OVERVIEW

Important achievements during 2015/2016 were:

- Another seven Alma sites, over 3.8 million records have been received and processed into the ANBD.
- Another seven Australian WorldShare Management Service (WMS) libraries are now fully represented on the ANBD, two of which are new members of Libraries Australia adding 0.4 million new records to the ANBD.
- As of 30 June 2016, there were 2,105,946 RDA bibliographic records and 67,672 RDA authority records in the ANBD.
- The National Library of Australia successfully transitioned from a locally installed to a hosted environment for the VDX system for Libraries Australia Document Delivery (LADD).
- 181 participants attended the 2015 Libraries Australia Forum “Unique to ubiquitous: libraries resources in a linked data world” the highest number in recent years.

From February 2016 Libraries Australia adopted a new organisational structure to reflect the three streams of work associated with the service: Data Services, Member Services, Data Sharing Strategy.

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### VITAL STATISTICS

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Members</strong></td>
<td>1,268</td>
<td>1,248</td>
<td>1,230</td>
</tr>
<tr>
<td><strong>LADD members</strong></td>
<td>631 at 804 locations</td>
<td>651 at 803 locations</td>
<td>594 at 750 locations</td>
</tr>
<tr>
<td><strong>ANBD Holdings</strong></td>
<td>52.07m</td>
<td>52.78m</td>
<td>52.27m</td>
</tr>
<tr>
<td><strong>Bibliographic records in the ANBD</strong></td>
<td>25.55m</td>
<td>26.91m</td>
<td>29.49m</td>
</tr>
<tr>
<td><strong>Authority records in the ANBD</strong></td>
<td>1.83m</td>
<td>1.84m</td>
<td>1.86m</td>
</tr>
<tr>
<td><strong>RDA records in the ANBD</strong></td>
<td>Approx. 580,000 RDA bibliographic records</td>
<td>1.3m RDA bibliographic records</td>
<td>2.1m RDA bibliographic records, 67,672 RDA authority</td>
</tr>
<tr>
<td><strong>Duplicates removed from the ANBD</strong></td>
<td>25,219 removed by DDR, 739 removed manually</td>
<td>110,882 removed by DDR, 3,366 removed manually</td>
<td>135,445 removed by DDR, 9,680 removed manually</td>
</tr>
<tr>
<td><strong>Authority records related</strong></td>
<td>Not captured</td>
<td>Not captured</td>
<td>3.3m records processed, 5.9m records linked</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-----------</td>
<td>-----------</td>
<td>-----------</td>
</tr>
<tr>
<td>ANBD Searches</td>
<td>15.4m</td>
<td>14.0m</td>
<td>13.4m</td>
</tr>
<tr>
<td>Help Desk Inquiries</td>
<td>3,392</td>
<td>3,509</td>
<td>2,756</td>
</tr>
<tr>
<td>Document delivery requested</td>
<td>232,925 items</td>
<td>227,692 items</td>
<td>207,564 items</td>
</tr>
<tr>
<td>Data on Demand products delivered</td>
<td>909</td>
<td>963</td>
<td>1,009</td>
</tr>
<tr>
<td>Training courses delivered</td>
<td>25 courses</td>
<td>15 courses</td>
<td>21 courses</td>
</tr>
<tr>
<td>Attendees at the Libraries Australia Forum</td>
<td>148</td>
<td>142</td>
<td>181</td>
</tr>
<tr>
<td>Number of subscribers to email lists</td>
<td>1,408</td>
<td>1,348</td>
<td>1,297</td>
</tr>
<tr>
<td>Number of Twitter followers</td>
<td>1,281</td>
<td>2,204</td>
<td>2,991</td>
</tr>
</tbody>
</table>
LIBRARIES AUSTRALIA ADVISORY COMMITTEE

2 The biannual LAAC meetings were held on 30 November 2015 and 22 April 2016. The membership of the Committee remained stable. Geoff Strempel, Associate Director, Public Library Services, State Library of South Australia continues as the LAAC Chair. JoAnne Sparks’ membership (Macquarie University, CAUL representative) was extended for another three year period.

3 The Committee discussed the Terms of Reference at the April 2016 meeting and the Library updated the terms following advice from the Committee.

4 Following the April 2016 meeting, the Library provided members with a document highlighting the key messages arising from the meeting. This will continue following each LAAC meeting.

5 The full list of serving LAAC members is at Appendix A.

MEMBERSHIP

6 Total Libraries Australia memberships at 30 June 2016 are 1,230, compared to 1,248 at the same time last year. The Library processed 17 new member registrations (20 last year) with 6 Education (K-12), 7 education (Other), 2 individuals, 1 public, and 1 Special libraries joining the service.

7 Thirty five libraries cancelled their subscription during the period (40 last year). The majority of the cancellations (25) were from the special library sector. Of the known reasons 43% were cancelled when the libraries advised that access was no longer required (15), and 34% of cancellations were due to mergers of Government departments or library closures (12).

DATA SHARING STRATEGY

8 Data Sharing Strategy commenced operation on 1 February, with three initial projects identified for 2015-2016.

a. Review of Libraries Australia services documentation

The focus of this project was to review the Libraries Australia User Agreements and Memoranda of Understanding and associated documentation, and to streamline and harmonise the various agreements. This has led a redeveloped service model for Libraries Australia. Developing to a fuller understanding of the scope of services that are offered to Libraries Australia members has allowed better articulation of service scope and value to, and for, members.

b. Document the Libraries Australia contractual and business context

The Library works with various external partners in delivering the suite of Libraries Australia services. There are various contracts and agreements in place with these partners, but no unified map of providers, services and contract expiries existed. This project documented the contracts associated with the Libraries Australia services, and will assist in understanding the nature, scope, and benefits of each contract, and facilitate forward planning for contract renegotiation.

c. Map selected national union catalogue environments

This project has documented comparable national union catalogues in selected international jurisdictions, and identified service providers and platforms where possible. This is intended as a supporting document for the Library, which will be updated over time as situations change. The document will be used as a resource to
monitor the international environment and understand how the Australian national union catalogue and national resource sharing services benchmark against similar services in other jurisdictions.

**MEMBER SERVICES**

The Help Desk answered 2,756 inquiries compared to 3,509 in 2014-15, a decrease of 27%. The inquiry categories with the most significant increase were deep linking and the Record Import Service. LADD inquiries continue to be high with 658 inquiries compared to 740 last year.

Libraries Australia inquiry types are indicated below, demonstrating the diversity of member inquiries:

![Inquiry Categories Diagram]

Member libraries report duplicates records for resolution. This represents the highest number of requests received by Libraries Australia, totalling 4,773 reports (up from 2,776 at this time last year). The graph below reports the duplicate reporting by month during the year and compares to the same period last year:

![Libraries Australia Duplicates Reporting Diagram]
There was a slight increase in the percentage of inquiries received via the Reftracker webform (89% compared to 84% in 2014-15) and a slight decrease in the percentage of inquiries received via Phone (7% compared to 10% in 2014-15).

**SERVICE AVAILABILITY**

Libraries Australia exceeded its monthly target of 99.5% availability, with services available to members for 99.93% of business hours (down slightly from 99.98% in 2014-15). For ten months of the year, Libraries Australia achieved 100% service availability.

**ENGAGING MEMBERS AND COMMUNICATING VALUE**

Between May and June 2016 Libraries Australia staff visited four state libraries in conjunction with Trove staff to exchange information. The purpose of the visits was threefold:

I. To share information about the Trove and Libraries Australia services, especially in relation to data.

II. To learn about State Libraries’ use of Trove and Libraries Australia, and what they want from the Library.

III. To build relationships between staff from each library.

The visits by National Library staff were a great opportunity to touch base with the staff that the teams are regularly in contact with or need to re-establish contact with post migration to a new library management system. At each institution the Library was able to gather information that will assist with future interactions. Some of the lessons learned from these visits includes balancing communication on global refresh processes between Libraries Australia, members and vendors; members would benefit from Libraries Australia creating a community of practice for SirsiDynix libraries.

The major outreach activity in this period was the 2015 Libraries Australia Forum held at the State Library of Victoria on 1 December 2015. The theme was ‘Unique to ubiquitous: libraries resources in a linked data world’. There were 181 attendees at the Forum, the highest number in recent years - most likely because the event was held adjacent to the OCLC Research Partners meeting and the OCLC Asia Pacific Regional Council meeting. In conjunction with the Forum, the Libraries Australia Advisory Committee meeting was held on 30 November. Other related events included the 2015 Libraries Australia Trainers meeting and Library Tours (jointly organised by Libraries Australia and OCLC).

The Forum continues to be well received by most. 73% of respondents to the evaluation rated the Forum overall as Above Average or Excellent. The audience actively participated in the sessions and on twitter. There were 45 tweets with 24,700 impressions and in a small measure of success, the Forum’s hashtag, #laf2015, was trending in Australia. One follower missed their tram stop while following #laf2015. Catriona Bryce created a storify with the Forum tweets and a blog post about the Forum.
Library staff attended Libraries Australia User Group meetings in Canberra, Hobart, Melbourne, Sydney, Darwin, Adelaide and Brisbane, as well as a meeting convened in Perth. Following this series of meetings, Libraries Australia provided members with a document summarising the key messages and information provided at these meetings. This will continue following each of the User Group visits.

An annual User Group Convenors’ meeting with Libraries Australia representatives was established to build a community with Convenors and to enhance two-way communication between Convenors and the Library to improve communication and information flow with members. A full list of State User Group convenors is at Appendix B.

The newsletter was redeveloped to increase the frequency from quarterly to bi-monthly issues, move to a new service delivery system that allows more flexibility in the design and format internally, increase user engagement and tell stories from the Libraries Australia community, and deliver an expanded content program. It aims to showcase the stories of Libraries Australia users across the country as well as to inform the community about Libraries Australia services.

The Libraries Australia and LADD email lists continue to act as a core communication mechanism. The use of the Libraries Australia twitter account as a communication tool has continued, with the number of followers continuing to increase to 2,991 (a 24% increase from the number at the end of last financial year).

TRAINING

A total of 21 courses ran during the year with 86 participants (compared to 15 courses and 30 participants last year). The training courses conducted had an average of four participants compared with an average of 2 last year.

The review of the training panel has been scheduled for 2016-17. This review will to assess the viability of outsourced training provision and the current business model for Libraries Australia Trainers, and information from the Review of the Libraries Australia Services will feed into this review.
SEARCH

There were 13.42 million searches completed in 2015-2016, representing a decrease of 4.2% for the same period last year (difference of 591,130 searches). Searching the ANBD was down by 4.8% and searching other targets (e.g., WorldCat, Library of Congress), was down by 2.03%.

This is the fourth year of decreased searches since the Libraries Australia Search Service was redeveloped in 2005-06. Searching activity across the membership varies over the years; the two organisations with the largest reduction in searches against the ANBD were Copyright Agency Limited (reduced by 183,013, an 89% decline) and Deakin University (reduced by 177,610, a 74% decline). Bolinda Publishing accounted for the largest decline in searching of WorldCat (-57%) and Library of Congress (-58%).

In June 2016 Libraries Australia implemented changes that have greatly improved the searching of Chinese and Japanese script characters. Libraries Australia users can now do accurate simultaneous searching or browsing using script characters and be confident they have retrieved all of the relevant records in a single search. It is a great improvement and makes the script searching functionality much more useful. For Chinese, there is now simultaneous searching of both traditional and simplified characters. For Japanese, the updated system is treating consecutive characters as one word even when they combine different types of characters such as kanji (= Chinese characters used in Japanese) and two sets of phonetic alphabets (hiragana and katakana). Queries can include any combination of scripts as long as they are from meaningful character sets.

THE AUSTRALIAN NATIONAL BIBLIOGRAPHIC DATABASE (ANBD)

A range of activities are performed to build the national union catalogue and improve the data quality on the ANBD. Each of these enhances data re-use and exchange for members and the broader metadata network as data wends its way to Trove, WorldCat and beyond.

Global holdings update processes were in high demand this year, comprised of three categories of update: a general holdings update stream, the Alma project and WMS libraries. Global holdings updates are a process of last resort. Libraries Australia prefers member libraries to schedule regular data contributions to maintain the currency of the ANBD. However, when members migrate to a new library system a refresh may be the most expedient option. A list of libraries awaiting a Global Holdings Update is available on the website to communicate the need for libraries to get in touch, discuss requirements and schedule the work within a mutually beneficial timeframe.

Thirteen general global holdings updates were completed for member libraries and seven updates continued into the new financial year. In total, 1,352,620 holdings were deleted.
and 1,322,942 bibliographic records had holdings reloaded. As part of the Alma Project seven member libraries holdings were refreshed, 4,276,535 holdings were deleted and 3,865,454 bibliographic records with holdings were reloaded. Eight libraries migrated to WMS during the year with 161,865 holdings deleted and 491,858 bibliographic records with holdings were reloaded.

30 Serials Solutions manages serial holdings on behalf of some member libraries, updating records on the ANBD on a monthly basis. Serials Solutions added 3,622,698 holdings to the ANBD in 2015/16. This process is an efficient way for many member libraries to manage their serial holdings on the ANBD.

31 One significant way of improving the ANBD is the use of Relate software which runs across the ANBD looking for headings and ‘relates’ them to bibliographic records. Use of the Relate software improves the quality of bibliographic records by replacing non-preferred headings with the preferred form. Relate has been configured to run each night, processing recently added or changed records. In 2015-16 Relate processed 3,271,443 records and linked 5,909,707 records.

32 Another improvement process is the use of de-duplication software that continuously passes across bibliographic records on the ANBD. When a record is contributed to WorldCat an OCLC Control Number (OCN) is returned via SRU Record Update (Search/Retrieval via URL) and added to the ANBD record. This control number enables automated duplication checking via the Duplicate Detection and Removal (DDR) program. 135,445 duplicates have been removed by DDR from the database in 2015-16. Members reported 4,773 duplicates via the duplicate removal form; this resulted in 9,680 being manually removed. The top reporter of duplicates was Annette Payne from Zenith. On average, duplicates are resolved within 6 days of being reported.

**LIBRARY MANAGEMENT SYSTEM VENDORS AND THE ANBD**

33 The Library continues to work with OCLC and Ex Libris to ensure Libraries Australia members using the WorldShare Management Services (WMS) and Alma library systems can contribute their records and holdings to the ANBD. The holdings of another seven Alma libraries and seven WMS libraries were refreshed on the ANBD over the past year.

34 Initial talks with the system vendor for Aurora have also taken place to streamline the workflow of contributing records via the Record Import Service.

35 The Library works with member libraries on a variety of systems to establish the best contribution workflows when a new service is initiated, a change to contribution methods or during a global holdings update process. The Library encourages members to share their workflows with their system community to assist other libraries.

**RESOURCE DESCRIPTION AND ACCESS (RDA)**

36 The uptake of the use of the RDA cataloguing standard by Australian libraries continues to grow. At the completion of the 2015-16 financial year there were 2,105,946 RDA bibliographic records and 67,672 RDA authority records in the ANBD. This compares with 1,291,264 RDA bibliographic records in the ANBD at the same time last year. The main contributors of RDA records to the ANBD are the Library of Congress, followed by libraries using WorldShare Management Services, the British National Bibliography, and the National Library of Australia.
Just over 7% of ANBD bibliographic records are encoded in the RDA cataloguing standard. For authorities, 3.65% of the authority database contains authority records encoded in the RDA standard.

**RECORD SETS, COLLECTION SNAPSHOT AND ANALYSIS SERVICES**

Libraries Australia provided libraries with a range of customised collection snapshot or analysis products. This service delivers to libraries an analysis of unique holdings on the ANBD and may include a comparative analysis of their holdings with other collecting institutions of similar size, type or geographical area, or with the National Library of Australia's holdings. Advice and/or reports were produced for 17 libraries:

**University libraries**
- University of Western Sydney
- University of Wollongong
- University of Western Australia
- University of Melbourne
- Federation University Australia
- Griffith University Library

**Special libraries**
- Department of Agriculture
- Australian Institute of Family Studies
- Defence Science and Technology Organisation (SA, VIC, NSW, TAS, WA)
- Australian Academy of Science
- Australian Institute of Marine Science
- Department of Agriculture and Food (WA)

A detailed report was also prepared to assist the NSLA Legal Deposit Working Group. This was to analyse data about NSLA collections of Australian legal deposit publications represented in the ANBD and, via Libraries Australia, in Trove.
SYSTEM IMPROVEMENTS

40 In 2015-16 Libraries Australia, with its CBS vendor OCLC, performed a configuration of the CBS system, the database which underpins many Libraries Australia services, including the ANBD. The Register of Known Issues was utilised to determine the configuration changes required. The Register is available on the Libraries Australia website, and provides a brief summary of each issue, an explanation of why it is a problem for members and/or Libraries Australia staff, and the desired resolution once resolved.

41 The resolution of the sixteen CBS issues and five CBS Job Manager (CJM) issues benefited Libraries Australia Members who no longer have to manage or work around the issues affecting them. The issues fixed included functionality related to linking of fields, updating outdated codes, updates to transliteration tables, matching processes, display of punctuation, update to ISBN prefixes and deduplication of headings. The resolution of issues with CJM has increased the usability and versatility of CJM and enabled the Library to make more effective use of the software. The Register of Known Issues enables transparent communication of issues to members and demonstrates the Library is working to solve the issues raised by members.

DOCUMENT DELIVERY

42 594 LA members (consisting of 750 locations) use LADD, a reduction of 53 locations in the past 12 months. Of these, 510 member libraries at 653 locations use the LADD web service and 84 member libraries at 97 locations use ISO ILL compliant systems to interoperate with the LADD service.

43 The number of requests exchanged and supplied in LADD continued the downward trend since 2010-11. LADD transactions fell by 8.84% over 2014-2015, with 207,564 requests supplied in 2015-16. The decrease over the years is due to a number of factors including the general increase of the use of electronic resources, continued change of individual information seeking behaviour i.e. direct obtaining of information through the Internet and therefore less reliance on libraries, and a shift starting in library collaboration e.g. interlibrary lending and resource sharing arrangements among libraries in various sectors outside of LADD.

44 The National Library of Australia successfully transitioned from a locally installed to a hosted environment for the VDX system for Libraries Australia Document Delivery (LADD) service on 13 October 2015, and following a 30 day Validation Phase, the VDX transition project was officially signed off on 24 November 2015.
Following vendor-to-vendor testing between OCLC and Ex Libris to establish interoperability between Alma ILL and VDX, interoperability between Alma ILL and the Libraries Australia Document Delivery (LADD) gateway has been confirmed. A process for scheduling ISO ILL testing interoperability has been established with OCLC in the hosted environment.

Establishing the migration protocol, interoperability, and connectivity between systems has required close collaboration between Libraries Australia, system vendors ExLibris and OCLC, and the ISO ILL sites. This is a complex system and vendor relationship environment where OCLC are sometimes the former ILL vendor of the migrating library as well as the hosting provider for the LADD system (VDX). This has involved establishing new ways of working with OCLC in the hosted VDX environment, extensive vendor-to-vendor testing between Alma ILL (ExLibris) and VDX (OCLC) to confirm interoperability between the two systems, and interoperability testing with ISO ILL sites.

The University of South Australia and Curtin University were the first two Alma ILL sites to interconnect with the LADD Gateway. These ISO ILL sites were also the first two sites to ‘go live’ following the transition to the externally VDX hosted environment - which required the development of a new process with the vendor.

A total of 12 Alma ILL sites are now live interconnecting with the LADD gateway, and Libraries Australia has scheduled interoperability testing with a further nine locations.

STAFFING

Two permanent appointments were made: EL1 Assistant Director Data Services - Heather Walsh (from within the Library); EL1 Assistant Director Data Strategy - Amanda Magnussen.

From 1 February 2016 the Libraries Australia service adopted a refreshed organisational structure to facilitate improved service delivery and planning for the future of the national service. The Member Services team (led by Nikki Darby) continues to support the 1,200 subscribing libraries, and the Data Services team (led by Heather Walsh) continues to work with libraries building the Australian National Bibliographic Database. The newly formed Data Sharing Strategy position (held by Amanda Magnussen) focuses on the future of the national union catalogue, preparing for a renewed data strategy for Libraries Australia.

RECOMMENDATION

1. The Libraries Australia Advisory Committee notes the report.

Contact: Marie-Louise Ayres

marie-louise.ayres@nla.gov.au

02 6262 1202
APPENDIX A: MEMBERSHIP OF THE LIBRARIES AUSTRALIA ADVISORY COMMITTEE

CHAIR
Mr Geoff Strempel (Chair and Public libraries representative), Associate Director, Public Library Services, State Library of South Australia

MEMBERS
Dr Craig Anderson (OCLC Asia Pacific Regional Council representative), University Librarian, Deakin University
Ms Laurie Atkinson (Government libraries representative), Director, Law Library of Victoria and Supreme Court Librarian
Dr Alex Byrne (NSLA representative), CEO and State Librarian, State Library of New South Wales
Mr Robert Gerrity (CAUL representative), University Librarian, The University of Queensland
Ms Catherine Kelso (Elected member), Librarian, Data and Discovery, State Library of Western Australia
Ms Amelia McKenzie (NLA representative), Assistant Director-General, Collections Management, National Library of Australia
Ms Alison Oliver, (Elected member), Manager, Library & Information Services, City of Rockingham
Ms Ann Ritchie (Special libraries representative), Director, Library & Literacy, Barwon Health
Ms Anne-Marie Schwirtlich AM (NLA representative), Director-General, National Library of Australia
Ms JoAnne Sparks (CAUL representative), University Librarian, Macquarie University

NATIONAL COLLECTIONS ACCESS DIVISION
Dr Marie-Louise Ayres, Assistant Director-General
Ms Deirdre Kiorgaard, Director Trove
Ms Monika Szunejko, Director Libraries Australia
APPENDIX B: STATE USER GROUP CONVENORS

AUSTRALIAN CAPITAL TERRITORY
Convenor: Ms Jenny Wood, AIATSIS Library
Email: jenny.wood@aiatsis.gov.au

NEW SOUTH WALES
Convenor: Mr Robert Deininger, State Library of New South Wales
Email: robert.deininger@sl.nsw.gov.au

NORTHERN TERRITORY
Convenor: Ms Marilyn Hawthorne, Northern Territory Library
Email: marilyn.hawthorne@nt.gov.au

QUEENSLAND
Convenor: Ms Jackie Thomsen, Department of Transport and Main Roads
Email: jaclyn.l.thomsen@tmr.qld.gov.au

SOUTH AUSTRALIA
Convenor: Ms Chris Kennedy, Public Library Services, South Australia
Email: chris.kennedy@sa.gov.au

TASMANIA
Convenor: Ms Tara Cuthbert, LINC Tasmania
Email: tara.cuthbert@education.tas.gov.au

VICTORIA
Convenor: Mr Richard McCart, RMIT University Library
Email: richard.mccart@rmit.edu.au

WESTERN AUSTRALIA
There is no current user group for WA.