10 August 2006

Papers

Thursday 10 August 2006,
11.00 am – 12.30pm
Teleconference
AGENDA

1. Welcome, introduction and apologies
2. Minutes of the previous meeting of 27 February 2006 (LAAC/2006/2/1)
3. Libraries Australia status and post project tasks (LAAC/2006/2/2)
4. Libraries Australia Post Implementation Review (LAAC/2006/2/3)
5. Customer and Stakeholder Satisfaction Survey – Progress report
6. Any other business
The Meeting commenced at 10:00 am

Present:

Acting Chair
Ms Linda Luther
University Librarian,
University of Tasmania

Members
Ms Sherrey Quinn
Libraries Alive! Canberra

Ms Pam Gatenby
Assistant Director-General,
Collections Management,
National Library of Australia

Ms Patricia Scott
Bibliographic Services Librarian,
University of Adelaide

Dr Warwick Cathro
Assistant Director-General, Innovation,
National Library of Australia

Ms Elizabeth Ellis
Mitchell Librarian and Director, Collection
Management, State Library of New South Wales

Ms Joan Moncrieff
Associate Librarian, Technical Services
Deakin University

Dr Naida Tattersall
Manager, Libraries Social & Cultural Branch,
Gold Coast City Council

Mr Chris Taylor
Executive Manager, Information Access Services,
University of Queensland

Mr Lindsay Harris
Library Manager,
Queen Elizabeth Hospital South Australia
Observer

Ms Jan Fullerton
Director-General,
National Library of Australia

Officers in Attendance

Mr Tony Boston
Assistant Director-General, Resource Sharing
Division,
National Library of Australia

Mr Rob Walls
Director, Libraries Australia Database Services,
National Library of Australia

Ms Fran Wilson
Director, Collaborative Resource Sharing Services,
National Library of Australia

Ms Margaret Kennedy
Manager, Libraries Australia Customer Services,
National Library of Australia

Minutes

Gwyn Wilding, Karen Simm
Libraries Australia,
National Library of Australia

A summary of action items and resolutions are also included at Attachment A.

Agenda Item 1 Welcome, introductions and apologies

Ms Luther welcomed the members of the Advisory Committee to the meeting and noted this was the first Libraries Australia Advisory Committee meeting. The Libraries Australia Advisory Committee was formerly known as the Kinetica Advisory Committee.

Ms Luther congratulated Chris Taylor on his re-appointment to the Committee at the end of last year and welcomed Joan Moncrieff from Deakin University who was appointed at the same time. Ms Luther also welcomed Lindsay Harris from the Queen Elizabeth Hospital in South Australia who has replaced Karen Vitullo as the government libraries’ representative.

Ms Luther also thanked Judy Engall whose term on the Committee expired at the end of 2005.

As this was also Patricia Scott’s last Advisory Committee Meeting, the Committee recognised and thanked Ms Scott for the contribution she has made.

Ms Fullerton welcomed Mr Boston to his first Committee meeting as Assistant Director-General, Resource Sharing Division. She also thanked Roxanne Missingham for her past contributions to the Committee and to the Kinetica redevelopment.

Apologies have been received from John Arfield (Chair of the Committee).
Agenda Item 2  Minutes of the previous meeting and business arising (LAAC/2006/1/1)

Mr Boston reported on recommendations and actions arising from the previous meeting. The only recommendation still outstanding was in relation to Agenda item 12, the provision of a new Web form for Name authority records. This is not yet completed due to Redevelopment tasks but it will be completed during 2006.

RESOLVED: That the minutes of the meeting of 21 September 2005 be accepted.

Agenda Item 3  Director-General’s remarks (oral)

Jan Fullerton said the launch of the Libraries Australia free service was a significant national achievement. She acknowledged the contribution made by the Committee and libraries around Australia in achieving this milestone.

Ms Fullerton also remarked on the following:

• PictureAustralia launched an initiative on Australia Day to increase the number of contemporary images in PictureAustralia, by including images from FlickR. It has been a great success and an example of the way we are striving to engage with and participate in emerging online communities. This is a sign of the future, and reflects a change in philosophy for librarians that involves some relinquishing of control. She acknowledged that there is still some work to be done around the issue of metadata for images added to PictureAustralia from FlickR.

• The National Library is waiting on outcomes of our budget bids. A situation that requires urgent attention is the inadequate nature of the Library’s podium, which allows systematic leaks that threaten items in the collection. The Library is seeking extra funding to fix this problem.

• The Library is making progress in the area of digitisation and is working on supplying monographs digitally for interlibrary loan. The Library also wants to further develop the delivery of sound over the Internet.

• The Library wants to make our oral history and folklore collections more accessible by improving the indexing and delivery of these collections.

• The success of Libraries Australia has prompted the National Library to consider whether the traditional catalogue (Library OPAC) is the best way to provide access to the Library’s collections.

• In relation to Libraries Australia, the discovery of items is the ‘finding’ is good, but further work is needed on the service of ‘getting’. This led to some discussion on digitisation. The Advisory Committee recommended that discussion of the ‘getting’ service be a focus of the next Libraries Australia forum.

Agenda Item 4  Libraries Australia Status Report (LAAC/2006/1/2)

Mr Boston introduced the report.

Following the launch of stage 2 of Libraries Australia in November 2005, and the launch of the free service today, the Kinetica Redevelopment Project has officially concluded with its goals largely achieved.

Mr Boston highlighted the following issues from the report:
• Chinese Japanese and Korean (CJK) script data has been incorporated into the Australian National Bibliographic Database.
• There are two systems, Update, based on CBS software, and Search, based on Teratext. The two are configured so the records flow from update to search database in near real time.
• The Cataloguing Client has been generally well received. There have been some issues, notably the text of error messages and validation errors which have been confusing for users.
• Government libraries with restrictive firewalls had problems accessing the Client but this was resolved by opening up a new Port., number 11521, for use by these libraries.
• There have been initial problems with the Search service which were resolved with the application of new patches supplied by the software provider.
• Faulty display of Korean and some Japanese script will be fixed shortly.
• There have been issues with the Record Import Service (formerly Batchlink). Progress in loading data has been delayed due to the complexity of configuring the data loading processes and the need to familiarise staff with the Record Import Service (RIS) software and the CBS match/merge algorithm. Mr Boston said he hoped that the RIS would be working effectively by March 2006.
• Mr Walls explained that the problem in configuring RIS have largely been due to differences in the data elements supported in the PICA+ and MARC 21 formats and this has caused problems with the operation of the match/merge algorithm. He said that this configuration is a complex task which is being done as fast as possible while at the same time ensuring that sufficient testing is undertaken to protect the integrity of the ANBD.
• Mr Walls added that loading of Library of Congress book files is up to date and NLA files are being loaded. OCLC files are a priority as many Libraries Australia customers receive their OCLC data from Libraries Australia. Following the loading of these files, we will be loading Libraries Australia customer files. These files will not be loaded until they have been carefully tested. We have received files from around 25 libraries to date.
• The Libraries Australia Administration system is working well. We are actively encouraging our customers to manage their profiles and accounts in the Administration section of the system.
• Te Puna – Trans Tasman interlending will go live on 1 March 2006. It is an important milestone as it will significantly improve the efficiency of document delivery in Australia and New Zealand. Ms Kennedy commented that there is a lot of ILL activity between the two countries and both use the same software so interoperability is good.

Discussion ensued on end user accounts and personalisation. Mr Taylor wanted to know if libraries could close such accounts. This can be done in Libraries Australia Administration. Mr Boston undertook to find out which University of Queensland users had such accounts. Ms Kennedy stated that the library could determine to which databases and functions its users could have access.

There was also discussion on users contacting libraries about access to their collection items. Ms Quinn explained that this is a good reason for libraries to update their details in ALG and ILRS to indicate whether they are open to the public, and whether they will supply to individuals.

Ms Luther invited questions from the Committee members.
Ms Quinn asked what she can tell people who ask her about their files which are still waiting to be loaded. Mr Walls explained that the library is creating a waiting list of libraries that have sent their files. Ms Scott reported that her library has four months worth of changes to records that they have not sent. Mr Walls advised her to send them so that they can be placed on the waiting list. Mr Walls will issue an email letting libraries know how we will prioritise customers’ files.

Mr Walls reassured the Committee that if data sent by libraries had been accepted by the former Kinetica system then it will be accepted in the new Libraries Australia system as well.

Ms Luther asked if the delay in loading files could lead to more duplicates being created. Mr Walls said that this is a risk but that CBS has an algorithm that detects and removes duplicate records which will be run over the whole database in the course of 2006.

Ms Luther noted that the Committee is sympathetic to the range of challenges that the Libraries Australia team is dealing with in relation to the new system.

Ms Fullerton stated the Library is aware of and concerned at how these issues are affecting work flows.

**RESOLVED:** That the report be noted.

**ACTION:** Mr Walls will issue an email letting libraries know how we will address this issue and how we prioritise libraries on the waiting list.

**ACTION:** Mr Boston will find out the number of personalised accounts in use at the University of Queensland and notify Mr Taylor.

**Agenda Item 5 2004/2005 Libraries Australia Statistical Information**

**CONFIDENTIAL**

**(LAAC/2006/1/3)**

Mr Boston spoke to the report.

The only target not met was for Document Delivery Requests. Mr Boston stated that the decline in requesting was a common trend across libraries. Ms Kennedy explained that another factor in the decline of requests through Libraries Australia Document Delivery was the take-up by libraries of their own local ILL systems, which enabled them to bypass Libraries Australia for some requesting.

Mr Taylor asked if federated searches that included Libraries Australia would be picked up for our statistics. Mr Boston said that Libraries Australia is not currently part of any federated search engines but that if/ when this occurs these searches would be included in statistics.

**RESOLVED:** That the report be noted.

**Agenda Item 6 Kinetica Redevelopment Project: Final Report**

**(LAAC/2006/1/4)**

Mr Cathro spoke to the report.
He highlighted that future activities include a detailed End Project Report and a plan for a Post Implementation Review of the Project.

Mr Cathro also spoke to Appendix 2: Potential Post-Project Tasks. He highlighted the need to investigate a solution for the implementation of FRBR, and a need to trial the Shibboleth approach to federated authentication with selected customer libraries.

Mr Boston added that the Resource Sharing Division will prioritise and manage post implementation issues and tasks.

Ms Ellis asked whether there was the potential for a drop in the number of subscriptions due to the release of the Free Libraries Australia. Ms Fullerton said that this possibility had been considered and the Library is relying on the goodwill of libraries to retain their membership.

Ms Quinn congratulated the redevelopment team on the way they consulted with and encouraged contributions from libraries during the project. There was a general discussion that echoed these sentiments.

Ms Luther recommended that points in Appendix 2 of the report be expanded, and include more detail. Appendix 2 should then be put on the agenda for future discussion.

RESOLVED: That the report be noted.

ACTION: The Resource Sharing Division will expand on the points in Appendix 2 of the report for discussion at the next meeting.

Agenda Item 7 Libraries Australia: Update on Subscriptions Model (CONFIDENTIAL) (LAAC/2006/1/5)

Mr Boston spoke to the report.

He explained that despite sampling and discussion with special libraries it has been difficult to find a model that suits all concerned. However, the National Library will consult with special libraries who believe they are being charged anomalously high subscriptions.

Subscription rates will not be increased in 2006-2007.

There was discussion of the model, in particular its fairness in relation to special libraries and the variables that are used to determine fees.

Ms Wilson said that the closure of ILANET will impact on special libraries. However, as most are small and their usage low, they will fall into the $300 fee level. Ms Wilson also acknowledged the Committee’s concern about the equity of the model. While welcoming discussion and suggestions for changes to the model, she indicated that the wide range of opinion on what constitutes the best indicator would make reaching agreement difficult. All agreed that the model must be transparent and easily applied.

This agenda item was adjourned until after lunch as some key committee members had to leave for the Libraries Australia Free Service launch.

Agenda Item 9 was brought forward.
Agenda Item 9 National Library of Australia Strategic Directions 2006-2008 (LAAC/2006/1/7)

Mr Cathro spoke to the directions statement and explained how the Desired Outcomes are being achieved.

The Committee recommended that there be a reference in the document to performance indicators, or at least a link to where they might be obtained.

Ms Luther commended the Library on producing a good overview of the Library and its aims.

RESOLVED: That the report be noted.

Agenda Item 7 (continued) Libraries Australia: Update on subscriptions model (LAAC/2006/1/5)

CONFIDENTIAL

Mr Boston continued to speak to the report. He explained the new subscription based model, elaborating that Libraries Australia had liaised with various library sectors in developing the model.

Discussion included a possible model for special libraries, with a need for a transition period and ways that would best encourage new special libraries to join Libraries Australia. This might include incentive packages for libraries joining Libraries Australia. Ms Fullerton expressed concerns with anomalies that may occur between new and existing special library customers if a new model is introduced.

Recommendations were discussed and passed with amendment:

- That the National Library will offer assistance to public library consortia to develop a transitional pricing model over several years.

Additional points discussed for the basis of a new subscription payment model were:

- Work on a new model, targeting special libraries and public libraries, introduced over a 2 year transition period. Begin preparing for this over the next 12 months with the transition period to begin 2007. Mr Boston stated this could possibly take up to 10 years if introduced over all the different library sectors.
- Identify the different library sectors, prepare potential models open to negotiation, based on budgets, staffing, etc. that would cater to the special needs of each sector.
- Possibility of applying Victoria’s public library subscription model to other states especially NSW and Qld.

ACTION: Ms Luther to contact CAUL and ascertain whether an invitation to the next CAUL meeting would be extended to a National Library representative. Ms Luther will confer with CAUL regarding the new subscription model and the possibility of it being discussed at the next CAUL meeting. Ms
Luther will contact Diane Costello with a view to setting up a working party if necessary.

**ACTION:** The National Library will provide Ms Luther with a copy of the CASL tiered subscription based membership.

**Agenda Item 8** Libraries Australia Forum 2006 & Report from 2005 Kinetica Annual Users’ Meeting (LAAC/2006/1/6)

Mr Boston reported on the previous Kinetica Annual Users Meeting (KAUM) and said that overall he felt the meeting had been very successful. Committee members discussed the feedback received from the KAUM and concluded that some minor changes could be made at the next meeting.

- Pre-publish papers
- Structure meetings for half day parallel sessions
- More presentations by users
- Greater opportunity for discussion
- End user access – invite a member from a rural area

It was also suggested that the meeting should be structured to encourage more participation from customers rather than being predominantly a forum for management reporting, i.e., issues based forum rather than reporting based.

Topics raised that could be presented at the 2006 forum:

- A session on post Kinetica Re-development activities
- Re-introduction of innovation awards
- Health libraries
- FRBR
- Discuss Role of catalogue

**RESOLVED:** That the report be noted.

**ACTION:** Invite Anne-Marie Schwirtlich Acting Head of Arts Victoria, to chair 2006 Libraries Australia Forum.

**Agenda Item 10** Libraries Australia – Free Search service (LAAC/2006/1/8)

Mr Boston introduced the report outlining the aim of the service, its benefits and features.

General discussion took place on strategies that would guarantee the success of the regional launches of the Libraries Australia Free service.

**RESOLVED:** That the report be noted.

**ACTION:** Explore marketing strategies to promote Libraries Australia Free Search service.

**ACTION:** Ask State user groups for advice and assistance with regional launches.
ACTION: Invite Federal member(s) of Parliament from local areas to attend launches.

ACTION: Ask representatives from each State to take on leading roles.

ACTION: Publish diary of launches on Libraries Australia website.

Agenda Item 11 Australian National Bibliographic Database: Quality Issues (LAAC/2206/1/9)

Ms Rajapatirana spoke to the report.

Additional activities for quality improvements on the ANBD include:

- A feasibility study on the application of FRBR concepts in Libraries Australia Services; and
- Sources are being investigated for suppliers of non-roman script records, other than CJK, for inclusion on the ANBD.

RESOLVED: That the report be noted.

Agenda Item 12 Survey on Representation of Electronic Resources in Library Catalogues and the Australian National Bibliographic Database 2005 (LAAC/2006/1/10)

Mr Walls spoke to the report. There was general discussion on the outcome of the survey.

The following points were raised:

- Contribution of records of electronic resources to the ANBD can result in additional maintenance for libraries, e.g. maintaining the links to URLs
- Some libraries do not contribute records for electronic resources because the resources are not available for ILL or off site access

The Committee noted, however, that even under these circumstances there is still value in contributing holdings to the ANBD. The ANBD provides a record of Australian library collections and by contributing data users are aware of what libraries hold even if they cannot access the items.

Recommendations were passed without amendment.

RESOLVED: That the report be noted.


The article was noted.

Agenda Item 14 Conclusion & Review of resolutions
Mr Boston reported that he and Dr Cathro met with Phyllis Spies to discuss extending our OCLC WorldCAT agreement to include more Australian libraries.

**ACTION:** The Committee to provide suggestions for topics/directions for next LAAC meeting.

**ACTION:** The Resource Sharing Division to provide a report on feedback received from the Libraries Australia Free service launches.

**RESOLUTION:** The outcome from the Expert Advisory Group on Electronic Resources be noted.

Some members suggested that the Committee meet face to face in the middle of the year, rather than meet by teleconference. No dates were set.

*The meeting closed at 4.00 pm.*
# Attachment A – Summary Table of Recommendations and Actions

Libraries Australia Advisory Committee meeting  
27 February 2006

<table>
<thead>
<tr>
<th>Agenda item</th>
<th>Recommendations</th>
<th>Action</th>
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| Agenda item 4  
Libraries Australia Status Report | | Mr Walls will issue an email letting libraries know how the National Library will address the Record Import Service issue and how libraries on the waiting list will be prioritised. Mr Boston will find out the number of personalised accounts in use at the University of Queensland and notify Mr Taylor. |
| Agenda item 6  
Kinetica Redevelopment Project Final Report | | The Resource Sharing Division will expand on the points in Appendix 2 of the Report for discussion at the next meeting. |
| Agenda item 7  
Libraries Australia: Update on subscriptions model | The National Library will offer assistance to public library consortia to develop a transitional pricing model over several years. That Libraries Australia subscriptions for 2006-2007 remain unchanged. The National Library will work on a new model, targeting special libraries and public libraries, introduced over a 2 year transition period. Begin preparing for this over the next 12 months with the transition period to begin 2007. The National Library will identify the different library sectors, prepare potential models open to negotiation, based on budgets, staffing, etc. that would cater to the special needs of each sector. | Ms Luther to contact CAUL and ascertain whether an NLA representative will receive an invitation to the next meeting. Ms Luther to confer with CAUL regarding the new subscription model. Contact Diane Costello with a view to setting up a working party if necessary. The National Library will provide Ms Luther with a copy of the CASL tiered subscription based membership. |
The National Library will investigate the possibility of applying Victoria’s public library subscription model to other states, especially NSW and Queensland.

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<th>Agenda Item 8</th>
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<th>Invite Anne-Marie Schwirtlich to chair 2006 forum</th>
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<td>Conclusion &amp; Review of resolutions</td>
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LIBRARIES AUSTRALIA STATUS REPORT

February - July 2006

Libraries Australia service delivery – 05/06

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<tr>
<th>Service</th>
<th>Result</th>
<th>Target</th>
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<tr>
<td>Libraries Australia Searches</td>
<td>9,676,196</td>
<td>7,500,000</td>
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<tr>
<td>NBD and CJK holdings</td>
<td>1,642,621</td>
<td>2,000,000</td>
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<tr>
<td>Libraries Australia Doc Del requests</td>
<td>229,799</td>
<td>230,000</td>
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<tr>
<td>Search and Cataloguing Services delivered within agreed service levels</td>
<td>99.68%*</td>
<td>99.5%</td>
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* Statistics available for June and July 2006 only

Key issues
The focus over the period February - July 2006 has been on bedding down the new Libraries Australia services, solving post-implementation issues particularly with the Record Import Service (RIS) and launching the free Libraries Australia Search service.

The IT Division now provide first line support for technical issues relating to Libraries Australia Search, Cataloguing, Administration and Document Delivery. A Service Level Agreement (SLA) has been signed between the Resource Sharing Division and the IT Division of the National Library. A target for the availability of Libraries Australia services has been set at 99.5%. This corresponds to a maximum accumulated downtime of approximately 1.5 hours in a month during normal business hours and is higher than the Kinetica IBM service level of 98%. To date (June and July 2006 only), the SLA service level has been met.

In February-March 2006, a subset of twelve million records from the Australian National Bibliographic Database (ANBD) was extracted, supplied to Google and matched with items in Google Scholar. Since April, Libraries Australia records are listed in Google Scholar, although the quality of record matching has not always been as good as expected. This work was undertaken as part of Google’s “Union Catalogue” program which includes data from the union catalogues of twelve countries worldwide: Australia, China, Czech Republic, Denmark, Ireland, Israel, Hungary, Lithuania, Netherlands, Taiwan, United Kingdom and United States. The records from these union catalogues have been matched against existing Google Scholar data. Records that did not match an existing item in Google Scholar have been discarded.

In July, ANBD data was re-supplied to Google in MARCXML format which should improve the quality of matching in Google Scholar. It is expected that this data will also be loaded into the main google.com index by the end of 2006. The August release
of Libraries Australia Search will include a method for other search engines such as Yahoo! to harvest ANBD data.

Revenue obtained from subscribers to Libraries Australia in 05/06 was $4.0M which met the Library’s revenue target. In July 2006, invoices for annual subscriptions for 06/07 were sent to Libraries Australia customers. Subscription charges for 06/07 remained the same as for 05/06. As a result of negotiating a fixed price licence to RLG on behalf of all Australian libraries for two years, unlimited access to the following RLG databases are included in the subscription fees effective from 1 July:

- Research Libraries Group Union Catalogue
- Research Libraries Group Name Authorities
- Research Libraries Group Subject Authorities

Discussions have been held with both the university and public library sectors regarding development of subscription models for Libraries Australia based on criteria such as library budget (for universities) and population (for public libraries). At this time it does not appear to be possible to find a model which satisfies all subscribers within either sector. There does not appear to be any easy solution to this problem; however a way forward may be to:

- Develop a model for new Libraries Australia subscribers for each library sector based on appropriate criteria such as library budget or population;
- Base future subscriptions for existing customers on the status quo (which should avoid any large increases of decreases in subscriptions) with modest CPI increases; and
- Forego CPI increases for existing customers where their subscription is anomalously high based on their sectoral subscription model.

Adopting the above criteria will, over time, move subscriptions for all sectors to a logical (ie non usage) basis but will remove any need for large increases or decreases in subscriptions within sectors.

A Libraries Australia Post Implementation Review has been completed by Ernst & Young. See LAAC/2006/2/3 for more information.

A Libraries Australia Customer and Stakeholder Satisfaction Survey commenced in July 2006. The survey is being conducted by Nielsen NetRatings and the methodology involves both qualitative and quantitative methods. The survey will be discussed in more detail at agenda item 5.

Libraries Australia Search

The free Libraries Australia Search service was launched nationally by Senator Helen Coonan in conjunction with the Libraries Australia Advisory Committee meeting on 27 February 2006.

Services such as Libraries Australia improve access to the resources of libraries nationwide, and are particularly relevant to rural and remote users. As part of an ongoing communications plan to promote and increase awareness of the free Libraries Australia Search service especially in regional areas, launches were held in Geraldton, Alice Springs and Cairns during May and June 2006.

The launch at the Geraldton Regional Library was held in conjunction with a meeting of the Library Board of Western Australia. The service was launched by Kay Poustie, who chairs the Library Board. In Alice Springs, Major Fran Kilgariff launched the
service at the Convention Centre. In Cairns, the launch was held in conjunction with a workshop of the Queensland Public Library Association Conference. Lea Giles-Peters, the State Librarian and Chief Executive of the State Library of Queensland, officiated at the launch.

About two hundred people in total attended the launches and a great deal of interest in Libraries Australia was generated including articles in regional newspapers and radio news reports. A launch of the service in Burnie, Tasmania is planned for 7 September.

At the end of May there was a new release of Libraries Australia Search which fixed a number of software defects and included the following enhancements:

- Deep linking to the catalogues of most university libraries including the Group of Eight libraries;
- Database links to two new booksellers, BiblioOz and Blackwells UK which allows for automated follow-on searching, and the addition of 18 new booksellers. Descriptive text was also added for each bookshop listed; and
- An additional search limit “In Library” added to the simple and advanced search screens, allowing users to limit the search results to material with at least one holding in an Australian library

Graphs on search usage of Libraries Australia are presented below.
Search usage of Libraries Australia is higher than the Kinetica service. The total number of searches for 05/06 was 9.6 million up from 6.4 million in 04/05, an increase of about 50%. Since the implementation of Libraries Australia stage 2 at the end of November 2005, search activity has markedly exceeded the target.

Usage of the free Libraries Australia Search service has also exceeded expectations. It constituted 12% of Libraries Australia searches in March-June 2006, a total of 0.7 million searches in 05/06.

**Libraries Australia Search - Links to booksellers**

In October 2004, the National Library wrote to Australian booksellers inviting them to be listed in the first release of Libraries Australia (implemented in December 2004). Since that time the number of booksellers that are linked to from Libraries Australia has grown to 47, of which 41 are Australian and 6 are international.

With the release of the free Libraries Australia Search service in February 2006, the National Library joined the Amazon Associates program which provides a small "referral fee" if a user of Libraries Australia, links through to Amazon and purchases a book. This was a non-exclusive arrangement and the amount of money involved is small, less than US$100 in the months February-June 2006.

On 30 June 2006 the Australian Booksellers Association (ABA) wrote to the National Library to voice their concerns about links to Amazon on Libraries Australia. The 4 July reply by the National Library to the ABA proposed the following actions:

- Suspend the NLA's participation in the Amazon Associates program;
- Reconfigure the Libraries Australia booksellers page so that Australian booksellers, sorted alphabetically, appear before international booksellers; and
- Contact Australian booksellers again to alert them to the opportunity of Libraries Australia linking directly to their databases, where their systems allow it.

Of the above three actions, the first and third are now completed and the second will be completed by the end of August 2006 as part of the next release of Libraries Australia Search. Through the ABA, Australian booksellers have again been invited to be listed on Libraries Australia and to date, 10 new Australian booksellers have asked to be listed taking the number of Australian booksellers to 51. Many booksellers that
have asked to be included are “fringe” bookshops. The potential for this number to grow poses issues for management and administration of the booksellers list as well as for users of the service.

**Libraries Australia Cataloguing**

The input, indexing, searching and output of Thai script in Libraries Australia has been tested through a pilot project. The testing was successful and Libraries Australia users will soon be advised that they can now include Thai script in ANBD records. Thai script will only be supported in Unicode bibliographic products. Two new Z39.50 target databases that provide Thai copy cataloguing will be added to Libraries Australia in the near future. Libraries Australia will test support for other non-Roman scripts, such as Arabic and Hebrew, later in the year and will encourage libraries to test the contribution of other non-Roman scripts via the Record Import Service.

An Expert Advisory Group (EAG) has been formed to review the Libraries Australia guidelines for cataloguing of electronic resources. It is expected that the EAG will complete its work in a three month timeframe.

The terms of reference of the EAG are:

- Review the issues relating to the cataloguing of electronic resources on the National Bibliographic Database;
- Facilitate discussion with Libraries Australia users on this issue;
- Review and, if necessary, update the Libraries Australia guidelines for the cataloguing of electronic resources;
- Provide recommendations to Libraries Australia on actions it could take to encourage improved library workflows for managing access to e-resources.

Group members comprise National, State and Academic library representatives: Julie Whiting (NLA) Anatta Abrahams (NSL), Carmel Denholm (TSL), Lisa McIntosh (University of Western Sydney), Dorota Pudlowski (La Trobe University). Libraries Australia convening members are Bemal Rajapatirana and Robert Walls.

**Libraries Australia Document Delivery**

Since February 2006, 85 new customers have joined the Document Delivery Service, including many state government departmental libraries and hospital libraries, public libraries from as far afield as Alice Springs and Holdfast Bay, the Reserve Bank of Australia and the Queensland Art Gallery. Most were already members of Libraries Australia and consequently are now utilizing the full functionality included in the subscription fees by becoming customers of the Document Delivery service. As a result of the ILANET service operated by the State Library of New South Wales ceasing operation on 30 June 2006, over 53 new libraries have joined Libraries Australia Document Delivery. As of 30 June 2006, 665 libraries subscribe to the Libraries Australia Document Delivery service.

VDX version 2.7.4 is due for release in late August 2006, and will include new functionality such as: Work Queues, which allow users to view (and access) a summary of their ILL activities and Document Store, which allows responders to place electronic copies of documents in a secure storage area within LADD. The Requester can then retrieve the document from the document store.
ISO ILL
In March Monash University became the first Endeavor/CLIO library to use the ISO/ILL protocol to interoperate with LADD, and the State Library of WA now provides Western Australian public libraries with access to its ILL system and therefore via ISO to LADD.

Trans Tasman interlending
The Trans Tasman Interlending service which links Libraries Australia Document Delivery and Te Puna Interloan, enabling libraries on both sides of the Tasman to seamlessly request from and supply to one another, went live on 1 March 2006.

To date there have been 3339 requests by New Zealand libraries for items from Australian libraries and 370 requests in the opposite direction.

Record Import Service
The Record Import Service (RIS) is fully operational. Records from 44 contributor sources are being routinely and automatically loaded to the ANBD. A significant milestone during this period was the implementation of loading data files encoded as Unicode, with University of Melbourne, CSIRO and State Library of Victoria being the first libraries to take up the Unicode upload option. There are 11 remaining contributor sources pending upload through RIS. Testing is well advanced with these sites and loads should be able to commence once LMS file output problems and data conversion issues have been addressed.

Configuration of the CBS match / merge software will continue in order to improve data merging, reduce the numbers of actual duplicate records (using duplicate detection software that is run across the database) and also reduce the number of tentatively matched records sent for human review.

Global Changes
Global Update services have resumed with 23 holdings deletions tasks and 2 global holdings transfer tasks completed on the ANBD in the last 3 months. Additional update services will be developed to support a broader range of bibliographic and holdings changes.

Enhanced requesting, Personalisation and End User Access
161 organisations are providing enhanced ILL services to their library staff and patrons. 81 organisations are providing personalisation to the staff and end users. 81 organisations are providing end user access to the patrons. There may be others offering end user access but they have not registered their accounts as such with Libraries Australia Administration.

Help Desk
In total 3754 enquiries were received in the period 1 February 2006 to 31 July 2006. 38% of these enquiries were received by phone and 62% via email. During this period the most frequent queries related to:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>LA General</td>
<td>769</td>
<td>20%</td>
</tr>
<tr>
<td>LA Document Delivery</td>
<td>596</td>
<td>16%</td>
</tr>
<tr>
<td>LA Cataloguing</td>
<td>314</td>
<td>8%</td>
</tr>
</tbody>
</table>
In comparison, during the six months previous to this (1 August 2005 to 31 January 2006) there were 4695 enquiries, the most frequent relating to:

<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Record Export Service/ MARC*Link</td>
<td>487</td>
<td>10%</td>
</tr>
<tr>
<td>Cataloguing Client</td>
<td>397</td>
<td>8%</td>
</tr>
<tr>
<td>Australian Libraries Gateway</td>
<td>243</td>
<td>5%</td>
</tr>
</tbody>
</table>

The decrease in enquiries over the current reporting period can be attributed to the fact that the system has now been bedded down and customer libraries have a greater knowledge and understanding of the new services.

New registrations and cancellations
From 1 February to 31 July, 82 new organisations joined Libraries Australia, compared with 10 in the period from 1 August to 31 January. Public libraries in Western Australia accounted for the majority of new organisations (47). The non WA public libraries are listed below. In addition, 10 individuals subscribed to take advantage of the full functionality of the service.

- Agence Bibliographique De L'enseignement Superieur (ABES)
- Alice Springs Public Library
- BankWest
- Barry Collins Resource Centre
- Bourke Public Library
- Campion College Australia
- Carers NSW
- Central Murray Regional Library
- Copyright Agency Limited,
- Dalby Wambro Public Library
- Dandenong High School,
- Department of Environment (WA)
- Department of Finance and Treasury
- Department of Consumer and Employment Protection
- Digital Education Services
- Epworth Hospital Library
- Family Planning Queensland
- Financial Services Institute of Australasia
- Fire and Emergency Services Authority of WA
- Holdfast Bay Library Service
- Hunter-New England Health Services Library
- Jackson McDonald (Lawyers)
- Law and Justice Foundation of NSW
- Melbourne Grammar school,
- NSW Department of Community Services
- NSW Ombudsman’s Office Library,
- SirsiDynix Pty Ltd
- Tabcorp Holdings
- Taxation Institute of Australia,
- The Age Research Library
- The Geelong College
- Uniting Care Burnside
- URS Australia Pty Ltd,
- Water Corporation
- Wingfield Library

During the period, one organization, Bligh Voller Nield, an architectural company, cancelled its membership. No reason for this cancellation was provided.

Libraries Australia Forum
The Libraries Australia Forum (formerly the Kinetica Annual Users’ Meeting) will be held at the University of Melbourne Law Faculty on Friday 3 November. The Forum will be opened by Deputy Vice-Chancellor Professor Peter McPhee. The agenda is attached (see Attachment A). Further details are available at: [http://www.nla.gov.au/librariesaustralia/aum/laf06/index.html](http://www.nla.gov.au/librariesaustralia/aum/laf06/index.html).
The next Advisory Committee meeting will be held at the Melbourne University Club on Thursday 2 November and a function celebrating the 25th anniversary of the Australian National Bibliographic Database is planned for the evening of 2 November 2006.

**Libraries Australia future directions**

The National Library seeks ideas and guidance from the Libraries Australia Advisory Committee on future directions for the Libraries Australia service. At Attachment B are updated post-implementation tasks from the Kinetica Redevelopment Project final report which was presented to the Advisory Committee in February 2006.

Other areas identified as priorities include data quality and duplicate removal; obtaining updates of holdings records, particularly for public libraries, now that the free search service is available; adding more search targets (for example from RMIT Publishing) to the service; expanding content to include more non-roman script records, including Arabic and Hebrew, and creating logical views of the ANBD for particular library sectors.

These ideas will be used as input to a 2007-2009 Libraries Australia Business Plan which will be developed for discussion at the next Advisory Committee meeting of 2 November 2006.

**Recommendation**

That the Libraries Australia Advisory Committee note the report.

Collaborative Resource Sharing Services Branch
Contact: Ms Fran Wilson
(02) 6262 1690

3 August 2006
Libraries Australia Forum  
DRAFT AGENDA  
Friday 3 November 2006

Chair: Anne-Marie Schwirtlich

9.00 Opening  
Peter McPhee  
University of Melbourne  
Deputy Vice Chancellor

9.15 Introduction  
Jan Fullerton  
Director-General

9.25 Libraries Australia Report and Strategic Directions  
Tony Boston  
Assistant Director-General, Resource Sharing

9.50 A New paradigm for “getting”  
Kent Fitch, IT  
National Library

10.10 The Future of the catalogue  
Warwick Cathro  
Assistant Director-General, Innovation

10.30 Morning Tea

11:00 Parallel sessions

Cataloguing Workshop  
Facilitators: Rob Walls & Bemal Rajapatirana  
Maximising the potential of Libraries Australia Cataloguing

Reference & End User Access Workshop  
Facilitators: Fran Wilson/Jane Jones(SLWA)  
End user access to Libraries Australia –including the use of Personalisation and Alerts.

Interlibrary Lending Workshop  
Facilitators: Margaret Kennedy/David Ong  
National issues – efficiencies  
Enhanced requesting  
Exploring new “getting” models

Case Studies – WA publics

12.30 Lunch

1.30 Opening up access to Libraries Australia for end users – Case study  
Lynnette Lewis (Yarra Plenty Library, Victoria)

1.50 Report on Customer and Stakeholder Satisfaction Survey of Libraries Australia  
Tony Boston  
Assistant Director-General, Resource Sharing
2.10 People Australia project
2.25 Newspapers online
   - Newspaper digitisation project
     Warwick Cathro
     Assistant Director-General, Innovation

2.45 Afternoon tea
3.15 Enhancements and future directions
4.00 Questions, Review
4.30 Close
<table>
<thead>
<tr>
<th>TASK</th>
<th>PURPOSE</th>
<th>POSSIBLE TIMEFRAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>New release of Libraries Australia Search to support the free service</td>
<td>To provide free access to the ANBD for the public</td>
<td>Completed February 2006</td>
</tr>
<tr>
<td>Expose ANBD metadata for harvesting by Google and Yahoo</td>
<td>Increase the exposure of the Libraries Australia Search free service</td>
<td>Completed by end 2006</td>
</tr>
<tr>
<td>Enhancements to Libraries Australia Search</td>
<td>Continue to improve search services to meet user needs</td>
<td>Three release per year</td>
</tr>
<tr>
<td>Single signon for Web Cataloguing</td>
<td>To allow customers to use the Web Cataloguing service without having to sign on a second time</td>
<td>October 2006</td>
</tr>
<tr>
<td>Redefine and rebuild the Libraries Australia Search indexes (eg expansion of coded data elements and consolidation of values in appropriate indexes)</td>
<td>To improve search access and improve the maintenance of the application</td>
<td>December 2006</td>
</tr>
<tr>
<td>Implement interim solution for relevance ranking in Libraries Australia Search</td>
<td>To improve the display and navigation of search results</td>
<td>October 2006</td>
</tr>
<tr>
<td>Implement a solution for clustering of results including FRBR</td>
<td>To improve the display and navigation of search results</td>
<td>2007</td>
</tr>
<tr>
<td>Implement new releases of the CBS software</td>
<td>Continue to improve cataloguing services to meet user needs</td>
<td>Two releases per year</td>
</tr>
<tr>
<td>Integrate Libraries Australia Document Delivery with Libraries Australia Administration</td>
<td>To fully implement the Libraries Australia architecture, so that all administrative tasks are undertaken in Libraries Australia Administration</td>
<td>Last quarter 2006</td>
</tr>
<tr>
<td>Trial the Shibboleth approach to federated authentication with selected customer libraries</td>
<td>To encourage greater end use of Libraries Australia Search by allowing local credentials to be used to access the value added services</td>
<td>2007</td>
</tr>
<tr>
<td>Integrate the Library’s directory framework with Libraries Australia Administration</td>
<td>To ensure that changes do not need to be applied to multiple directory databases</td>
<td>2008</td>
</tr>
</tbody>
</table>
LIBRARIES AUSTRALIA
POST IMPLEMENTATION REVIEW

Following the completion of the Kinetica Redevelopment Project in November 2005, the National Library has undertaken a post-implementation review (PIR) of the new Libraries Australia service. The review was undertaken by Ernst and Young.

The purpose of the review was to:

- ascertain whether the Kinetica Redevelopment Project has achieved its objectives and addressed the original business requirements; and
- gain an understanding of the project process in order to identify and shortcomings in order to improve processes for future project activity at the Library.

The report is attached. (Attachment A)

**Recommendation**

That the Libraries Australia Advisory Committee note the report.

Kinetica Redevelopment Project
Contact: Warwick Cathro
(02) 6262 1403

4 August 2006