lloyd Rees, portrait busts of the scientist Sir Gustav Nossal and the writer and Nobel Laureate Patrick White, and a wide range of photographs.

A number of important map acquisitions were made, including three eighteenth-century maps of the world, and a map by Sidney Hall (c.1835) of Van Diemen's Land.

## OVERSEAS COLLECTING

The Library continued the development of its overseas collections, with just under 20 000 monograph titles added to the collection—the same as the previous year—and over 32 000 current serial titles held—a slight drop. In order to better inform the public about new additions to the overseas collections, the Library began to issue a regular list of new titles acquired by the Library. The list is available on the Library's server.

The Library continued to develop institution-to-institution links in support of cooperative overseas collecting for Asian library materials. Library staff further developed cooperative collection and access agreements for Asian language materials with the Australian National University Library. A formal agreement was signed for Korean materials, and substantial progress made on agreements for Thai and some Chinese materials.

The Library's Regional Officer in Indonesia, Ms Amelia McKenzie, was succeeded by Mr Oliver Mann in December 1996. During her period in Indonesia, Ms McKenzie made a significant impact on the efficient operation of the Indonesian Acquisition Program by automating acquisition procedures and expanding sources of supply of material. Four Australian university libraries and the National Library of Singapore are now partners in the program.

## FILM AND VIDEO LENDING SERVICE

The Library's Film and Video Lending Service has been showing a consistent decline in usage for some years, compared to the increasing cost of maintaining the service. Pressures on the Library's budget led to a careful evaluation of the service during the year. The collection comprises nearly 15 000 international titles in general education and film studies categories (the Australian film collection having been transferred to the National Film and Sound Archive in 1984). As the Library has focused its strategic priorities on collecting Australian materials in recent years, it became increasingly clear that the Film and Video Lending Service

did not support these priorities, and the declining use of the service was of concern. Nevertheless, in seeking a solution to the future of the service, the Library was mindful of the needs of the current users, and of the valuable cultural resource represented by the collection.

During 1996, the Library opened negotiations with a range of organisations which have a core commitment to film as a medium, with a view to outsourcing the film lending service. At the same time, we held user consultations through public meetings and by mail. In May, the Library announced the signing of an outsourcing agreement with Cinemedia (a Victorian government body formed by the merger of the State Film Centre and Film Victoria). Under the agreement, the Library will retain ownership of the collections, and overall policy control over the service. For an annual fee, Cinemedia will manage the collection and provide a lending service from Melbourne. The key features of the new arrangement are that the cost of the service to users will stay the same, and Cinemedia must meet performance standards specified by the Library. These include further development of the films collection, for which Cinemedia will employ additional staff. An independent advisory panel has been established to maximise user involvement.

The Film and Video Collection was transferred to Cinemedia's premises in Melbourne in June. The Library will review the operation of the contract in December 1997.

#### TRANSFER OF THE AUSTRALIAN ISBN AGENCY

In late May, the Library concluded an agreement with D.W. Thorpe, the Melbourne-based publisher, to transfer the administration of the Australian ISBN Agency from the Library to Thorpe. The Library established the Australian ISBN Agency in 1968 to provide International Standard Book Numbers to Australian publishers, and the Agency has played a significant role in encouraging and fostering the widespread acceptance and use of ISBN in Australia. However, as a service directed primarily at publishers and authors, it is appropriate that the book trade in Australia eventually assume responsibility for the operation of ISBN, as is already the case in the United States and the United Kingdom. Under the terms of the agreement, D.W. Thorpe will continue to supply ISBN at no charge to all Australian publishers, will supply the related bibliographic information to the Library, and will fulfil all the obligations of the national ISBN Agency as required by the International ISBN Agency.

The Library will not make a financial contribution to Thorpe for the operation of the service, nor will it receive one. The Library will continue to issue International Standard Serial Numbers under a long-standing agreement with UNESCO's International Serials Data System.

#### COLLECTION MANAGEMENT AND ACCESS

Collection management and access would not be possible without efficient and effective technical services to select, acquire and catalogue materials for the collections. All of these processes have made extensive use of technology for many years, so that our staff are highly skilled in making efficient use of computer systems. It was therefore a logical step to use the latest digitisation and Internet technologies to improve our collection management and access processes, and some of these initiatives are described below. At the same time, the Library developed its use of Internet technology to create new services and to offer previously unthought-of levels of remote access to its collections.

The Library continued to seek greater efficiencies in the creation of catalogue records, and to make items available for use more quickly. During the year, we reorganised work teams and changed workflows to streamline the handling of material. Online cataloguing tools were introduced for those cataloguers working on personal computers, and a Technical Services World Wide Web home page, with links to other resources, was created. Following an upgrade of the Library's Integrated Library Management System (ILMS), staff added serial order information to the acquisitions module, while the International Standard Serial Number database was also incorporated into the local system, greatly improving access to it.

Bibliographic control of the Library's print collections made steady progress. As well as cataloguing all incoming material, cataloguers created records for a number of collections of older material. All Tasmanian maps held by the Library are now catalogued, and the cataloguing of South Australian maps is under way. Other cataloguing projects completed during the year include a collection of Australian songs, 1920–39; all Australian imprints of piano music and vocal music; and oral history recordings from the Australian response to the AIDS project and the Women of the Land project. We also completed full cataloguing of a large collection of late nineteenth-century and early twentieth-century Australian pamphlets.

As well as cataloguing print materials, the Library began development of a completely new model for the management of and access to Australian electronic publications—the PANDORA project, described in the chapter 'National leadership and coordination'.

Staff continued work on a project to document and describe the Library's holdings of unique material relating to Aboriginal and Torres Strait Islander peoples. We have also completed development work on the publication in electronic form of a guide to the Library's holdings of manuscript, pictorial and oral history materials relating to Aboriginal and Torres Strait Islanders.

The Library extended access to the collections through the introduction of a World Wide Web interface to the catalogue, allowing users, regardless of their physical location, to use hypertext links from catalogue records to the associated digital image or electronic journal.

In June 1996, the Library launched the Images 1 database of digital reproductions of pictorial items in the Library's collections. Images 1 provides remote access through the Library's Internet information server to electronic copies of many of the Library's most important pictorial materials. At its launch, the database included 13 500 digital images of watercolours, paintings, drawings, prints and photographs representing a broad range of historical subjects. Library staff digitised a further 1400 images to be added to the database during the year. It is estimated that approximately 1500 uses are made of the database each day by remote and on-site users.

The Library's Internet information server is now a significant source of information about the Library, its collections, services and policies. In addition to those services described above, we have mounted on the server:

- fully indexed manuscript finding aids
- guides to the Library's collections
- a list of National Library of Australia publications and products, with illustrations of the items and instructions on how to order online
- lists of new additions to the collections
- a 'What's On' section

- online versions of exhibitions
- a range of policy and administrative documents, including the annual report.

The Library also hosts the Commonwealth Government Internet entry point, a collection of links to Australian government information at all levels. Users throughout Australia and internationally have responded enthusiastically to the server as a fast and accessible gateway to the Library. During the year, the number of Library files transmitted daily almost doubled, from an average of 7629 daily in 1995–96 to 15 183 daily in 1996–97: a total of over 5.5 million for the current year. We estimate that approximately 25 per cent of these requests are from overseas. The Library allocated additional staff to the development and maintenance of the server, with a key task being the reorganisation of the information structure to facilitate browsing.

The increasing use of these and other electronic resources, such as the Library's extensive CD-ROM network, led to some decline in items requested from the collections by on-site users. However, information requests answered by reference staff in all Reading Rooms (including telephone enquiries) rose slightly over the previous year, indicating no reduction in demand. Recognising users' need for assistance with new information technology, the Library issued lists of significant Australian electronic resources available on the Internet, and trained regular Library users in navigation of the Internet.

The Library finalised its policy on the provision of access for users to information in other electronic forms such as networked databases and commercial services. This policy complements the Library's revised *Collection Development Policy* for overseas material, and outlines the Library's approach to the provision of access to information that will no longer be collected in traditional print formats.

## PRESERVATION OF COLLECTIONS

As part of its responsibilities to develop and maintain a national collection of Australian materials in a range of formats, the Library faces significant challenges in preserving its collections both to enable their use by current researchers and to ensure their survival for future generations. With rapid developments in information technology, and with strong growth in electronic publishing, the Library is facing a number of specific challenges as well as opportunities. In a variety of ways, technological issues dominated the year for the Library's Preservation staff. At the same time, these staff members continued to face heavy responsibilities for the vast bulk of the collections which exist in traditional print and paper-based formats.

The National Library continued to work as a partner in the Australian Cooperative Digitisation Project (ACDP), 1840–45, funded by the Australian Research Council to convert to digital format a selected number of rare nineteenth-century Australian serial publications and novels. While this project will have a specific practical outcome, it also offers a valuable opportunity for the Library to understand the range of problems involved in the digitisation of fragile nineteenth-century paper-based materials.

With its extensive oral history collections, the Library has developed a major interest in programs to ensure the long-term preservation of a sensitive and vulnerable form of technology. We are investing considerable effort to transfer identified high-priority parts of the Oral History Collection from analogue to digital form.

The Library embarked on the first stage of a five-year storage strategy designed to ensure appropriate storage conditions for all of its collections: a key preventive preservation strategy. Following advertising for tenders, the Library offered a contract to Decoin Pty Ltd for the construction of a purpose-built storage facility to house off-site a large part of the Library's important overseas collections and to enable the consolidation in the main National Library building of the core Australiana collections.

Preservation staff developed new preventive preservation strategies, summarised in the newly issued Collection Disaster Plan, and strengthened existing programs of staff and user education. The Library took part in an internship program, partly funded by the National Conservation Program of the Heritage Collections Committee of the Cultural Ministers Council with matching Library funding. The six-month internship is designed to focus on the preservation needs of collections held by the Library relating to Aboriginal and Torres Strait Islander peoples.

## EXHIBITION PROGRAM

The Library sees an active exhibition program as integral to providing wide public access to collections. Exhibitions are also powerful tools for promoting awareness and support for the Library's collections and services throughout Australia.

The Library's recent role as an originator and manager of travelling exhibitions continued in the year under review. Travelling exhibitions are devised against criteria of ease of movement, low cost to borrowing venues and potential to reach new audiences, as well as the traditional criteria of scholarship and security of works on tour. Examples include the exhibition *Harold Cazneaux: Photographs*, which had seasons at six regional and metropolitan venues, while *'It's about Friendship'—Rom: A Ceremony from Arnhem Land* travelled to Alice Springs and Maningrida, Northern Territory. Another highly successful exhibition at the Library was *For King and Country*, which told the story of the recruitment campaigns for the First World War in Australia. Based on key collections of ephemeral material, posters and music scores, the exhibition drew wide praise and proved to be a valuable resource for schools.

Substantial funding was received from the Visions of Australia program for *Dance People Dance*, which showcases the Library's collections on twentieth-century dance in Australia. The exhibition has been built around a robust travelling core, composed of reproductions, which can go to venues without the usual required security or climate-controlled conditions, such as theatre foyers. Nine venues have been secured for a tour that will last well into 1999.

## NATIONAL PORTRAIT GALLERY

The National Portrait Gallery (NPG), located at the Old Parliament House, was administered by the Library until the end of the reporting year, when the three-year part funding provided by the government to run the gallery ended. The government is now considering an improved single-management structure for the Old Parliament House.

The Gallery's exhibitions continued to highlight the hidden wealth of good portraiture in both institutional and private collections, with half of the works exhibited coming from private and university collections not easily visited by the public. Three exhibitions were held during the year, attracting over 80 000 visitors. *The Clever Country: Scientists in Australia* ran from June to November, and *Decade of Flair: The Seventies* was opened in

November by Ita Buttrose and received good press coverage. The combination of nostalgia and sober reappraisal of the decade had wide appeal which contributed to making this the most popular exhibition to date. *A Face in the Crowd* opened in late May. In a very accessible way, this exhibition challenged preconceptions about what constitutes a portrait. It was the first of our exhibitions to be curated by a practising artist.

A selection of works from *In the Picture: Creative Australians from the National Library's Portrait Collection* was displayed in the foyer of the Queensland Performing Arts Centre where it was seen by an estimated 273 000 people.

## PUBLISHING PROGRAM

In keeping with its charter to provide greater accessibility to and awareness of its documentary collections, the Library published a number of print titles during the year. *Australia's Timeless Gardens* by Judith Baskin and Trisha Dixon publishes a wide-ranging survey of material from the Library's Pictorial Collection (with accompanying text) relating to the history of Australia's domestic gardens. *A Woman of Courage: The Journal of Rose de Freycinet on her Voyage around the World 1817–1820* is the first complete translation into English—by Professor Serge Rivière—of this important journal. *My Darling Mick: The Life of Granville Ryrie 1865–1937* presents the letters of war hero, Member of Parliament and High Commissioner to London, General Sir Granville Ryrie. *Out of the Picture* is a collection of short stories and reflective essays by Marion Halligan, each piece inspired by photographs from the Library's Pictorial Collection. The Morris West Trust Fund publication *Encounter at Nagalarramba* by Roslyn Poignant with Axel Poignant's photographs, tells of a meeting between photographer Axel Poignant and Arnhem Land's Maningrida community through numerous photographs and an accompanying commentary.

The Hazel de Berg Collection of oral history tape recordings was showcased through the release of *Australian Poetry Live*, a cassette and booklet featuring readings by leading Australian poets of their own works. *Fears and Phobias: E.L. Piessé and the Problem of Japan 1909–39* by Neville Meaney was published as the first in the Library's Occasional Papers Series. It gives a portrait of a key author of Australian defence policy, and an analysis of Japan's intentions towards Australia.

Two Library titles, *With Fond Regards* and *The Angry Penguin* (published last year), received design awards during the year, while *Australia's Timeless Gardens* won a print industry award.

The Library's trade publications program complements a smaller but active publishing program of library-related titles, fulfilling our objective of supporting the Australian library community. Sales of the *National Library of Australia Copyright Guidelines*, mentioned earlier, exceeded expectations.

The last paper copy issue of *Australian National Bibliography* appeared in December 1996. The decision to cease publication of the printed version of the *Australian National Bibliography* was taken last year, as part of the Library's program of continuously assessing the cost-effectiveness of various services and products, especially in light of rapidly changing methods of delivering data. From December 1996, national bibliographical data was made available via electronic file transfer from the Library.

The Winter 1997 issue of the Library's quarterly journal, *Voices*, was also its last. *Voices'* declining subscription base, together with its continued failure to meet forecast revenue

targets, compelled the Library reluctantly to take the decision to cease publication. The year's four issues focused on the themes culture and identity; 'Reimagining the Pacific'; private papers, letters and diaries; and architecture.

The National Library Shop performed well during the year with an increase of 15 per cent in cash receipts.

#### MULTIMEDIA PUBLISHING

The Library continued to work on a CD-ROM featuring the *Endeavour* journal—a joint publishing project with the Australian National Maritime Museum. The *Endeavour* journal is one of the Library's most important and popular collection items, and the CD-ROM will provide information on a wide variety of aspects associated with Cook's journey on the *Endeavour*, as well as providing a facsimile and transcript of the journal itself. Production was almost completed by the end of the year, and final testing and publication will occur early in 1997–98. Regular maintenance and updates of the interactive multimedia kiosks in the Kenneth Baillieu Myer Visitor Centre also continued during the year.

#### EDUCATIONAL SERVICES

The Library's educational services promote and explain the Library's collections, and are an important means of informing and involving the public in Library activities. This year we held a number of well-attended and favourably evaluated public programs, including seminars on the use of private papers and on writing biography, and a program of Sunday readings by prominent Australian authors. Increasingly the section disseminates its programs nationally by turning to new technologies. An online seminar series provides wide access to the papers presented by on-site guest speakers, and provides the opportunity for continued discussion. A teachers' kit supporting the *Dance People Dance* exhibition will contain a photo-bank on CD.

#### FRIENDS OF THE NATIONAL LIBRARY OF AUSTRALIA

The Friends of the National Library revamped its presence on the Library's World Wide Web server, where it now publishes the monthly Friends page that appears in the *National Library of Australia News*. In November, the Friends celebrated Ruth Park's contribution to Australian book culture, and published in print and online the tribute *Ruth Park: A Celebration*. Friends are becoming increasingly interested in using the Internet, and this interest is reflected in the continuing series of Internet awareness and familiarisation evenings offered to them. In 1996–97, as part of the Young Friends initiative, the Friends supported awards for young writers, a successful program that will continue next year. Another successful innovation has been the Book at Lunchtime series, a program of visiting authors.

#### VOLUNTEERS

During the year, the Library developed new policy and programs to guide the work of a growing number of volunteers. Work continues on developing a program for recruiting and training volunteer guides.

## INTERNATIONAL ACTIVITIES

### *Objectives*

- *To maintain and develop a significant presence in the international library and research community, aligned with Australia's longer term foreign policy, trade and humanitarian objectives.*
- *To integrate the Library's developments effectively within the international system of information and library networks and networked applications.*

The Library's international programs take two quite distinct paths. On the one hand the Library has a responsibility to represent the Australian library community internationally on professional and technical issues of importance to Australian libraries, while on the other hand we see a role for cooperation with our library colleagues in the region to assist the further development of libraries in their countries.

Some of the activities described in the chapter 'Services to libraries' illustrate the Library's international collaborative initiatives over the design of access to information on the Internet, and they will not be repeated here. With respect to other international professional issues, the Library continued its involvement with the International Federation of Library Associations and Institutions (IFLA). The Director-General served his final full year as Treasurer and member of the Executive Board of IFLA, while the Library continues to take an active role in IFLA's Regional Section for Asia and Oceania. We strengthened collaborative links with research libraries in the United States by joining the Research Libraries Group, an influential policy-making body.

Other significant international representations by Library staff included the Information Superhighway Asia '96 Conference in Singapore, the Coalition for Networked Information workshop on metadata for digital pictorial images in Ohio, the Japanese National Diet Library's International Symposium on Preservation in Tokyo and the Digital Libraries Conference in London.

The Library combined its expertise in library technology with the objectives of its Regional Cooperation Program in an interesting new project in Papua New Guinea this year. The Regional Cooperation Program assists developing country libraries in our immediate geographical region. The Papua New Guinea Internet Project aims to provide the Papua New Guinea Office of Libraries and Archives with Internet access facilities. This project was modelled on the Vietnam Internet Project, conducted last year with the National Library of Vietnam. Library staff made field visits to Port Moresby, and in May installed a local area network in the National Library of Papua New Guinea, together with electronic mail facilities and a World Wide Web information server. We trained local staff in the use and maintenance of these facilities, which were designed to facilitate links with related digital communications and networking developments in the country. The 20-year-old relationship between the two national libraries was greatly strengthened by this project.

Through the Regional Cooperation Program the Library sponsored a librarian from the National Library of Laos to participate in a computer-based cataloguing course at the University of New South Wales. In addition, the Library donated a number of used computers and microfiche readers to libraries in Western Samoa, Kiribati and Vanuatu, and made gifts of \$2000 worth of Australian books to ten Pacific Island nation libraries. The Library engaged in a joint project with the Asia-Pacific Special Interest Group of the Australian Library and Information Association to produce a directory of libraries and archives in the Pacific Islands.

For the past eight years, the Library has acted as the coordinator for a UNESCO-sponsored subsidised document delivery project for the Asian Scientific and Technological Information Organisation. The purpose of the scheme was to encourage the flow of scientific and technical information around the Asia-Pacific region, and to familiarise Asian librarians with international document supply facilities and mechanisms. Having exhausted the UNESCO funds, the scheme was brought to a close on schedule during 1997. Over the life of the project some 10 000 document supply requests from libraries in 14 countries were processed by the National Library of Australia. In its last year, the service provided 1897 articles to ten countries. Bangladesh, Iran and Indonesia were the biggest users of the service.

The Library hosted a number of visits and training attachments by international information professionals from a variety of countries.

## SUPPORT SERVICES

### *Objectives*

- *To maximise the effectiveness of services delivered to clients through the staff and other resources available.*
- *To provide our staff with a working environment in which they may develop and make increasing contributions to our objectives.*

The Library meets its support services objectives by providing a range of corporate services from the Corporate Services Division, which is organised into five streams: resource management; building and administrative services; information technology; executive support; and corporate communications. The Corporate Services Division works closely with divisional support units.

During the year, the Corporate Services Division responded to a range of government initiatives designed to ensure that the most cost-effective corporate support services are in place, that these services add value to program delivery functions, and that the quality of support services is appropriate. As a result, corporate support staffing and administrative costs were further reduced by 6 per cent, continuing a cost reduction trend commenced in 1994–95.

## RESOURCE MANAGEMENT

In the area of human resource management, the Library undertook a range of initiatives in line with the *Achieving Cost-Effective Personnel Services* report issued by the Public Service and Merit Protection Commission in 1995. The Library's human resource management sections participated in a business process re-engineering review to simplify work processes, to eliminate unnecessary tasks and duplication, and to apply the principles of risk management. A new flatter and more efficient structure was achieved which allowed a significant reduction in the cost of providing these services, and an improved framework for a more strategically focused approach to human resource management.

The Human Resource Management Committee continued to refine the Human Resource Management Plan, first developed in 1995–96, to ensure that policies and strategies have the best possible match with corporate objectives.

The introduction of Personal Development Plans allowed significant progress to be made in devolving responsibility for training outcomes to staff and supervisors. The central training program is now derived from training needs expressed in the Personal Development Plans. Within the training program, significant emphasis was placed on strategies to manage change in the Library.

The Library continued its strong emphasis on occupational health and safety strategies which are designed to minimise workplace injury. As a result, the number and cost of compensation claims declined, leading to a reduction in the workers' compensation premium.

In the area of financial management, planning began for replacement of the Library's financial management and information system. This involved selection of a new system from the buyers' guide produced by the Office of Government Information Technology. The new system will be implemented in late 1997. It will provide a wider range of financial management and budgeting support services, including support for accrual accounting.

## BUILDING AND ADMINISTRATIVE SERVICES

The Library employs a continuous improvement program for the management of the Library building, and provision of general administrative support services. A key achievement was the continuation of the air-conditioning refurbishment program which began in 1995–96 following the discovery of asbestos in air-conditioning ductwork. This program aims to reduce the operational costs of air-conditioning systems, and to improve environmental conditions for Library users, staff and collections.

Other outcomes in the building and administrative services area included:

- planning construction of a new collection storage facility in Hume, ACT, near the Library's existing off-site warehouse;
- improved reliability and efficiency of the Library's lift systems through a lift modernisation program completed in June 1997;
- update of the physical security risk analysis, and revision of the security policy to ensure that the level of security is appropriate to the threat/risk;
- implementation of remote energy monitoring and energy conservation strategies designed to achieve savings in the order of 6 per cent of energy costs;
- ongoing review of asset management strategies to ensure that maximum cost-benefit is derived through procurement processes;
- standardisation and reduced cost of building works procedures using a project management model.

## INFORMATION TECHNOLOGY SUPPORT SERVICES

Many of the Library's information technology initiatives rely on the efficient provision of technology support services within the Library. Significant outcomes included:

- improved internal and external corporate and work group communications through the upgrade of desktop office technology facilities;
- enhanced access to administrative documents through the progressive conversion of file and document management systems from paper-based to electronic formats;
- replacement of the mainframe processor and disk systems resulting in improved performance and substantial savings in operating costs;
- initiatives to improve Internet security, to upgrade gateway capacity for Internet users accessing the Australian Bibliographic Network, and to maintain high performance levels on the Library's local area network;
- introduction of a dial-in capability to allow staff using their home computers to access the full range of computer services available to them at work.

## EXECUTIVE SUPPORT

During the year, executive support activities were refocused towards providing more direct support for the Director-General and the Corporate Management Group, and strengthening the Library's strategic management framework.

The Library began an ongoing program of performance evaluations, in keeping with the greater emphasis being placed by the government on continuous improvement, business process re-engineering and performance measurement strategies.

The Library began to compile a Customer Service Charter for completion in 1998, in response to the government's commitment to improve the quality of customer service, while emphasising accountability to the public.

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TABLE 1: FINANCIAL AND STAFFING SUMMARY 1996–97

**Collections and Reader Services Division**

Budget \$(‘000)	Actual \$(‘000)	Revenue \$(‘000)	Staffing
16 286	15 277	(419)	252

TABLE 2: FINANCIAL AND STAFFING SUMMARY 1996–97

**Services to Libraries Division**

Budget \$(‘000)	Actual \$(‘000)	Revenue \$(‘000)	Staffing
9 030	7 922	(8 797)	87

TABLE 3: FINANCIAL AND STAFFING SUMMARY 1996–97

**Cultural and Educational Services Division**

Budget \$(‘000)	Actual \$(‘000)	Revenue \$(‘000)	Staffing
4 155	4 092	(875)	55

TABLE 4: FINANCIAL AND STAFFING SUMMARY 1996–97

**Corporate Services Division**

Budget \$(‘000)	Actual \$(‘000)	Revenue \$(‘000)	Staffing
20 493	18 734	(683)	92 <sup>a</sup>

a Includes 8 paid inoperative staff.

TABLE 5: FINANCIAL AND STAFFING SUMMARY 1996–97

**Executive Support Branch**

Budget \$(‘000)	Actual \$(‘000)	Revenue \$(‘000)	Staffing
1 123	1 018	(3)	12

TABLE 6: FINANCIAL AND STAFFING RESOURCES SUMMARY

	1995-96 Actual \$('000)	1996-97 Budget \$('000)	1996-97 Actual \$('000)
<b>COMPONENTS OF APPROPRIATION</b>			
<b>Program Costs</b> (excluding running costs)			
Acquisitions	4 834	4 757	4 377
Capital works and services	4 280	1 947	1 488
<b>Running Costs</b>			
Salaries	23 524	25 512	25 921
Administrative expenses	17 468	19 321	15 257
<b>Total Expenditure</b>	<b>50 106</b>	<b>51 537</b>	<b>47 043</b>
<b>Less Adjustments</b>			
Revenue	(10 947)	(10 300)	(10 507)
<i>less</i> Movement in advances	0	0	(16)
<i>less</i> Cash on hand at beginning of financial year	(4 186)	(5 602)	(5 602)
<i>add</i> Cash on hand at end of financial year	5 602	0	4 717
<b>Total Outlays</b>	<b>40 575</b>	<b>35 635</b>	<b>35 635</b>
Comprising:			
Appropriation Bill No. 1	34 033	35 635	35 635
Appropriation Bill No. 2	6 542	0	0
<b>Staffing</b>			
Staff years	560	515	498

TABLE 7: NETWORK SERVICES DATABASE STATISTICS

	1994-95	1995-96	1996-97	% change 1995-96 to 1996-97
NBD bibliographic records <sup>a</sup>	11 242 526	11 892 506	12 688 510	6.7
NBD holdings statements	22 335 844	23 929 262	25 946 273	8.4
NBD authority records	1 403 399	1 445 358	1 475 358	2.1
AMI records <sup>b</sup>	62 640	68 583	72 480	5.7
APAIS records <sup>c</sup>	215 053	226 309	237 492	4.9
Ozline databases	35	35	38	8.6
Ozline records	978 516	1 234 167	1 323 849	7.3
CJK (Pinyin) bibliographic records <sup>d</sup>	—	—	596 632	—
CJK (Pinyin) holdings records <sup>d</sup>	—	—	249 574	—

a National Bibliographic Database (1981+)

b Australasian Medical Index (1985+)

c Australian Public Affairs Information Service (1978+)

d Chinese (Pinyin/Wade Giles), Japanese and Korean database (1 June 1996+)

TABLE 8: NETWORK SERVICES USAGE (MONTHLY AVERAGES)

	1994-95	1995-96	1996-97	% change 1995-96 to 1996-97
Total enquiry commands (thousands)	1 562	1 549	1 571	1.4
Supersearch connect hours	628	678	624	-8.0
Ozline connect hours	245	188	168	-10.6
Online copy cataloguing	139 808	142 858	148 119	3.7
MARC records distributed	429 951	606 767	356 991	-41.2 <sup>a</sup>
Interlibrary loan requests	19 044	20 100	20 178	0.4
UnCover documents supplied	1 404	2 484	2 343	-5.7

a % change distorted by an exceptional re-supply of 2 322 767 MARC records to a single customer in December 1995. Actual % change in MARC record supply would otherwise be -14%.

TABLE 9: NETWORK SERVICES FINANCIAL DATA (\$'000)

	1994-95	1995-96	1996-97	% change 1995-96 to 1996-97
<b>Invoices<sup>a</sup></b>				
Online services	7 051.6	7 219.4	7 479.2	3.60
Products	1 397.6	1 424.2	1 406.4	-1.25
Other charges	1 528.4	1 474.8	1 403.0	-4.87
<i>less</i> Credits and miscellaneous	2 205.7	2 093.3	2 122.5	1.39
<b>TOTAL</b>	<b>7 771.9</b>	<b>8 025.1</b>	<b>8 166.1</b>	<b>1.75</b>
<b>Revenue</b>				
Cash receipts	6 926.1	7 640.8	7 621.3	-0.25
Assessed revenue <sup>b</sup>	645.1	505.5	529.8	4.81
<b>TOTAL</b>	<b>7 571.2</b>	<b>8 146.3</b>	<b>8 151.1</b>	<b>0.06</b>
<b>Operational expenditure</b>				
Computer charges	2 052.2	1 804.2	1 784.1	-1.11
Salary and administrative costs	1 753.6	1 883.9	2 033.2	7.92
Other operational costs	1 783.4	1 952.2	1 798.5	-7.87
<b>TOTAL</b>	<b>5 589.2</b>	<b>5 640.3</b>	<b>5 615.8</b>	<b>-0.43</b>

a Includes use by the National Library of Australia.

b Assessment of use by the National Library of Australia.

TABLE 10: LENDING ACTIVITY

	1994-95	1995-96	1996-97	% change 1995-96 to 1996-97
<b>Activity</b>				
Loans supplied (printed material)	20 091	19 760	19 241	-2.7
Photocopies (no. of items)	73 115	71 107	59 504	-16.3
Films and videos	13 013	11 900	11 489	-3.4

TABLE 11: EXPENDITURE ON LIBRARY MATERIALS BY TYPE OF MATERIAL (\$'000)

Year	Books <sup>a</sup>	Electronic material	Films	Pictorial	Maps	Oral history	Music	Manuscripts	Copying of Australian historical records	Total library material	Total library material as % of gross expenditure
1994–95	4 246	101	199	309	48	229	27	419	40	5 618	13.1
1995–96	3 589	113	212	279	28	247	14	329	23	4 834	9.6
1996–97	3 411	96	97	171	60	161	11	176	29	4 216	11.8

a This general category covers the purchase of monographs, serials and microforms.

TABLE 12: EXPENDITURE ON PRINTED AND ELECTRONIC MATERIALS

	1994–95	1995–96	1996–97
Australian print monographs	327 661	322 431	331 548
Australian print serials	191 661	279 421	151 605
Australian electronic (serials and monographs)	41 267	40 187	48 958
<b>Total Australian<sup>a</sup></b>	<b>560 589</b>	<b>642 039</b>	<b>532 111</b>
Overseas print monographs <sup>b</sup>	907 624	592 924	674 738
Overseas print serials <sup>b</sup>	2 612 549	2 182 806	1 955 702
Overseas electronic (serials and monographs)	59 765	40 162	47 435
<b>Total overseas</b>	<b>3 579 938</b>	<b>2 815 892</b>	<b>2 677 875</b>
<b>Total Expenditure<sup>c</sup></b>	<b>4 140 527</b>	<b>3 457 931</b>	<b>3 209 986</b>
Total print monographs	1 203 996	906 029	970 828
Total print serials	2 748 585	2 445 646	2 044 271
Total electronic	101 032	80 349	82 185

a Excludes value of items received as legal deposits, gifts or donations.

b Revised totals for monographs and serials include expenditure on previously excluded Indonesian and Thai materials.

c Excludes items purchased for use in gift and exchange programs and working copies.

TABLE 13: MONOGRAPH ACQUISITIONS BY METHOD OF PROCUREMENT (VOLS)

	1994-95	1995-96	1996-97
<b>Australian</b>			
Purchase	7 284	6 818	7 813
Gift and exchange	2 667	3 202	4 842
Legal deposit (including government publications)	16 465	16 617	19 772
<b>Total</b>	<b>26 416</b>	<b>26 637</b>	<b>32 427</b>
<b>Overseas</b>			
Purchase	24 540	16 871	16 640
Gift and exchange	4 265	2 723	3 240
<b>Total</b>	<b>28 805</b>	<b>19 594</b>	<b>19 880</b>

TABLE 14: SERIAL ACQUISITIONS BY METHOD OF PROCUREMENT (TITLES)

	1994-95	1995-96	1996-97
<b>Australian</b>			
Purchase	2 334	1 567	1 027
Legal deposit (including government publications)	40 115	33 443	31 849
<b>Total</b>	<b>42 449</b>	<b>35 010</b>	<b>32 876</b>
<b>Overseas</b>			
Purchase	27 072	16 380	14 802
Gift and exchange	35 682	19 062	17 862
<b>Total</b>	<b>62 754</b>	<b>35 442</b>	<b>32 664</b>

TABLE 15: HOLDINGS BY TYPE OF MATERIAL

	1994-95	1995-96	1996-97	% change 1995-96 to 1996-97
Monographs including microforms (titles)	2 394 626	2 440 857	2 493 164	2.1
Serials, including newspapers (titles) <sup>a</sup>				
current	105 230	70 535	65 540	-7.0
non-current	105 447	113 140	122 432	8.2
Total serial titles	210 677	183 675	187 972	2.3
Films and video cassettes (titles)	14 240	14 648	15 135	3.3
Manuscripts (metres)	9 653	9 988	10 245	2.5
Oral history				
tape recordings	49 257	58 157	58 394	0.4
transcripts (metres)	126	137	138	0.4
Music scores	166 952	167 283	168 283	0.9
Paintings, drawings and prints	41 672	41 975	42 630	1.5
Photographs	541 247	545 446	558 927	2.5
Maps	495 280	519 557	533 964	2.7
Aerial photographs	800 764	804 108	806 499	0.3
Electronic media (titles) <sup>b</sup>	332	363	477	31.0

a Continued automation of serial records has resulted in a more accurate count of current and non-current titles.

b For example, CD-ROMs and computer disks.

TABLE 16: TOTAL COMPUTERISED CATALOGUE RECORDS BY TYPE OF MATERIAL

	1996-97
Monographs	1 965 336
Serials	180 854
Manuscripts	13 976
Pictorial collection	27 620
Films and video cassettes	15 135
Oral history	7 675
Music	55 004
Maps	41 526
<b>Total</b>	<b>2 307 126</b>

TABLE 17: STATE OF BIBLIOGRAPHIC CONTROL OF THE COLLECTIONS

	No. of items catalogued in 1995–96	No. of items catalogued in 1996–97	No. of items awaiting full cataloguing (est.)
Australian materials	30 124	40 214	84 942
Overseas materials	29 094	28 051	496 196
Manuscripts <sup>a</sup>	421	487	1 179
Pictorial collection	151	195	—
Films and video cassettes	486	327	—
Oral history	501	407	20 050
Music	3 888	3 237	58 201
Photographs <sup>b</sup>	296	801	536 498
Maps	3 348	4 064	598 451
Aerial photographs	—	—	242 657

a One catalogue entry may control a collection of a number of items or of a number of boxes covering several shelf metres.

b One catalogue entry may control several thousand photographs.

TABLE 18: PRESERVATION OF THE COLLECTIONS

	Australian materials			Non-Australian materials		
	1994–95	1995–96	1996–97	1994–95	1995–96	1996–97
Items receiving conservation treatments	9 527	12 655	5 829	554	254	158
Binding and alternative treatments	23 602	34 536	41 888	21 050	27 964	32 719
Storage materials provided	26 472	20 568	25 222	—	—	—
Microforms produced (frames)	3 381 224	1 571 648	1 090 843	45 484	—	10 596
Pages reproduced on microform	377 591	300 903	379 647	27 966	—	4 296
Audiotapes produced (playing hours) <sup>a</sup>	1 428	1 315	1 246	—	—	—

a Figures include Australian and non-Australian audiotapes.

These statistics indicate some aspects of the Library's total preservation program. Preventive preservation is implemented using other mechanisms throughout the Library, for instance by ensuring adequate environmental control.

TABLE 19: ITEMS SUPPLIED TO READING ROOMS

	1994-95	1995-96	1996-97
Monographs and serials	254 978	288 107	243 701
Microform and newspapers	129 700	124 381	103 050
Films	1 483	1 249	1 661
Manuscripts	8 150	8 805	8 449
Oral history	1 680	1 468	901
Rare books	716	873	887
Music scores	33 386	5 585	822
Paintings, drawings, prints, photographs <sup>a</sup>	140 200	83 439	78 582 <sup>b</sup>
Maps	26 377	26 381	21 650
Aerial photographs (boxes)	260	366	421

a Estimates only, as readers have open access under supervision to a large number of small items.

b Decrease reflects use of videodisc and Images 1 by users. These sources contain reproductions of original works and prints previously supplied to users for perusal in the Pictorial Reading Room.

TABLE 20: USE OF THE COLLECTIONS—INFORMATION REQUESTS<sup>a</sup>

	1994-95	1995-96 <sup>b</sup>	1996-97
Main reading room	65 417	70 100	61 838
Asian	6 290	5 891	5 899
Newspaper-Microform	27 793	25 185	35 203
Films	3 554	4 112	3 937
Manuscripts	2 330	2 381	2 539
Oral history	4 314	4 265	3 761
Rare books	204	343	326
Pictorial	6 845	8 149	7 937
Maps	4 337	4 094	4 419
<b>Total</b>	<b>121 084</b>	<b>124 520</b>	<b>125 859</b>

a Includes enquiries by letter, telephone or personal visits.

b Figures reported in 1995-96 were incomplete due to industrial action and have been corrected in this report.

TABLE 21: REQUESTS FOR INFORMATION FROM THE NATIONAL LIBRARY INFORMATION SERVER<sup>a</sup>

	1995–96	1996–97
Average daily	7 629	15 183
Average monthly	232 047	461 840
<b>Total</b>	<b>2 784 651</b>	<b>5 542 078</b>

a National Library files requested and transmitted via the Internet from the Library's World Wide Web information server. A 'file' can refer to a single image, a page of text, or an entire document.

Figures do not include Library files stored in other institutions' 'proxy servers' for subsequent use after a first request.

TABLE 22: VISITORS TO THE LIBRARY

	1995–96	1996–97
<b>National Library building</b>		
Individuals visiting the building	349 353	348 665
Individuals entering the Exhibition Gallery	65 922	38 658
Groups <sup>a</sup>	300	296
<b>National Portrait Gallery</b>		
Individuals visiting the National Portrait Gallery	114 228	80 734
Groups	39	42
Floor tours	1	
<b>Friends events</b>		
Individuals attending events	1 005	1 000
<b>Film screenings</b>		
Individuals attending screenings <sup>b</sup> NFSA event	3 260	3 230
<b>Other events<sup>c</sup></b>	<b>1 756</b>	<b>2 120</b>

a Includes student, senior and special interest groups as well as public tours.

b Regular Library screenings ceased at the end of July. Figure includes National Film and Sound Archive (NFSA) and Australian Film Institute (AFI) screenings to November 1996.

c Includes attendance at exhibition openings, book launches, special lectures and seminars.

TABLE 23: ITEMS LENT FOR EXHIBITION

	1995–96	1996–97
Manuscripts	8	8
Rare books	—	2
Pictorial items	20	87
Maps	—	6
Other	15	10

## APPENDIX 1: STAFFING OVERVIEW

National Library staff are employed under the *Public Service Act 1922*. At 30 June 1997 the Library had 461 permanent staff and 20 temporary staff. The average staffing level for 1996–97 in full-time and part-time staff years is given in Table 24. Table 26 shows permanent staff by classification at 30 June 1997. Part-time positions have been converted to full-time equivalents. Table 27 gives detailed Equal Employment Opportunity data.

TABLE 24: PERMANENT STAFFING LEVEL (IN AVERAGE STAFF YEARS)

	1995–96		1996–97	
	Full-time	Part-time	Full-time	Part-time
Executive	15.6	0.8	11.7	0
Collections and Reader Services	250.7	12.5	239.1	12.9
Services to Libraries	84.0	3.4	83.9	3.1
Cultural and Educational Services	46.3	4.6	49.5	5.4
Corporate Services	102.2	3.6	89.4	2.8
<b>Total</b>	<b>498.8</b>	<b>24.9</b>	<b>473.6</b>	<b>24.2</b>

### EQUAL EMPLOYMENT OPPORTUNITY

The Library's Equal Employment Opportunity (EEO) program for the 1993–96 triennium was concluded, and a new program for 1996–99 was developed and introduced. The results of a 1995 internal staff survey, and the network of EEO, workplace harassment and disability contact officers, were used as a basis to determine priorities within the program. EEO developments and issues are also discussed at the Library's Consultative Council.

As the Library maintains high employment levels of women, people from a non-English-speaking background and staff with disabilities, the main objective of the 1996–99 program is to increase employment levels and career development opportunities for indigenous Australians.

Through its involvement in the Government Representatives for Indigenous People (GRIP) forum, the Library provided an Aboriginal and Torres Strait Islander Employment Cadetship which commenced in November. The cadetship provides the opportunity to gain accreditation or qualifications consistent with the requirements of professional positions. The program also provides for maintenance of the equal employment opportunity, workplace harassment and disability contact officer networks and general awareness sessions on cross-cultural issues. Also, all new employees have access to an induction course which highlights equal employment opportunity principles and their application in the Library.

The Library's performance against Australian Public Service equal employment opportunity targets is recorded below:

TABLE 25: EQUAL EMPLOYMENT OPPORTUNITY RECORD

	1996-97	Year 2000 target
Female Senior Executive Service (SES) staff	28%	20%
Female Senior Officer staff	59%	28%
Staff from a non-English-speaking background	22%	15%
Staff with a disability	7.7%	5%
Indigenous staff	0.4%	2%

No formal grievances in respect of equal employment opportunity matters were received in 1996-97.

TABLE 26: PERMANENT STAFF BY AUSTRALIAN PUBLIC SERVICE CLASSIFICATIONS AND BY GENDER AT 30 JUNE 1997

Designation	Male			Female			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Full-time	Part-time	Total
Statutory office holder	1	0	1	0	0	0	1	0	1
Senior Executive Service	4	0	4	2	0	2	6	0	6
Senior officers	19	0	19	8	0	8	27	0	27
Professional staff (Senior Professional Officers and Professional Officers)	32	2	34	98	14	112	130	16	146
Administrative Service Officers	73	1	74	150	20	170	223	21	244
Technical and related staff	7	1	8	6	0	6	13	1	14
Information Technology Officers	14	0	14	7	0	7	21	0	21
Other	1	0	1	1	0	1	2	0	2
<b>Total</b>	<b>151</b>	<b>4</b>	<b>155</b>	<b>272</b>	<b>34</b>	<b>306</b>	<b>423</b>	<b>38</b>	<b>461</b>

This table is based on permanent paid positions and includes paid inoperatives.

TABLE 27: STAFF BY EEO GROUPS AND APS CLASSIFICATIONS AT 30 JUNE 1997

Classification	Male	Female	Total	ATSI	PWD <sup>a</sup>	NESB1 <sup>a</sup>	NESB2 <sup>a</sup>
Statutory officer holder	1	0	1	0	0	0	0
Senior Executive Service	4	2	6	0	1	0	0
Senior Professional Officers	10	29	39	0	2	0	3
Professional Officer 2	14	40	54	0	0	7	4
Professional Officer 1	10	43	53	0	1	8	5
Senior officers	19	8	27	0	1	2	1
Administrative Service Officer 6	7	13	20	0	3	0	0
Administrative Service Officer 5	6	12	18	0	0	2	0
Administrative Service Officer 4	8	16	24	0	1	2	1
Administrative Service Officer 3	17	44	61	1	6	9	8
Administrative Service Officer 2	31	77	108	0	6	22	8
Administrative Service Officer 1	5	8	13	1	3	3	0
Senior Information Technology Officers	10	1	11	0	0	5	2
Information Technology Officers	4	6	10	0	0	4	0
Technical and related staff	4	5	9	0	0	1	1
Public Affairs Officers	4	1	5	0	2	1	1
Other	1	1	2	0	0	1	0
<b>Total</b>	<b>155</b>	<b>306</b>	<b>461</b>	<b>2</b>	<b>26</b>	<b>67</b>	<b>34</b>

This table includes paid inoperative staff and excludes temporary staff.

a Data for EEO groups are based on voluntarily supplied information provided by permanent staff for EEO purposes.

ATSI Aboriginal and Torres Strait Islanders

PWD People with disabilities

NESB1 Non-English-speaking background, first generation

NESB2 Non-English-speaking background, second generation

## STAFF TRAINING

The Library continued its use of Personal Development Plans for staff as a means of determining training and development priorities. As a result, training was focused on core skills required by staff as determined through consultation between staff and supervisors. Considerable emphasis was placed on change management training and business process re-engineering techniques to ensure that staff are aware of and able to participate in the substantial changes affecting public sector employment.

The number of days spent in formal training by Library staff is shown in the following table:

TABLE 28: TRAINING DAYS (PERSON DAYS)

	Female	Male	Total
<b>Classification</b>			
Senior Executive Service	7	8	15
Senior Officer Grade A–C	51	37	88
Senior Officer Grade A–C equivalent	82	96	178
Administrative Service Officer 5–6	139	81	220
Administrative Service Officer 5–6 equivalent	293	91	384
Administrative Service Officer 1–4	280	175	455
Administrative Service Officer 1–4 equivalent	200	126	326
<b>Total</b>	<b>1 052</b>	<b>614</b>	<b>1 666</b>

In addition, the Library provided study assistance in the form of time off during working hours to attend compulsory activities for approved students undertaking further education. The following table shows the number of training days approved under the Studies Assistance Scheme.

TABLE 29: STUDY ASSISTANCE (PERSON DAYS)

	Female	Male	Total
<b>Classification</b>			
Senior Executive Service	0	0	0
Senior Officer Grade A–C	0	0	0
Senior Officer Grade A–C equivalent	0	7	7
Administrative Service Officer 5–6	0	3	3
Administrative Service Officer 5–6 equivalent	16	0	16
Administrative Service Officer 1–4	194	101	295
Administrative Service Officer 1–4 equivalent	0	0	0
<b>Total</b>	<b>210</b>	<b>111</b>	<b>321</b>

#### PERFORMANCE PAY

A total pool of \$25 000 was made available to cover SES payments.

#### INDUSTRIAL DEMOCRACY

The National Library Consultative Council, the peak body for joint management and union consultations, is a forum for industrial democracy discussion in the Library. The Council is chaired on a rotating basis by the Director-General and the National Library representative of the Community and Public Sector Union (CPSU). The Council meets four times per year.

## National Library Consultative Council

### Chair (rotating)

Mr Warren Horton	National Library of Australia
Mr Tom Ruthven	National Library of Australia, CPSU Professional Division representative

### Members

Dr Warwick Cathro	National Library of Australia
Ms Jan Fullerton	National Library of Australia
Mr David Toll	National Library of Australia

### Union Representatives

Mr Matt Taylor	Federal Industrial Officer, CPSU Professional Division
Mr Jan Moerkerke	Industrial Organiser, CPSU
Mr Peter Haigh	National Library of Australia, CPSU representative

### Resource Management Advisers

Mr Graham Still	Director, Resource Management Branch, National Library of Australia
Mr Peter Rainbird	Human Resource Management, National Library of Australia

### Terms of reference

The roles of the Council shall be:

- (a) to serve as a consultative forum;
- (b) to further industrial democracy in the National Library of Australia;
- (c) to achieve participation by officers and employees through their union in the decision-making processes of the Library;
- (d) to provide a forum for consultation and open discussion between management and staff representatives, and to aim to resolve any differences on those matters in a mutually acceptable manner;
- (e) to improve mutual understanding of management and staff issues;
- (f) to promote good industrial relations in the Library;
- (g) to facilitate mutual exchange of information.

## WORKPLACE RELATIONS

Following the passing of the *Workplace Relations Act 1996* the Library commenced a process to examine options for improving working conditions and remuneration for its employees under the new industrial relations arrangements.

## OCCUPATIONAL HEALTH AND SAFETY

Work continued on the development of policies and procedures in relation to Regulations under the *Occupational Health and Safety (Commonwealth Employment) Act 1991*. Two policy and general procedure papers were issued on Manual Handling and Control of Hazardous Substances. Training was offered to staff in both these areas.

The Library made ten notifications to Comcare Australia under section 68 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991*. All of these incidents resulted in absence from work for five or more working days.

## APPENDIX 2: THE COUNCIL OF THE NATIONAL LIBRARY OF AUSTRALIA

### MEMBERS OF COUNCIL 1996–97

#### **Chairman**

The Hon. Sir Anthony Frank Mason, AC, KBE, BA, LLB, Hon. LLD (ANU, Sydney, Melbourne, Monash, Griffith, Deakin), Hon. DCL (Oxon)

Chancellor, University of New South Wales;

Arthur Goodhart Professor in Legal Science, University of Cambridge  
New South Wales

Appointed 27 June 1995 for a three-year term

#### **Deputy Chairman**

Ms Geraldine Marie Paton

Director, Corporate Affairs, News Ltd

Chair, The Garvan Research Foundation

New South Wales

Appointed 28 July 1989 for a three-year term

Reappointed 3 August 1992 for a three-year term

Reappointed 12 December 1995 for a three-year term

Elected as Deputy Chairman from 2 December 1996 until 28 February 1998

#### **Members**

Professor Mairéad Browne, BA, DipPsych (NUI), MLib (UNSW), PhD (Macquarie), FALIA

Dean of Faculty of Social Sciences, University of Technology, Sydney

New South Wales

Appointed 3 August 1992 for a three-year term

Reappointed 12 December 1995 for a three-year term

Mr Rodney Mark Cavalier, BA (Hons)

New South Wales

Appointed 7 August 1989 for a three-year term

Reappointed 7 August 1992 for a three-year term

Reappointed 12 December 1995 for a three-year term

Mr Graham Freudenberg, AM

Adviser to the Premier of New South Wales

New South Wales

Appointed 12 December 1995 for a three-year term

Dr Ann Vivienne Ghisalberti, BSc (Hons), PhD (Western Australia)

Chief Executive, Scitech Discovery Centre

Western Australia

Appointed 2 December 1993 for a three-year term

The Hon. Barry Owen Jones, AO, MP, MA, LLB (Melb), DLitt (UTS), Dsc (Macquarie),  
DLitt (Wollongong), FAA, FAHA, FTSE, FRSA  
Federal Member for Lalor  
Victoria  
Elected by the House of Representatives from 9 December 1996 for a three-year term

Ms Julia Marion King  
Chief Executive, Louis Vuitton Australia Pty Ltd  
New South Wales  
Appointed 15 January 1991 for a three-year term  
Reappointed 29 March 1994 for a three-year term

Mr John Vance Langmore MP, BComm, DipSocStud, MEc, DipDevEcon  
Federal Member for Fraser  
Australian Capital Territory  
Elected by the House of Representatives for three years from 4 December 1989  
Re-elected by the House of Representatives for three years from 4 December 1992  
Re-elected by the House of Representatives for three years from 4 December 1995  
Resigned 8 December 1996

Mr Neville Robert Stevens, BEc (Hons)  
Secretary, Department of Communications and the Arts  
Australian Capital Territory  
Appointed 26 July 1994 for a three-year term

Senator John Tierney, BEc, DipEd, MEd (Syd), PhD (Newcastle)  
Senator for New South Wales  
Elected by the Senate for three years from 22 November 1992  
Re-elected by the Senate for three years from 23 November 1995

**Director-General and Executive Member of Council**

Mr Warren Michael Horton, AM, BA, Hon. DLitt (La Trobe), FALIA  
Appointed 28 July 1985 for a seven-year term  
Reappointed 28 July 1992 for a seven-year term

## COUNCIL COMMITTEES

### **Committee of the Whole**

#### **Convenor**

Mr Rodney Cavalier

#### **Membership**

All members of Council

#### **Secretary**

Ms Julie Whiting

#### **Terms of reference**

To consider likely developments concerning the policies and the major operations of the National Library and, where appropriate, assist in formulating recommendations to National Library Council.

### **Audit Committee**

(Membership at 30 June 1997)

#### **Chair**

Ms Julia King

National Library Council

#### **Members**

Mr Neville Stevens

National Library Council

Mr Graham Freudenberg

National Library Council

Mr Warren Horton

National Library of Australia

Mr David Toll

National Library of Australia

#### **Secretary**

Mr Graham Still

#### **Terms of reference**

The terms of reference of the Audit Committee are:

- (a) to help the Library and members of the Council of the Library to comply with obligations under the proposed Commonwealth Authorities and Companies Act;
- (b) to provide a forum for communication between the members of the Council, senior managers of the Library and the Library's internal and external auditors;
- (c) to satisfy themselves that there is an appropriate ethical climate in the Library and review policies relating to internal controls and management of risks.







## APPENDIX 4: ADVERTISING AND MARKET RESEARCH

Through regular advertising in a select number of newspapers and magazines, the National Library maintains public awareness of its exhibitions, publications and outreach activities. Details of payments for this and other advertising work to media advertising agencies are given in the following table.

TABLE 30: EXPENDITURE ON ADVERTISING AND MARKET RESEARCH SERVICES

	1996–97
<b>Media advertising agency</b>	
TMP (previously Neville Jeffress)	28 843
<b>Other media services</b>	
Canberra Times	50 790
Mastercraft (previously Signature Typesetting)	1 945
Australian Book Review	8 400
Art Monthly Australia	7 040
Yellow Pages Australia	3 196
Readings Bookshop	1 080
Canberra Tourism Commission	855
National Capital Attractions	850
Australian Gift Guide Magazine	745
D.W. Thorpe (Vic.)	695
Sky and Space Publishing	630
Fine Arts Press	600
Mary Ryan's Bookshop	600
University of Western Australia	600
Miscellaneous (under \$500)	1 750
<b>TOTAL</b>	<b>108 619</b>

## APPENDIX 5: USE OF CONSULTANTS

In 1996–97 the Library engaged 49 consultants at a total cost of \$1 002 570.20. Consultancies that cost more than \$2000 are listed below. Consultants are engaged when there is a requirement for specialised services that cannot be undertaken by Library staff due to lack of expertise or insufficient in-house resources. The successful consultant is selected according to Commonwealth procurement guidelines.

TABLE 31: USE OF CONSULTANTS 1996–97

Consultant	Project Description	Cost (\$)
Arnold, Vivien	Management training in presentation and communication skills	4 670.00
Asa, Marjatta	Support for NLA communications network and Ozline databases	23 109.63
Attorney-General's Department	Provision of legal services	17 794.85
Australian Practical Project Management	Workshop on contract management	3 000.00
Bell, Brendan	Consultancy to provide photographic services for the Photographics Section	4 320.00
Bell, Brendan	Consultancy to provide photographic services for the Photographics Section	9 751.80
Blake Dawson Waldron	Provision of legal services	25 660.00
Building Control Management	Preparation of building management control design brief	3 500.00
Carter, Robyn	Editorial consultancy for <i>Australia's Timeless Gardens</i>	5 450.00
Carter, Robyn	Editorial consultancy for the following publications: <i>APAIS Thesaurus</i> , <i>Aboriginal and Torres Strait Islander Thesaurus</i> , and preliminary pages for <i>APAIS</i> monthly and annual issues	4 050.00
Carter, Robyn	Editorial consultancy for the following publications: <i>Australian Literary Manuscripts in North American Libraries: A Guide</i> , and <i>Australian Autobiographical Narratives: An Annotated Bibliography</i>	2 250.00
Civic Securities	Provision of advice on financial aspects of redundancy	10 600.00
Clay, Christine	Marketing services	25 456.04
Deacons Graham & James	Provision of legal services	18 332.65
Dickenson, Dr Mary	Consultancy services for the 1996 Australian Audio Book Award	8 557.50

Dickenson, Dr Mary	Consultancy services for the 1997 Australian Audio Book Award	6 600.00
Dolan, Janey	Research consultancy for the <i>Endeavour</i> journal multimedia project	4 500.00
Dorothy Outram & Assoc. ECCO	Training in basic correspondence skills Development of Web-based resource for Preservation and Access to Digital Information (PADI)	2 000.00 7 542.50
Ernst & Young	Provision of internal audit services	132 909.26
Franklin Quest Australia	Training in time management	2 650.00
Gilbert & Tobin	Provision of legal services	124 080.36
Hall, Susan	Editorial consultancy for the 1997 edition of the <i>Canberra Arts</i> supplement to <i>National Library of Australia News</i> , March 1997	2 358.00
Hall, Susan	Research consultancy into publications and product development	2 000.00
Holden, Robert	Consultancy services for travelling exhibition on the Bunyip in Australian folklore and literature	3 000.00
IBM	Consultancy services for technical support of IBM SP2 Computer	11 480.00
Industrial Program Service	Employee Assistance Program	10 675.00
Informed Sources	Data entry and indexing for APAIS and AMI	74 534.26
Lawson, Dr Elizabeth	Consultancy services for travelling exhibition on Australian birds	2 000.00
Leigh, David	Research consultancy for the <i>Endeavour</i> journal multimedia project	2 500.00
Mackay-Sims, Nicola	Research consultancy for the <i>Endeavour</i> journal multimedia project	21 200.00
McDonald, Patricia R.	Consultancy services for <i>Decade of Flair: The Seventies</i> exhibition	8 500.00
Miller, Malcolm	Research consultancy for the <i>Endeavour</i> journal multimedia project	2 300.00
Palm Management	Training in career awareness and change management	31 640.00
Paul Burnett Multimedia	Multimedia and authoring services for the multimedia publishing program	68 000.00
Pericon	Database management services	49 967.80
Poignant, Roslyn	Consultancy services for <i>Captive Lives</i> exhibition	11 750.00
Potter, Dr Michelle	Consultancy services for travelling exhibition <i>Dance People Dance</i>	5 000.00
Potter, Dr Michelle	Development of soundscape to accompany <i>Dance People Dance</i> exhibition	3 000.00
Power of Ten	Maintenance and support of financial management system	14 315.40
Quest Group	Training in customer service and 'train the trainer'	4 123.00
Rendell, Craig	Indexing for Australasian Medical Index	22 311.00
RMG/CAVAL	Networked Services Project consultancy	41 742.00

Saw, Peter	Consultancy services to design the travelling exhibition <i>Dance People Dance</i>	7 500.00
Shumack, Alex	Architectural and design services	5 501.25
Smithers, Stacey	Research consultancy for the <i>Endeavour</i> journal multimedia project	5 000.00
Systematica	NDIS Project Director	86 737.90
Systematics	Database consultancy services	2 675.00
Tony D'Arcy & Assoc.	Training in supervision skills	4 800.00
TSG	Microsoft Exchange implementation	3 550.00
Turpie, Irene	Research consultancy relating to <i>For King and Country</i> exhibition	2 000.00
Turpie, Irene	Research consultancy for <i>Captive Lives</i> exhibition	6 000.00
Wallace-Crabbe, Robin	Consultancy services for <i>A Face in the Crowd</i> exhibition	12 000.00
Walsh, Richard	Exhibition selection and catalogue essay for <i>Decade of Flair: The Seventies</i> exhibition	4 000.00
Walter & Turnbull	Fraud risk assessment	16 575.00
Watts, Ian	Consultancy to assist in the development of a National Library Learning Page on the World Wide Web: educational components	3 000.00
York, Dr Barry	Consultancy services for the following exhibitions: <i>Sports People, Decade of Flair, The Order of Australia</i>	4 050.00
<b>Total</b>		<b>1 002 570.20</b>

## APPENDIX 6: FREEDOM OF INFORMATION STATEMENT

In 1996–97 the Library received two formal requests under the *Freedom of Information Act 1982* for access to documents. One related to building services and the other to occupational health. A third request for access to internal Library files relating to library education in Papua New Guinea was treated as an FOI request and the fee waived. All three requests were completed within FOI time limits.

### FREEDOM OF INFORMATION PROCEDURES AND ACCESS POINTS

Enquiries concerning the procedures for seeking information from the Library under the *Freedom of Information Act* may be made in writing, by telephone or in person, at the official access point shown below.

Freedom of Information Coordinator  
National Library of Australia  
Canberra ACT 2600  
Tel. (02) 6262 1111

In other States, arrangements may be made with the nearest regional office of the Australian Archives (Sydney, Melbourne, Brisbane, Townsville, Adelaide, Perth, Darwin or Hobart).

Members of the public may make enquiries on Freedom of Information matters, submit formal requests for access, or inspect documents to which access has been granted at the access points listed above during business hours Monday to Friday.

The Director-General, the Deputy Director-General and the Assistant Director-General, Corporate Services, are the authorised decision makers under the *Freedom of Information Act 1982*.

### CATEGORIES OF DOCUMENTS

Library documents available for public access include policies, catalogues and other indexes associated with the Library's collections of books and other materials. Documents available for purchase by the public include a wide range of technical and general publications produced by the Library. A range of descriptive brochures on Library services are made available to the public free of charge. Other documents held by the Library include minutes, reports and submissions associated with internal and external committees, general correspondence relating to the activities and functions of the organisation, and administrative documents such as management, staffing, finance and personnel records. Some of the above publications are available electronically on the Library's Internet home page (<http://www.nla.gov.au/>).

## APPENDIX 7: KEY SUPPORTING POLICIES AND DOCUMENTS

Information about the Library's functions, objectives, policies and activities can be found in the following documents. They are also available electronically on the Library's home page at <http://www.nla.gov.au/policy.html>.

### Legislation

- *National Library Act 1960*
- National Library Regulations 1994

### Strategic and operational plans

- *Service to the Nation, Access to the Globe: Strategic Plan 1993–98* (1994)
- Information Technology Strategic Plan 1995–98 (July 1995)

### Human resources policies and plans

- Industrial Democracy Plan (February 1996)
- Equal Employment Opportunity Program, 1996–99 (1996)
- Human Resource Management Plan, 1996–97 (1996)
- Occupational Health and Safety Agreement (June 1996)
- Staff Development and Training Plan (produced annually)

### Collection policies

- National Strategy for the Provision of Access to Australian Electronic Publications: A National Library of Australia Position Paper (September 1996)
- Guidelines for the Selection of Online Australian Publications Intended for Preservation by the National Library (December 1996)
- A National Collection of Library Materials: The National Library's Overseas Collecting Policy (1997)
- Policy on Networked Australian Electronic Publications (February 1996)
- Guidelines for the Acquisition of Portraits (May 1996)
- Voluntary Deposit Scheme for Electronic Publications (1996, updated as required)
- Collection Development Policy for Australian Materials (June 1994, updated as required)
- Collection Development of South Asian Publications at the National Library of Australia (May 1995)
- Policy on the Use of Australian CD-ROMs and Other Electronic Materials Acquired by Deposit (September 1994)

### Preservation policies

- Collection Disaster Plan (May 1996)
- Guidelines for the Preservation of the National Library of Australia's Collections (October 1996)
- Policy on Participation in Cooperative Microfilming Projects with Other Institutions (May 1994)
- Policy of Retention, Preservation and Repatriation of Australian Newspapers (May 1994)
- Preservation Policy (August 1994)

### Volunteer policy

- Volunteer Policy and Program (1996)

## APPENDIX 8: FINANCIAL STATEMENTS

Independent audit report

Certificate

Operating statement for the year ended 30 June 1997

Statement of financial position as at 30 June 1997

Statement of cash flows for the year ended 30 June 1997

Notes to and forming part of the financial statements

Note: Figures in the annual report continue to be presented on a cash basis, and are not subject to audit. They cannot, therefore, be reconciled directly with figures in the financial statements which are prepared on an accrual basis.

## GLOSSARY

ABN	Australian Bibliographic Network
ACDP	Australian Cooperative Digitisation Project
ACLIS	Australian Council of Libraries and Information Services
ALIA	Australian Library and Information Association
ALIIS	Australian Library and Information International Services
AMI	Australasian Medical Index
APAIS	Australian Public Affairs Information Service
APS	Australian Public Service
ASL	Average staffing level
ASTINFO	Asian and Pacific science and technology exchange
CAUL	Council of Australian University Librarians
CAVAL	Cooperative Action by Victorian Academic Libraries
CD-ROM	Compact Disk—Read Only Memory
CJK	Chinese, Japanese and Korean database providing script-based cataloguing and location records for documents in those languages
CPSU	Community and Public Sector Union
CSIRO	Commonwealth Scientific and Industrial Research Organisation
DNC	Distributed National Collection
EEO	Equal Employment Opportunity
IFLA	International Federation of Library Associations and Institutions
ILMS	Integrated Library Management System
Images 1	Database of digital reproductions of Pictorial items in the Library collections
Internet	An international network of computer networks
ISBN	International Standard Book Number
JEDDS	Joint Electronic Document Delivery Software project
LAN	Local area network
MARC	Machine-Readable Cataloguing
Medline	Database providing references to health and medical articles (USA)
NBD	National Bibliographic Database
NDIS	National Document and Information Service
NLA	National Library of Australia
NPG	National Portrait Gallery
NPO	National Preservation Office
OHS	Occupational Health and Safety
Ozline	Network of Australian databases on humanities, science and social science subjects
PADI	Preserving Access to Digital Information
PANDORA	Preserving and Accessing Networked Documentary Resources of Australia
RAAM	Register of Australian Archives and Manuscripts
RLG	Research Libraries Group
RLIN	Research Libraries Information Network (USA)
Server	Provides access to electronic resources for remote users who connect to system
SES	Senior Executive Service
SUPPLY 1	Document supply service
UnCover	Database providing journal contents information and access
WORLD 1	The trade name in Australia for the database developed to search, access and order information from around the world
World Wide Web	Software developed by the European High Energy Physics researchcommunity for distributing and accessing information via the Internet
Z39.50	A software standard which enables a user to search different computer databases using the same set of commands

# COMPLIANCE INDEX

The table below shows compliance with the *Requirements for Departmental Annual Reports* approved by the Joint Committee of Public Accounts on 17 March 1994 (updated March 1997) and issued by the Department of Prime Minister and Cabinet.

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## REQUESTS FOR ADDITIONAL INFORMATION

Requests for additional information to be made available to Members of Parliament and Senators should be forwarded to:

The Director-General  
National Library of Australia  
Canberra ACT 2600  
Tel. (02) 6262 1111

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